NHI CHANGE CHAMPIONS TRAINING PROGRAM







OVERVIEW OF THE INITIATIVE AND TRAINING MODULES

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OUTLINE



Part 1

Outline of the NHI Change Champions Programme

Part 2

Training Overview



PART 1
OVERVIEW OF THE NHI CHANGE CHAMPIONS PROGRAMME



BACKGROUND



- **Service delivery:** Concerns about operational efficiency, especially in rural and under-resourced areas with workforce shortages
- **Financing & governance:** Fears around affordability, corruption risks, and unclear benefit packages
- **System readiness:** Anxiety about infrastructure gaps and potential health-worker migration
- **Misinformation & trust:** Negative narratives amplified online risk eroding public confidence and reform support



CHANGE CHAMPIONS



GOAL

To address existing gaps in access to information and knowledge about the NHI through face-to-face communication, strengthening public trust, countering misinformation, and ensuring access to accurate, trusted information in local languages.

OBJECTIVES



Objective 1

Strengthen Trusted NHI Communication by building a national network of 10,000 competent NHI Change Champions

Objective 2

Empower Communities & Health Workers enabling meaningful participation in health decision-making and service access

Objective 3

Counter Misinformation & Build Confidence improving understanding and trust in NHI implementation

Objective 4

Mobilise Stakeholders for UHC Reforms promoting collaboration and alignment across sectors

Objective 5

Amplify Trusted Community Narratives building social solidarity through authentic, community-led NHI stories

ROLES & RESPONSIBILITIES



Communication

- Accurate communication
- Addressing myths, misinformation, misconceptions
- Simplify messaging
- Dissemination

Dialogue

- Facilitation
- Collating concerns & suggestions
- Informed engagement
- Structured dialogues

Awareness

- Small group engagements, briefings
- Knowledge session participation
- Collaborate with existing structures
- Share relevant NHI updates

ROLES & RESPONSIBILITIES



Advocacy

- Equity
- Quality care
- Financial protection

Training

- Engage with NHI Change Champion Toolkit
- Participate in webinars
- Complete online modules
- Continuous self-directed learning

Stakeholder engagement

- Openness
- Evidence-based
- Mobilisation

Monitoring

- Engagement activities
- Questions & concerns raised
- Emerging themes
- Training
- Surveys

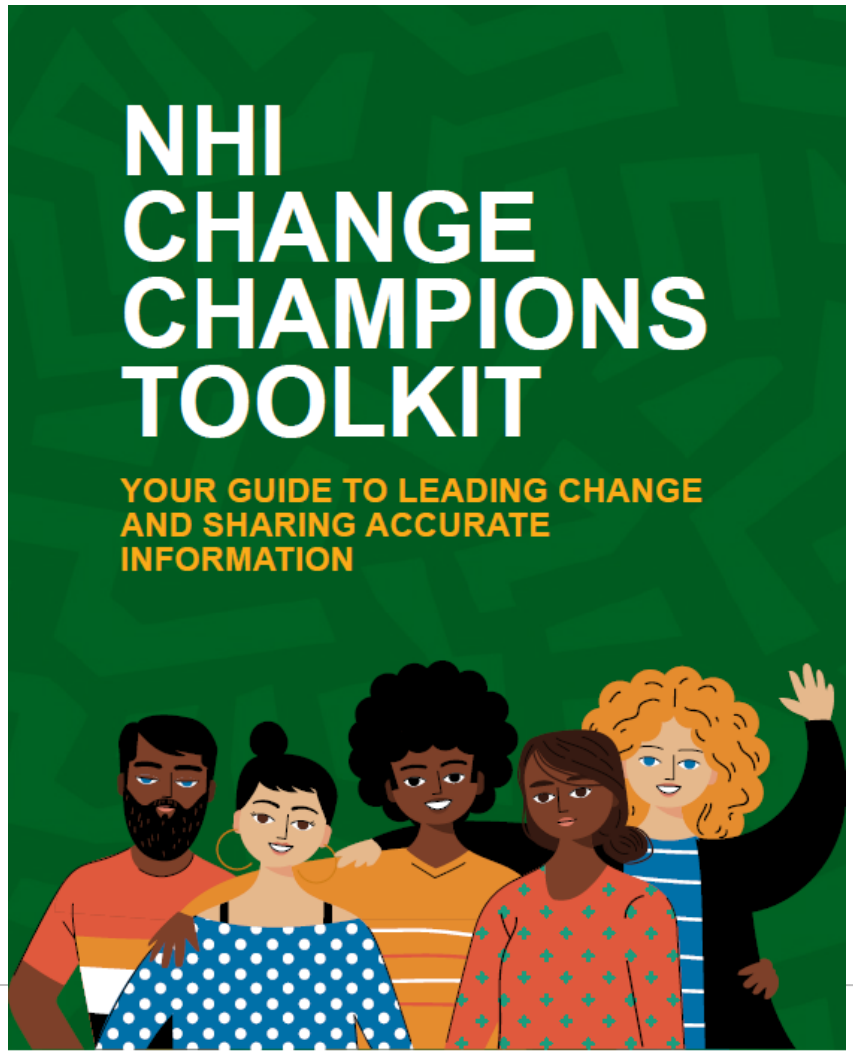


PART 2
TRAINING OVERVIEW



TRAINING MODULES





NOTE: The modules are aligned to the NHI Change Champions Toolkit.

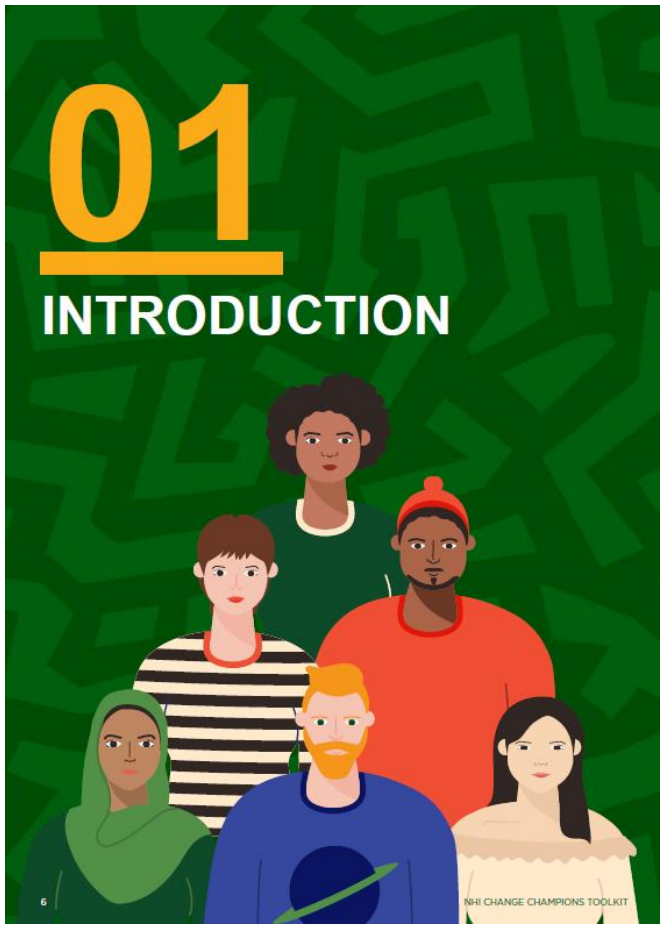
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TRAINING MODULES: MODULE 1







1. Purpose
2. Roles & Responsibilities
3. Intro to Change Management

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MODULE 1: LEARNING OBJECTIVES



01 Context

Outline the concerns and fears surrounding health reform

02 Purpose

Describe the purpose of the NHI Change Champions Initiative

03 Roles & Responsibilities

List the roles and responsibilities of NHI Change Champions

04 Change Management

Outline basic change management principles & processes in health

TRAINING MODULES: MODULE 2





1. Introduction to Universal Health Coverage
2. NHI Foundations
3. What is NHI all about?
4. How do we transition?

MODULE 2: LEARNING OBJECTIVES



By the end of this module, participants should be able to:

1. Explain core principles of Universal Health Coverage (UHC) and articulate how they underpin the design and implementation of the NHI.
2. Explain simple health financing concepts and how they relate to NHI sustainability and equity.
3. Summarize the NHI Act using the 5 W's and 1 H framework (who, what, where, when, why, how).
4. Differentiate clearly between what NHI is and is not

TRAINING MODULES: MODULE 3





1. Communicating NHI to others
2. Addressing misinformation & disinformation
3. Supporting consistent, accurate messaging

MODULE 3: LEARNING OBJECTIVES



01 Explain

Strengthen health care workers' ability to explain NHI clearly

02 Messaging

Support consistent, accurate and trusted public messaging

03 Misinformation

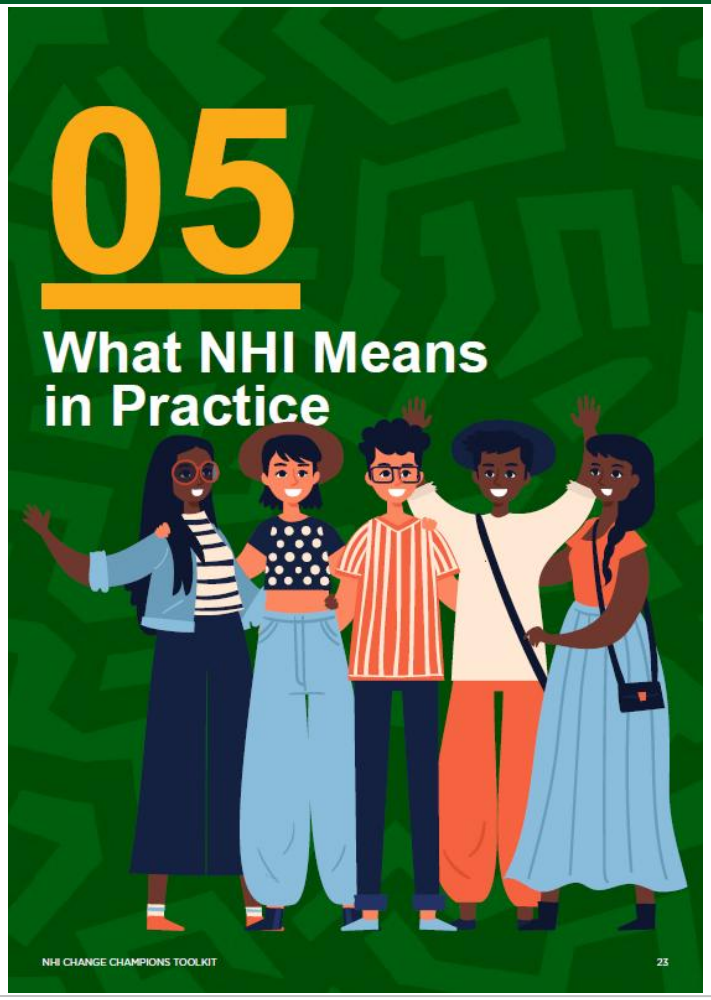
Address common public concerns, misconceptions, misinformation & disinformation

04 Confidence

Promote confidence in the health system

TRAINING MODULES: MODULES 4 - 7





4. NHI at the primary health care level

5. NHI in practice for providers

- Accreditation
- Contracting
- Provider Payment Mechanisms

6. NHI in practice for users

- User Management
- Healthcare Benefits Package

7. System Enablers of NHI

- Digital Health Systems
- Fraud & Risk Management

MODULE 4: LEARNING OBJECTIVES



Understand what Contracting Units for Primary Healthcare (CUPs) are.

Describe the CUPs proof of concept project

MODULE 5: LEARNING OBJECTIVES



5.1 Accreditation	5.2 Contracting	5.3 Provider payment mechanisms
• Describe what accreditation is and why it is done • List the 9 requirements of accreditation • Describe the broad processes involved in accreditation	• Define what an NHI contract is • Identify the requirements for a health establishment to contract with the NHI • Understand how health establishments will be paid • Understand the relationship between accreditation, contracting and monitoring & evaluation	• Identify and outline the different provider payment mechanisms, namely capitation • Explain the concept of capitation simply • Describe the structure of a capitation payment • List the advantages and disadvantages of capitation

MODULE 6: LEARNING OBJECTIVES



6.1 User Management

- Outline the roles and responsibilities of users under the NHI
- Outline the processes for user registration and provider enrolment
- Communicate registration & enrolment steps clearly to stakeholders.

6.2 Healthcare Benefits Package

- Outline the process of developing a health care benefits package under a capitation model
- List the categories of health care services that will be covered in the health care benefits package
- Describe what will change for the user and what will remain the same once NHI is fully implemented

MODULE 7: LEARNING OBJECTIVES



7.1. Digital Health Systems

- Demonstrate the importance of health information
- Describe the digital health information systems to be used by the NHI.

7.2. Fraud & Risk Management

- Understand the importance of fraud awareness
- List the factors that cause people to commit fraud
- Describe the NHI position on fraud & fraud management for users & providers
- Identify fraud risk indicators
- Understand your responsibility towards fraud prevention

TRAINING OUTCOMES



Capacitate	Support	Accurate, Unified Messaging
• Education & Training • Personal Development	• Continuous guidance • Feedback loop	• Address misinformation • Single, unified voice



ngiyathokoza!

ro livhuwa!

dankie!

ke a leboga!

enkosi!

thank you!

ndo livhuwa!

inkomu!

ngiyabonga!

ke a leboha!

siyabonga!

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