2021 ANNUAL REPORT:

Summary of FETPNG accomplishments and impacts



FETPNG graduate teaching at the RRT initiation training in the Autonomous Region of Bougainville















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Photo: The Rapid Response Team in the Autonomous Region of Bourgainville

Overview of FETPNG

The Field Epidemiology Training Program of Papua New Guinea (FETPNG) was implemented to address a critical shortage in field epidemiology expertise to help address national public health challenges. Performance against the health-related Sustainable Development Goals highlights the immense public health challenges faced by Papua New Guinea and underscores the importance of developing a cadre of field epidemiology experts to respond to acute emergencies and generate evidence to strengthen health systems.

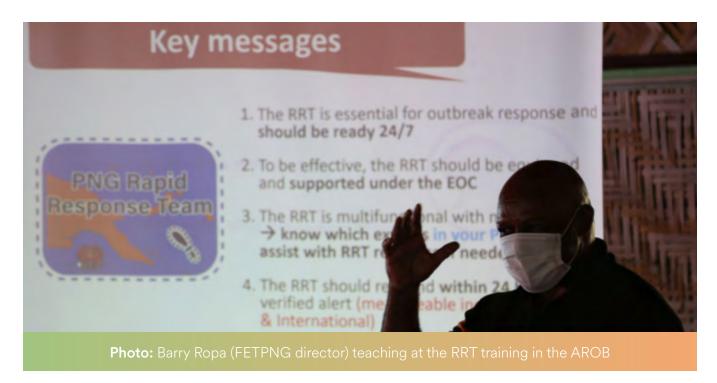
The FETPNG commenced in 2013 with the intermediate program (iFETPNG). There have been seven cohorts, with 94 national and 2 international graduates. Graduates have now been trained in all 22 provinces and in 49 (55%) districts (see Fig 1). Almost half (40%) of the graduates are women. An advanced program (aFETPNG) was implemented in 2019 to provide further training to selected iFETPNG graduates, building on core field epidemiology skills and providing additional leadership training.

The FETPNG is owned by the National Department of Health (NDoH) and sits within the Surveillance and Emergency Response (SER) Unit of the Division of Public Health. The programme Director is the Programme Manager of the SER Unit of the Division of Public Health, Mr Barry Ropa. Overall strategic direction is provided by the Senior Executive Management of the NDoH. In 2021, a local full-time convenor was appointed, Ms Bernnie Smaghi, and a full-time project officer, Ms Dia Oala.

The FETPNG faculty are responsible for all technical and logistical aspects of the programme. The faculty structure is as follows, with the individuals changing from year to year.

- Program Director NDoH
- Program Convenor NDoH
- Senior Program Faculty NDoH and Provincial Health Authorities (PHAs)
- Junior Program Faculty NDOH and PHAs
- **Program Technical Advisors** World Health Organization (WHO) / Hunter New England Population Health / University of Newcastle

Senior Program Faculty include Ms Rosheila Dagina, Dr Gilbert Hialwayer, Dr Abel Yamba, Mr Alois Pukieni, Ms Bethseba Peni, Dr Mathias Bauri and Ms Martha Pogo.



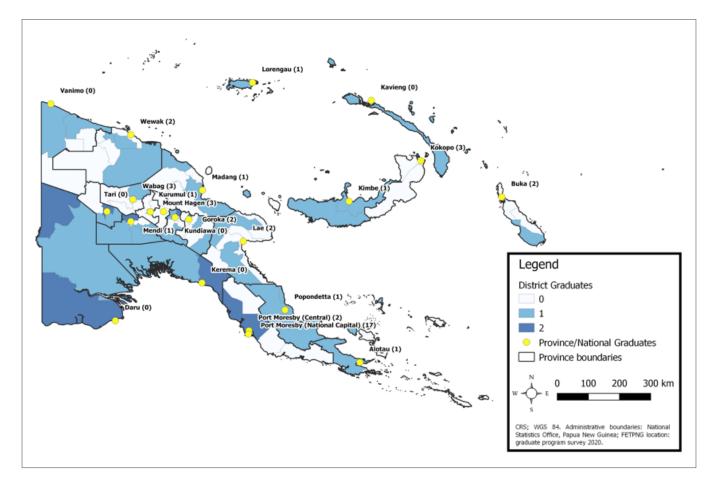


Figure 1: There have been 96 graduates of the FETPNG since 2013. Graduates have now been trained in all 22 provinces and in 49 (55%) districts



VISION

The vision for FETPNG is to contribute to a healthy, productive, and prosperous Papua New Guineans.



MISSION

To train a cadre of skilled public health professionals who provide inservice assistance to advance and protect public health and contribute to evidence-based decision-making.

GOAL

To create a network of capable field epidemiologists for PNG and the Pacific Region

- Medium term goal: to have at least one field epidemiologist in each Province.
- Long term goal: to have at least one qualified field epidemiologist in each District of the country

FETPNG Objectives

Eight main objectives guide FETPNGs activities, desired outputs, and impact.

- 1. Build public health capacity by developing a cadre of health professionals with advanced skills in applied epidemiology;
- 2. Increase national and sub-national capacity to respond to public health emergencies such as outbreaks, natural disasters, and other unusual public health events;
- 3. Strengthen national surveillance systems;
- 4. Prepare FETPNG Graduates to take part in the leadership of health departments at national, provincial, and district levels as well as other health related institutions;
- 5. Contribute to research activities on priority public health problems;
- 6. Improve communications and networking of public health practitioners and researchers in the country and throughout the region;
- 7. Promote the sustainability of the FETPNG; and
- 8. Assure active collection and dissemination of public health data for decision making

Due to public health response needs and the awarding of numerous grant opportunities, FETPNG has expanded since the implementation of iFETPNG to include other programs such as the advanced FETPNG program, Training for Rapid Response Teams (RRTs), Frontline Field Epidemiology Training, and various alumni and faculty development initiatives (see Fig 2). Numerous brainstorming meetings and grant applications in 2021 saw the conceptualisation, preparation and launch of some of these initiatives thanks to the hard work and leadership of local faculty.

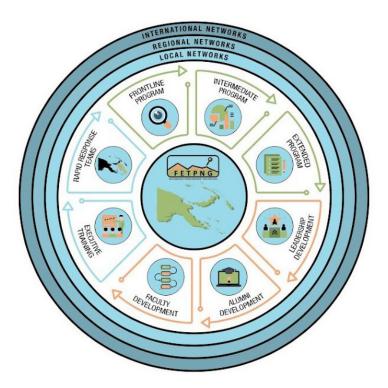


Figure 2: Papua New Guinea's Field Epidemiology Training Program

Intermediate FETPNG (iFETPNG)

The iFETPNG program builds knowledge and skills in outbreak response, disease surveillance, data for decision making, and operational field research (see Fig 3).

Selection of cohort eight

While there was no iFETPNG cohort during 2021, faculty invested time in selecting and preparing fellows for the eighth cohort in 2022. A total of nine fellows were selected; six of these are newly appointed Provincial Disease Control Officers.

Virtual training sessions

Four virtual sessions were held during September and October of 2021 to introduce fellows to the FETPNG program, familiarise them with the Zoom platform, and to deliver training on surveillance and outbreak response. The aim of the virtual sessions was to provide a primer for fellows before covering these topics in-depth during their first face-to-face workshop in May 2022.

Recruitment of junior faculty

Six junior iFETPNG faculty members were also recruited from the advanced FETPNG program. These faculty members were enrolled in leadership and other faculty development initiatives in 2021 (see Faculty Development section).

Accreditation of iFETPNG

In 2021, after substantial preparation and mapping of program learning competencies and impacts in PNG the FETPNG faculty accomplished accreditation with the <u>United Nations Institute for Training and Research</u>. This paved the way to initiate the accreditation process with the global Training Programs in Epidemiology and Public Health Intervention Network (TEPHINET). TEPHINET have opened applications for the accreditation of intermediate level field epidemiology training programs.

During 2022 the FETPNG team will work closely with technical advisors to complete the requirements of accreditation with the aim of submitting an application in 2023.

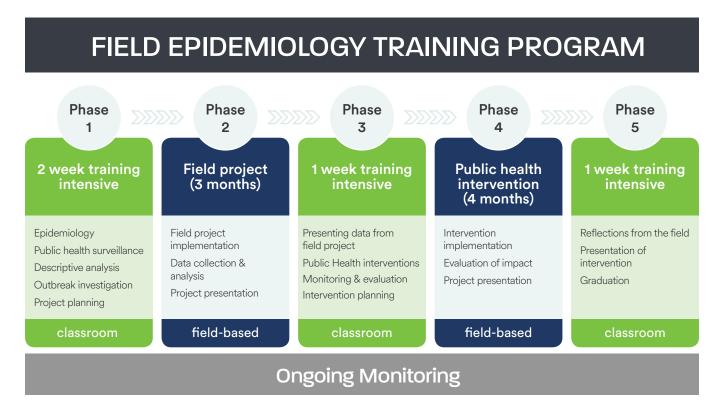


Figure 3: Summary of the FETPNG program and core competencies

Advanced FETPNG (aFETPNG)

The aFETPNG program was implemented in 2019 with the aim of reinforcing and building on core competencies from the iFETPNG program (Figure 3). The aFETPNG has a team based operational research approach focussed on building evidence to inform policy for four national public health research priorities. At the commencement of the program the 18 fellows were assigned to one of four key priority areas: Vaccine Preventable Diseases, Health Systems Strengthening, Maternal Reproductive Health and Communicable Disease Control.

During 2020 and 2021, aFETPNG fellows and iFETPNG alumni have contributed substantially to the COVID-19 pandemic response in PNG. While contribution to the response provided valuable learning opportunities for many fellows, it did in some cases cause disruptions to fellows' substantive projects. For this reason, COVID-19 was added as a fifth key priority area to the aFETPNG program in 2021. Due to their prominent response roles, four fellows chose to conduct their operational research and intervention projects in this COVID-19 key priority area.

Due to travel restrictions imposed by the pandemic, training for aFETPNG was conducted virtually in 2021. Ten highly interactive sessions were conducted over Zoom in 2021, including for:

- Introduction to using zoom
- > Epi project presentations (one session for each of the five key priority areas)
- Intervention design
- Surveillance evaluation
- Outbreak report
- Contact session for fellows to update mentors on progress

This was an effective way for fellows to connect, present their data analysis project findings, and evaluate each other's presentations. All fellows successfully completed and presented their operational research projects in 2021 (see Table 1 for summary of topics). The aFETPNG fellows also took part in supporting a COVID-19 surveillance review, and a number of national operational research projects (see operational research section).



Photo: aFETPNG virtual training session in September 2021

Table 1: Summary of aFETPNG operational research projects completed in 2021 by key public health priority area

| Roselyn Gatana | Assessing enablers and barriers to availability and accessibility of frontline health care services in Buka District, North Bougainville, 2019 |
|-------------------|---|
| Symphorian Suman | Community Access to Frontline Health Services along the fringes of PNG Indonesia Border, Vanimo Green District, 2019 |
| Brian Manari | Identify barriers and enablers to accessing front line health services at functioning aid posts in Markham District, Morobe-2019-2020 |
| Maternal and Rep | roductive Health |
| Clare Andawa | Identifying barriers to Antenatal Care Services uptake among pregnant women 15-49 years at Det health Centre, Southern Highlands Province 2019-2020 |
| Elsie Stanley | Cross-sectional KAP study of antenatal women 15-45 years accessing antenatal clinics in Gazell District, ENBP, Papau New Guinea, 2018-2021 |
| Timen Apae | Accessibility to Antenatal Care amongst adolescents in Henganofi District from Jan 2018-June 2019 |
| Vaccine Preventa | ble Diseases |
| Stuart Sarieng | To assess the at birth vaccines(BCG and HepB) coverage on live births and the factors affecting the coverage from 2015 to 2019 at Angau hospital, Lae |
| Bob Bomai | To assess at Birth Vaccinations (BCG & Hep B) and Factors affecting this Coverage at Goroka Provincial Hospital from 2015 to 2019 |
| Peter Ati | Barriers and Enables to Routine Immunisation of Children Under One year in Namatanai District from 2019-2020. |
| Diana Pololi | Barriers & enablers to routine immunization in children under 1 year of age at Kairuku District, 2019-2020 |
| Communicable D | iseases |
| Bernnedine Smaghi | Exploring factors affecting Lost To Follow-Up and Effective TB Case Management in West Sepik Province of Papua New Guinea, 2018-2019 |
| Stanley Masi | Factors Affecting Lost To Follow Up and Effective Management of TB Cases In East Sepik Province From 2018-2019 |
| Likas Lakain | Factors affecting lost to follow up and effective case management of TB cases in Enga Province from 1st January 2018 to 31st September 2019 |
| COVID-19 | |
| Maggie William | Identifying the barriers and enablers to self-isolating following diagnosis of COVID-19 in East Sepik Province, October 2021 |
| John Landime | Assessing barriers and enablers to accessing utilizing respiratory clinics for COVID-19 |
| Israel Naraman | Factors affecting the reporting of Covid-19 Suspected Cases at Triage in NCD Health Facilities, August - September 2021 |
| Mary Kaevakore | Factors Affecting Covid 19 Reporting And Testing, a Qualitative Cross-sectional Study Amongst Health Workers In NCD Clinics, August To September 2021 |

Rapid Response Teams (RRT)

Rapid Response Team initiation training was developed and launched in six provinces in 2021: Oro, Gulf, Autonomous Region of Bougainville (AROB), Western Highlands (WHP), West New Britain (WNB) and Manus. The training was conducted virtually with the RRT in Oro Province using the zoom platform, and in person in the other five provinces. A total of 105 RRT members participated in the training, representing all of the key roles of the RRT: incident manager, laboratory specialist, surveillance and epidemiology specialist, infection prevention and control specialist, clinical services, community engagement and risk communications, logistics and finance.



Photo: aFETPNG fellow David Lapun addresses questions about the COVID-19 from healthcare workers in Manus, May 2021

The training sessions were delivered by members of the NDoH, the COVID-19
Task-Force National Control Centre (NCC), WHO and the University of Newcastle/Hunter New England's Field Epidemiology in Action (FEiA) team. A train the trainer model was used to build capacity for ongoing roll out of the RRT training by national trainers based in PNG. A network for RRTs has been established on the WhatsApp platform.

The 2-day initiation training will be followed by an after-training reviews in 2022 to assess provincial progress in establishing a functional RRT Subsequent competency-based training will be developed in 2022 to further develop skills across the multi-disciplinary RRT.



Photo: FETPNG faculty launch virtual RRT training with Oro Province in May 2021



Photo: FETPNG faculty with the Gulf Rapid Response Team, May 2021

The topics covered during the RRT initiation training included outbreak investigation, roles and responsibilities in the RRT, verification of an alert, community engagement, risk communication, infection prevention and control, case investigation and contact tracing, psychological first aid, interpreting your data and construction of a situation report. Training was delivered using a variety of methods designed for fellows to learn new concepts, apply their learnings and discuss their ideas. Importantly, each RRT member received an RRT manual to adapt for their provincial team context and obtain senior level endorsement and sign-off.

An evaluation survey was administered after each day of training to gauge learner satisfaction and learning. The results of these evaluations highlighted the impact of the RRT training, with overwhelming positive feedback from RRT members regarding the training materials and content.

A pre-post survey was conducted amongst RRT members. Results from the pre-post survey indicated that RRT members' knowledge and confidence increased across all subject matter covered in the RRT initiation training. An inperson post-training review was conducted with Oro province to assess application of the training and functionality of the RRT five weeks after the training. Results from the post-training review revealed that administrative and leadership support is a key requirement for successful preparation and deployment of RRTs.

You can read more about RRT and access the field reports here.

E-learning training materials

Excel Fundamentals for Field Epidemiologists

The development of e-learning resources was highlighted as a priority given the interruptions to face to face training delivery due to the COVID-19 pandemic. The first module developed was a self-directed module providing practical guidance on using Microsoft Excel for public health data analysis. This module was prioritised as multiple evaluations of FETPNG have shown that fellows and graduates want more training on how to use Microsoft Excel.

In 2021, an online excel training module developed by the University of Newcastle's Field Epidemiology in Action team was piloted amongst FETPNG fellows and alumni. This course was available via the Field Epidemiology in Action Website and the Global Outbreak and Response Network (GOARN) online capacity building and training portal. The link to the training module was shared by email and on social media (Whatsapp) with FETPNG fellows, alumni and faculty.

Rapid Response Team initiation training (online modules)

Due to the urgency in training requirements for RRTs in the remaining 15 provinces, as well as the need to provide an opportunity for refresher training for RRTs, the Field Epidemiology in Action team has adapted key topics from the RRT initiation training into self directed online modules. It is anticipated that these modules will be ready to pilot by April 2022.

While the modules are tailored for PNG provincial RRTs, it is anticipated that the course will similarly gain international attention prove beneficial for other FETPs to adapt.

You can access the Excel Fundamentals training module here.



Photo: front page of the e-learning RRT modules (in progress)

Frontline

Frontline is a short program that aims to train frontline public health staff in surveillance, outbreak response and community engagement principles over a three month period. In 2021, the Frontline FETPNG program secured USD 1.8 million from the Global Fund to roll out training in six provinces in 2022.

Dr Abel Yamba (senior faculty) is providing part time consultancy support as the convenor of the Frontline program. A key stakeholder workshop was led by Dr Abel in December 2021 with 18 national and international partners across animal, public health and environmental health agencies. There is strong support from PNG stakeholders in adopting a One Health approach to the Frontline training. Dr Yamba continues to engage key stakeholders and has prepared workplans in the lead up to the launch in mid 2022. The Frontline FETPNG will be coordinated from the Provincial level, with technical support provided by the NDOH and FEIA team.



BERNNIE SMAGHI (FETPNG convenor)



DIA OALA (Project officer)



ABEL YAMBDA (Frontline convenor)

Faculty development

As part of the critical sustainability objective for FETPNG, faculty took part in numerous development opportunities. A summary of initiatives is provided below:

- Bethseba Peni: World Health Organization Infodemics Course.
- Dr Gilbert Hiawalyer and Bernnedine Smaghi: Thailand FETP Mentorship training.
- **Dr Abel Yamba and Alois Pukienei:** One Health introductory course at the human-environment-wildlife-livestock-(HEWILI) interface for the Pacific.
- 6 Senior and 7 Junior Faculty: Transformational Leadership Program (ten virtual sessions) run by the Krysalis Group.

Faculty have provided positive feedback from these training and development opportunities. Follow-up virtual sessions are planned where those attending professional development are asked to reflect on their learnings and share these with the wider faculty. Dr Gilbert delivered the first reflection session with a presentation to faculty in November reflecing on learnings from the Thailand FETP mentoring series. Content from the professional development sessions will be incorportated into the FETP training as relevant. The leadership training program has informed the leadership training materials for the aFETPNG face to face workshops in 2022. Content from the One Health workshop will be used in the development of the training materials for the fFETPNG program.

Operational research

In addition to supporting capability development in field epidemiology and rapid response teams, the FETPNG is also active in supporting operational research for the NDoH and NCC. During 2020 and 2021 this operational research support focussed on gathering evidence to support the COVID-19 national response. These research activities were developed, implemented and presented widely by aFETPNG fellows and faculty, providing additional valuable learning experiences and opportunities.

Healthcare worker survey: Barriers and enablers to COVID-19 swabbing in PNG

In October 2020, FETPNG led the development and implementation of a health care workers survey to explore barriers and enablers experienced in collecting specimens for COVID-19. This was a collaboration between the NDoH, NCC, St Johns Ambulance, and the WHO. The findings contributed to the National Control Centre's strategy for improving sample collection and testing for COVID-19.

The results of this survey continued to have impacts in 2021, with Bernnie Smaghi presenting the results widely at international forums including the South Asia Field Epidemiology and Technology Network (SAFETYNET). The study was selected for a special issue of the International Journal of Infectious Diseases (published in September 2021) and PNG Field Epidemiology fellow (now FETPNG program convenor) Bernadine Smaghi was invited by TEPHINET to participate in a panel discussion on World Field Epidemiology Day in September 2021 to discuss the study.



Photo: FETPNG invited to present at the 10th Southeast Asia and Western Pacific Bi-regional TEPHINET Scientific Conference. Field Epidemiology Training Development Strategies (Kip Baggett, Carl Reddy, Manickam Ponnaiah, Tambri Housen, Berry Ropa, Bernnedine Smaghi)

COVID-19 surveillance evaluations in 11 PNG Provinces, October 2020-January 2021

The first cases of COVID-19 were reported in PNG in March 2020. By September 2020, 200 cases had been reported in half of the 22 provinces. Eleven advanced Field Epidemiology Training Program fellows used a standardised questionnaire to describe the COVID-19 surveillance system, conduct structured interviews, and document a COVID-19 data review for their province. In brief, this exercise provided valuable recommendations to improve case definition application, testing and reporting procedures at the provincial level in PNG. A report was compiled and circulated among provincial health authorities, and an infographic generated to highlight the key findings.



Photo: Infographic and report summarising key findings from COVID-19 surveillance evaluations conducted by 11 aFETPNG fellows in December 2020-January 2021

COVID-19 vaccine hesitancy in healthcare workers and the community

As the roll out of a COVID-19 vaccine was launched among essential workers in May 2021, there was an urgent need to investigate reasons for vaccine hesitancy in PNG, especially in light of the SARS-CoV-2 transmission occurring in PNG at the time, and anecdotal evidence of widespread vaccine hesitancy toward the COVID-19 vaccine fuled by social media. FETPNG collaborated with NDoH, WHO, St Johns Ambulance and UReport to conduct a survey among 957 essential workers and community members across all 22 provinces during April-May 2021. Aside from highlighting that safety of the vaccine was the predominant concern expressed among survey responders, the study also demonstrated that healthcare workers are the most trusted source of information for the PNG public.

The findings from this survey led to key recommendations to prioritise IEC materials for healthcare workers and that educational resources should address vaccine safety and development concerns. The results were presented in a report that was circulated among PHAs and infographics summarising the results were disseminated on social media. The study findings were presented widely by Ms Martha Pogo, lead of the Expanded Immunisation Program and Bernnie Smaghi, FETPNG convenor (see below).

- Pogo, M. 2021. COVID-19 Vaccine Hesitancy in Papua New Guinea. National Media Briefing on COVID-19 vaccination in Papua New Guinea.
- Pogo, M. 2021. Vaccine Hesitancy in Papua New Guinea. Royal Australasian College of Physicians Pacific Public Health Webinar: Vaccine Hesitancy, 27th May 2021
- Pogo, M. and Smaghi, B. 2021. Vaccine Hesitancy in Papua New Guinea. Training Programs in Emergency and Public Health Interventions Network (TEPHINET) Global Meeting on Vaccine Hesitancy, 20th May 2021.
- Pogo, M. and Smaghi, B. 2021. Vaccine Hesitancy in Papua New Guinea. Australian Regional Immunisation Alliance (ARIA) PNG Vaccine Round Table Meeting, 27th July 2021.

The findings of this study were also presented by the Minister of Health in Papua New Guinea at a media briefing on communication associated with COVID-19 vaccination and at the Indo-Pacific Centre for Health Security's Partners Forum 8th September 2021. The presentations were received extremely well by health authorities in PNG and the pacific with commendations for the impact of the work (examples from emails provided below).

Dear Tambri, Bernnadine and Martha, I wanted to personally extend my thanks to you all for your presentation last Wednesday. Thank you for taking the time to share with us your work on vaccine hesitancy in PNG. This was the highest subscribed session we have had at the Centre – the feedback has been all positive and we had a wide range of participants from various Ministries of Health across the Indo-Pacific, DFAT Posts and Australian government agencies.

Thank you again for taking the time to present on such an important topic.

Indo Pacific Centre for Health Security



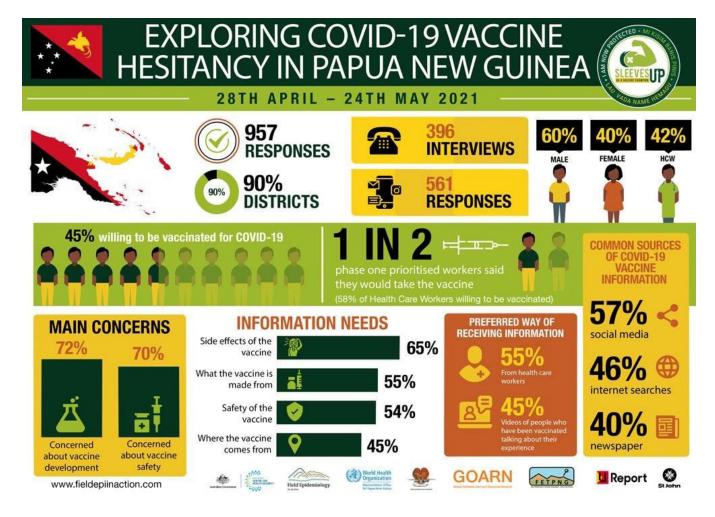


Photo: Infographic summarising key findings from the FETPNG national vaccine hesitancy study

You can read more about vaccine hesitancy and read the study reports here.

Internal ethics reviewer panel established for FETPNG research activities

There is a requirement for FETPNG operational research initiatives to undergo thorough ethics consideration and review by an expert panel before implementation and publication, under the Medical Research Advisory Committee (MRAC) guidelines. In 2021, FETPNG faculty established an internal ethics review panel under MRAC, including an approved ethics application form that fellows and faculty can use for various operational research projects. This form and approval process will expediate the review of operational research projects proposed by FETPNG fellows and faculty which is essential and also provides an excellent learning opportunity for fellows as they consider the ethical implications of their projects.

Alumni engagement and continued professional development

Due to COVID-19 response needs, FETPNG alumni webinars were held throughout 2021. Topics were at the request of graduates working on the frontline and included: COVID-19 vaccine, Infection Prevention and Control and Risk Communication.

All webinars were recorded and made available on Youtube, with dedicated resource pages created for each topic on the Field Epidemiology in Action website.

Plans for 2022

In 2021 the FETPNG faculty and partners were able to progress significant training initiatives, contribute to important COVID-19 operational research and lay the groundwork to ensure the launch or continued progression of key programs in 2022.

The team look forward to opportunities for face-to-face training in 2022 with a long list of activities planned:

Continue iFETPNG (eighth cohort)

- The intermediate (9 month) FETPNG remains the foundational field epidemiology training program in PNG. It has been running since 2013 and will continue to graduate fellows across the country. A key strategic goal of FETPNG is to have at least one graduate in every district in PNG.
- Includes two face-face workshops, completion of operational research project
- In 2022 the FETPNG will welcome 6 junior faculty to the iFETPNG program who will be mentored by senior faculty in teaching and learning, mentoring and the operational side of the FETPNG program. Professional development opportunities in leadership, adult teaching and learning and mentoring will continue throughout 2022 to support junior faculty in their new roles.
- During 2022 the FETPNG team will establish the systems and framework needed for TEPHINET accreditation which will provide the program with global recognition as an intermediate FETP program.

Complete aFETPNG training

- The advanced FETPNG has reinforced field epidemiology skills amongst top performing graduates of iFETPNG and developed junior faculty to support iFETPNG in 2022. Fellows will graduate in June 2022. Many are already in provincial leadership roles
- Fellows will be invited to submit abstracts for presentation at the global TEPHINET conference and the regional SAFETYNET conference.

Continued program evaluation

A thorough impact evaluations will document the value of the FETPNG training programs and identity
enablers and barriers to success. The evaluation will inform the continued quality improvement of
FETPNG activities

Complete RRT initiation training in 15 provinces (in partnership with WHO)

- Developing Rapid Response Teams at the Provincial level is a priority of NDoH and the WHO. Many FETPNG graduates support key roles within these RRTs.
- In 2022 FETPNG will recruit a national RRT coordinator (through Global Fund funding) to project manage RRT activities and support the provinces in the successful establishment of their RRTs.
- The 2-day RRT initiation training will continue in remaining provinces with after training reviews to assess post-training implementation. During 2022 a 5-day competency-based training package will be developed for RRTs with planned implementation in 2023.
- The RRT eLearning modules will be launched, disseminated and evaluated.

Launch Frontline training in six provinces

- Frontline FETP is a globally recognised short-course FETP (3-month) program that will build capacity at the front lines of PNG's public health workforce. Frontline will build surveillance, outbreak response and community engagement skills using a OneHealth approach.
- A national frontline coordinator will be recruited in 2022 to lead and project manage the implementation of frontline activities.
- In 2022 the frontline program will be piloted in two provinces. Lessons learnt will then be used in the implementation of the program in a further 4 provinces in 2023.

Continued faculty development and investment in sustainability of FETPNG

- FETPNG is proudly owned by the NDoH; technical support provided by partners is increasingly focused on transitioning program coordination, teaching and mentoring responsibilities to the NDoH team to ensure program sustainability.
- Throughout 2022 the international technical advisors will work closely with the FETPNG team to strengthen systems, procedures, and staffing of the program to support the transition into a program that is completely run by the PNG NDoH FETP team.



The FETPNG team would like to thank the funders and supporters that have enabled the continued success of the program throughout a very difficult period, IndoPacific Centre for Health Security, SAFETYNET and the US CDC, the WHO and GOARN. Special thanks for the technical support from Hunter New England Family & Population Health, NSW, Australia; University of New Castle, Australia and WHO PNG-country office)

We would also like to extend our immense gratitude to fellows and faculty who have demonstrated their commitment and dedication to the program, even though many of them have also been immersed in the COVID-19 response.