

# FEEDBACK

## 13<sup>TH</sup> MEETING OF THE RBM CASE MANAGEMENT WORKING GROUP 24-26 September 2024 in Kigali, Rwanda

### THANK YOU

We would like to thank everyone who participated in the online feedback of the 13<sup>th</sup> CMWG annual meeting in Kigali, Rwanda. Of the 125 in-person attendees, 64 participants (51.2%) and two out of 19 Zoom attendees shared valuable insights, which are summarized below. Overall, the feedback for the meeting was predominantly positive.

Regarding the results of the feedback survey, five-star satisfaction ratings are regarded as very satisfied, somewhat satisfied (4 stars), neither satisfied nor dissatisfied (3 stars), somewhat dissatisfied (2 stars) and very dissatisfied (1 star). In the survey, ratings of 4&5 stars are denoted as "satisfied".

### DATES, VENUE, SERVICES

The timing and scheduling of the event were well-received, with 95.4% of respondents expressing satisfaction. The three-day duration of the meeting scored a 75.7% satisfaction rating. While most respondents found the length appropriate, there may be opportunities to better align the schedule (see Figure 1).

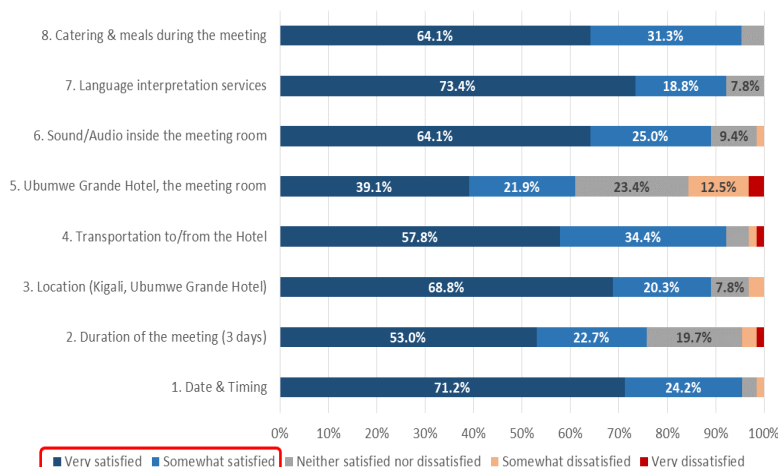
Regarding the venue, respondents expressed 89.1% satisfaction with the location at the Ubumwe Grande Hotel in Kigali, appreciating its central and convenient setting. Transportation to and from the hotel was similarly well-regarded, with 92.2% satisfaction, reflecting efficient arrangements.

Feedback on services was mixed. While the meeting room itself received a moderate score of 61%, indicating potential areas for improvement in comfort or layout, the sound and audio quality within the room was rated highly, with 89.1% satisfaction.

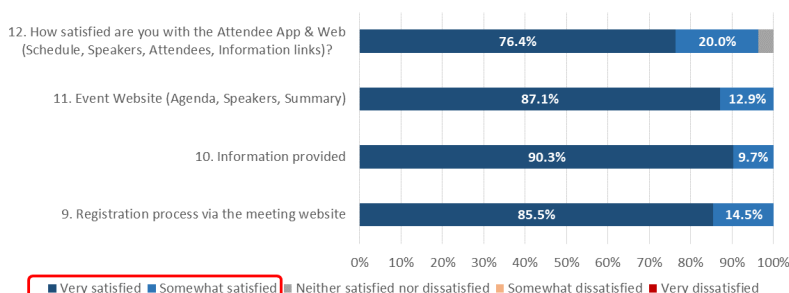
Respondents were very pleased with the catering and meals, which earned an impressive 95.4% satisfaction rate. Additionally, the language interpretation services were highly valued, with 92.2% of attendees expressing approval, ensuring inclusive and accessible communication. Additionally, Zoom attendees reported a positive experience with the audio and close-up video quality of the speakers.

### ORGANIZATION, SESSIONS, SPEAKERS

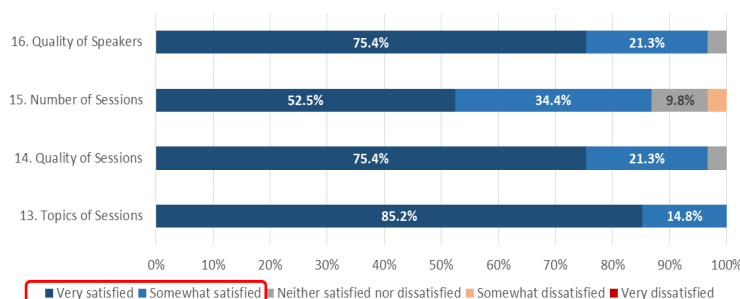
**Figure 1** How satisfied are you with the dates and venue?



**Figure 2** How satisfied are you with the organization?



**Figure 3** How satisfied are you with the sessions and speakers?



As shown in Figure 2, all respondents expressed satisfaction with the registration process, event website, and the information provided. Additionally, over 96% of respondents appreciated the attendee app/website, which allowed them to access the daily schedule, provide real-time feedback, and view details about speakers and participants. The app/website also supported the event's paperless format, which was well-received.

The event featured four key sessions: Antimalarial Drug Resistance, Severe Malaria, Malaria Quality of Care, Quality Improvement, and Vaccines & Chemoprevention Tools. Feedback from respondents indicated high satisfaction with the meeting topics, with 96.7% pleased with the overall quality of the sessions and speakers, and 86.9% feeling the number of sessions was appropriate (see Figure 3). According to real-time feedback, 76% of participants felt that the overall Q&A and discussion times were sufficient. In particular, only 54% of respondents felt that there was sufficient time for Q&A and discussions during the Severe Malaria session, while 69.7% felt the same for the Malaria Quality of Care session. This indicates that there may be room for improvement in facilitating discussions in these sessions in future meetings.

## FIELD VISITS

A significant majority of respondents, 91.2%, indicated that the locations of the field visits were relevant to the meeting's theme. Additionally, 88.2% felt that the information provided during the visits was sufficient. Satisfaction with the organization of the visits was notably high, with 93.9% of respondents stating that they were well organized. Furthermore, the Q&A and discussion sessions received positive feedback, with 75.8% of participants reporting that there was enough time for these interactions during the visits.

## MOSTLY LIKED!!

The most liked parts of the meeting were 1) Sessions, topics and speakers (31%), followed by 2) Field visit (22%), 3) Technical parts (17%), 4) Venue & location (15%), 5) Time schedule (13%), and 6) Others (2%). See Figure 4.

### 1) Sessions, topics and speakers

The respondents liked the sessions and covered topics more than anything else, especially those on drug resistance, severe malaria, and expert-led discussions that addressed key challenges in malaria case management.

*"The severe malaria session included participation from the private sector to share R&D efforts, as well as involvement from country NMCPs."*

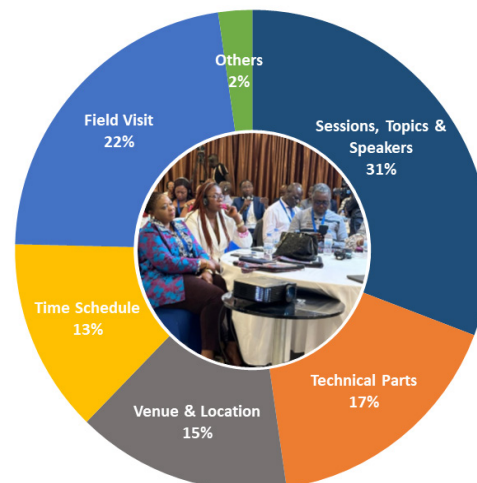
*"The topics were relevant and aligned with the major problems faced in CM, addressing most of the challenges."*

*"The topics addressed current key issues, and best practices were shared."*

### 2) Field visit

The field visit provided valuable insights into communi-

**Figure 4** What did you like most?



ty case management and allowed for direct discussions with community health workers, showcasing their impactful work. Attendees found the experience practical and inspiring, gaining ideas to apply in their home countries.

*"The field visit was excellent and I appreciated the work done by the community health workers. I learnt a lot from the speakers and discussions."*

*"The field visit was very practical and gave me a lot of hope, ideas to take back home."*

### 3) Technical parts

The respondents appreciated the paperless approach, finding the topics highly relevant and purposeful, supported by high-quality technical content. The translation provided and the Attendee app for session tracking further enhanced the experience.

*"I love the paperless idea."*

*"The Attendee app was helpful in tracking the sessions."*

### 4) Venue & location, Time schedule and Organization

The respondents appreciated the centrally located venue in Kigali, highlighting the hotel's cleanliness and quiet atmosphere, which contributed to a pleasant experience. Overall, the three-day event received positive feedback, with attendees praising the well-coordinated schedule and organization, noting that no major improvements were necessary. Many found the app and website easy and convenient to use, and the organizers were commended for their prompt responses in addressing any issues.

*"Very wonderful and properly organized meeting, very well done to the team."*

### 5) Others

The event featured highly enriching debates and open-minded exchanges, with strong audience engagement. The respondents appreciated the opportunity to share experiences at community level.

*"Highly enriching debates, sharing of experiences, open-*

*mind exchanges“*

*“The engagement of the audience was really high.”*

*“I particularly appreciated the exchanges regarding the research conducted, especially the comments and inputs provided by Peter from WHO, such as those on the management of severe malaria at the community level.”*

## SUGGESTIONS for NEXT MEETINGS

### Sessions, inputs, topics, discussion points

Throughout the meeting, there were over 47 speakers, more than 30 presentations and plenty of country-focused discussions. Many respondents felt that the number of sessions was too high, leading to a compressed agenda that limited interactive discussions. Suggestions included reducing the number of presentations and extending the conference duration to allow for more in-depth conversations. Suggestions for the next meeting are:

- Establish linkages between all Working Groups to encourage collaboration and prevent isolation.
- Initiate plenary Q&A sessions with moderator-led questions to stimulate thematic discussions among participants.
- Involve more Laboratory Officers in the next meeting.
- If possible, increase the number of days for more discussion and sharing experience.
- Focus on targeting non-artemisinin-based therapies in the multiple first-line treatment (MFT) initiation.
- Highlight advancements in diagnostics, as there is a need for more information on new technological approaches alongside RDTs and microscopy.
- Consider addressing the topic of malaria resurgence, as it could provide valuable insights.
- Explore the possibility of interim events, even if virtual, to maintain engagement between annual meetings.
- Reinvent workstreams to enhance collaboration and information sharing.
- Include more findings from research related to malaria case management in future meetings.

- Add a discussion on the treatment of severe malaria, focusing on lessons learned from other districts.

### Field trip

We have received the following suggestions:

- Conduct field visits in smaller groups to enhance interaction and allow for more questions.
- Allocate more time with community health workers (CHWs) and health facility staff to gain deeper insights.
- Increase the number of health facilities visited to broaden understanding of the system.
- Share challenges faced by community health worker model and how they were addressed.
- Improve time management during field visits to ensure participants can ask questions and engage meaningfully with the content.

### Time schedule

Although the time schedule was the best part of the meeting, some responders suggested:

- Allocate adequate time for each session and increase time for discussions and interactions.
- Consider extending the schedule to four days for additional presentations and field visits.

### Venue & location

We have received the following comments:

- Select a larger meeting space to accommodate all participants comfortably.
- Avoid venues with obstructing columns that hinder visibility in the hall.
- Ensure the plenary hall is spacious enough to foster a sense of togetherness among attendees.
- Nigeria and Tanzania were suggested for future meetings.

### Further suggestions

- App: more interactive by allowing presentation topics to be available for discussion.
- More networking time.
- Sightseeing or local cultural visits.



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