

# Best Practices for PAHO/WHO Collaborating Centres (CCs)



## Workplans

- Work closely with the PAHO/WHO Responsible Officer (RO) developing the workplan to ensure it is aligned with PAHO/WHO's goals and mandates.
- Implement the agreed upon workplan using the highest quality of standards.
- Inform the RO about changes that may affect workplan implementation, as well as changes in CC directorship.
- Complete the Institutional Profile form in eCC as quickly as possible with attachments in English (constitutive document and organizational chart).
- Upload annual reports on time (within 30 days of the WHOCC email request).



## Use Available Resources

- **Guide for WHO CCs**
  - Provides information to better understand how the CC mechanism works.
- **CC Website**
  - Contains information about the CC mechanism and how CCs have been supporting PAHO/WHO.
- **Status Report for PAHO/WHO CCs**
  - Contains an overview of PAHO's collaboration with CCs and a list of PAHO/WHO CCs, organized by Member State.
  - CCs' corresponding PAHO technical entity and designation dates can be found herein.
- **PAHO/WHO CCs by Strategic Plan Outcome**
  - Contains a list of PAHO/WHO CCs, organized by PAHO's Strategic Plan (2020-2025) Outcomes.
- **WHO CCs Database & Portal**
  - Contains information on WHO CCs worldwide, including contact information and website links.
  - Users can search for CCs using several filters, such as country, reference number, region, and technical area.
- **CC Networks Webpage**
  - Contains information about regional and global CC networks.
- **CC Deliverables Library**
  - Contains links to deliverables carried out by PAHO/WHO CCs to support the Organization's goals and mandates from 2015 to present.



## Knowledge and Understanding

- Become familiar with PAHO/WHO's mandates and goals and identify how the CC's expertise could align with PAHO's strategic plan and other PAHO/WHO strategic documents.
- Understand the responsibilities of a CC director and how the CC mechanism works.
- Ensure RO is the CC's primary point of contact.
- Understand and adhere to the WHO CC Terms and Conditions, with special attention to the use of the WHO name and emblem.



## Interaction

- Maintain consistent communication with the RO and invite them to visit the CC, if possible.
- Participate in PAHO's technical meetings, when invited.
- Consider asking a more experienced CC for guidance and mentorship.
- Join relevant CC networks to:
  - increase the regional/global application and impact of the CC's activities.
  - create new synergies with other CCs.
  - build capacity within your institution.
- Identify similar or cross-cutting connections with other CCs and suggest new collaborations.



## Opportunity for the Future

- Reflect on the effect the COVID-19 pandemic has had on your work with PAHO/WHO to identify and maintain any improved processes/procedures and better prepare for future health crises.