

# CSES Report - WHO Internship

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Public health has always been my passion since my entry into medical school. I started with projects such as implementing health outreach and campaigns as well as making an oral deputation on tobacco control, but I never got much exposure to the policy level. This enrichment year has allowed me to pursue this passion of mine and develop hands-on experience in International Development.

During my 6-month internship at WHO, I was fortunate to have been given the exception to work for three departments - Global Coordination Mechanism on Noncommunicable Diseases (GCM/NCD), Transformation/Cultural Change and Communications/Digital Solutions. I learn the best from working and I am really grateful for the opportunities to be hands on with many projects and creative with a variety of initiatives. Below is a summary of my deliverables and takeaways.

## **Health Literacy**

Health literacy is defined as the personal characteristics and social resources needed for individuals and communities to access, understand, appraise, [remember] and use information in a way that promotes health and sustains health behaviour. It is one of the key pillars to achieve universal health coverage. It has become one of the important themes of my internship with the followings being my key deliverables.

- Worked with health literacy experts on a report of policy recommendations on Health Literacy on NCDs;
- Supported the High-level Commission on NCDs Working Group 1 "Empower individuals by promoting health literacy among different populations for the prevention and mitigation of NCDs and mental health conditions and their risk factors, including by creating environments that support such education" Health Literacy Stream with its Health Literacy Situational Analysis;
- Supported the stocktaking and analysis of member states' initiatives on health literacy;
- Initiated research on digital health literacy on NCDs with my supervisor;
- Designed the interface for the new Communities of Practice platform as well as the chatbot avatar on the [Knowledge Action Portal](#) to facilitate knowledge sharing and community empowerment on NCDs.

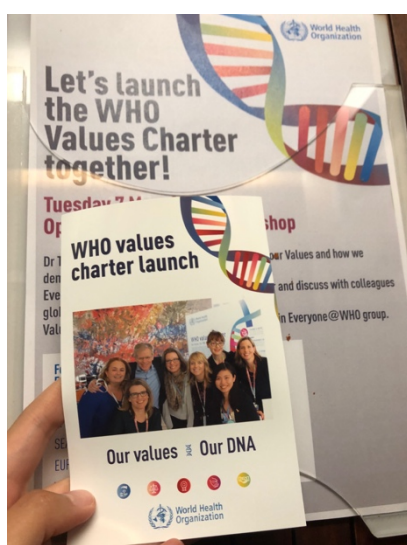
## Digital Health

- Supported the drafting of a concept note for a digital solution to capitalise WHO's wealth of health advice and promote staff health;
- Pitched a proposal for a digital solution that allows WHO to communicate its messages more efficiently and embrace a more innovative image directly to the Director General Dr Teros ;
- Developed a concept note on the opportunities in innovation for GCM/NCD.



## Working at International Development

Working at WHO was an eye-opening experience for me not just in terms of being involved in health projects and learning from the leading global health leaders, but regarding developing a career in International Development. For example, I learned about the value of my skills in internal and external communications as I got to contribute my skills in designing graphics and user interface, as well as managing creative content for WHO Transformation. Here are some of my deliverables:



- Expedited the delivery of the Launch Events of Transformation & Values Charter with agile work on Workplace management, CMS, creation of visual materials and internal communications;
- Developed the communications materials (infographics, video and e-learning modules) for the new WHO Values Charter as part of the corporate change management;
- Supported the development and delivery of a pulse check survey for staff engagement in transformation.

I also joined the Intern Board in supporting the Intern Network in the capacity of Academic Coordinator for three months, where I spearheaded collaboration with the Human Resources Department to initiate a Career Management Training for interns at WHO.

Intern Board with DG Dr Tedros >



## Research

I initiated two research projects - one on youth engagement in addressing NCDs and the other one on NCDs health literacy in collaboration with my supervisor at WHO. For the health literacy project, we are studying the use of technology in improving the populations' health literacy on NCDs in countries. As part of the situational analysis, I have co-interviewed 10 academics, officials from governments and WHO offices to learn about countries' practice in digital health literacy.

WHO has provided an encouraging environment for me to pursue my passions and develop my skillset. I have experienced growth beyond what I could have ever asked for and it would not have been possible without the people I have met. I am grateful for the global health changemakers I have met who were extremely generous with their knowledge, time and support. They have inspired me to work hard, be kind and make one's enthusiasm for making positive changes contagious.

