

Winner of the Learning Lab Challenge 2025

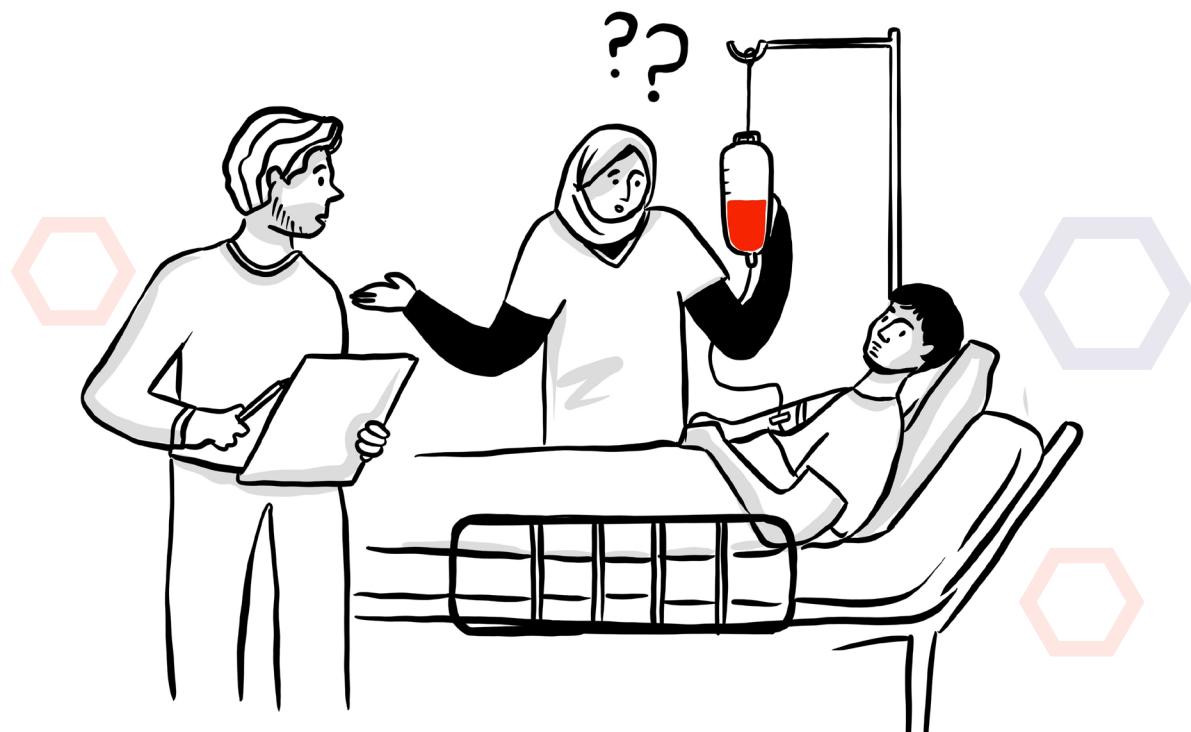
# MENDAMI

Baptiste PAIN  
Cyril KOHLER  
Oussama JEBALI



An inclusive hybrid training program (digital and field-based) to strengthen the skills of professionals in Libya's national blood transfusion system.

## A CRITICAL NEED FOR ACCESSIBLE AND CONTINUOUS TRAINING



The Libyan blood transfusion system needed structured and accessible training for blood bank managers, doctors, nurses, laboratory technicians, and students:

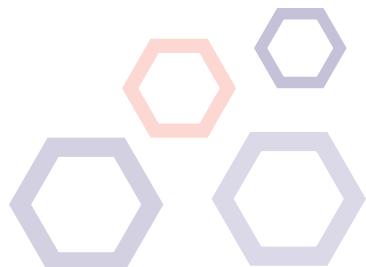
- training **content** was not accessible to all (limited access for women and students);

- **Covid-19 restrictions** prevented the planned face-to-face training courses in Tunisia and forced a review of the approach;
- The system suffered from a **lack of educational continuity**, national mobilization (women, men, students), and a secure, simple, and scalable tool.

Mendami enables the reach of a large number of professionals and provides personalized support to each learner throughout their training.

The system allows for the **mobilization** of both women and men, as well as current professionals and future professionals (students) **nationwide**.

It also allows physical **information** collected during training sessions to be **cross-referenced** with automated information from the learning management system, available in the platform's database.



## Mendami mobilizes:

- An **e-learning platform** consisting of **seven training modules** on quality management in blood transfusion;
- A **training support system** involving:
  - **The mobilization of 25 tutors** (experts) deployed in partner blood banks to provide local support (schedule management and implementation of training during dedicated training sessions);
  - **An administrator interface** for managing the learner database.

The training is available in Arabic (and will eventually be available in English).



This digital approach has enabled the mobilization of more women around these training issues, while also reducing travel costs and their environmental impact.

Currently, more than 650 Libyan professionals are being trained on the tool.



### In concrete terms, Mendami has made it possible to:

- an increase in the number of women trained, helping to **combat gender discrimination**;
- **improved responsiveness in supporting** learners in difficulty;
- the deployment of a **monitoring tool** for each blood bank and for the national authority;

- **democratization of training** through simplified, remote access;
- **reduced costs and carbon footprint**;
- simplifying **data collection**;
- implementation of **decision-making tools** for HR (re)mobilization.



Ownership of the platform is being transferred to the Libyan National Blood Transfusion Authority, which will ensure its continued use beyond the Mendami program.

Upgrading the training modules in line with changing international standards is made easier because the management system remains simple to operate and inexpensive to maintain.

### ...WHOSE REPLICABILITY IMPLIES:

- **adapting the design** (cultural and linguistic contexts);
- **translation** into local languages/dialects;
- **updating modules** in line with international standards;
- **effective coordination** between field and digital support;
- **rigorous monitoring** of training data to ensure **reliable results**;
- a **budget** to cover travel expenses for coaching and individual monitoring of various areas of expertise (blood transfusion, IT, communication, etc.).