

IN KEEPING WITH THE WORKSHOP'S METHODOLOGY, WHICH ENCOURAGED A HIGHLY PARTICIPATORY APPROACH TO KNOWLEDGE SHARING AND RESPECTED THE LANGUAGE AND CONTRIBUTIONS OF INDIVIDUAL PARTICIPANTS, THESE WORKING GROUP NOTES HAVE NOT BEEN SUMMARIZED AND HAVE BEEN ONLY LIGHTLY COPYEDITED.

HRH Action Workshop Topic Working Groups Participant Notes

Health Care Worker Productivity

Definition: Setting productivity standards, estimating gaps, root cause analysis and intervention selection, implementation, monitoring and evaluation.

Key Issues:

- How to measure it? What to Measure?
- Need for enabling environment
 - Infrastructure
 - Support Staff
 - Supplies
- Attitude / Motivation
- Supervision

What is Working?

1. Selecting trainees based on motivation (Lesotho)
2. “Ownership” of departments clearly defined (Kenya)
3. Clear job descriptions (Lesotho)
4. Time studies to identify activity standard (Zambia)

Ideas to Increase Productivity

1. Clear Public Private Partnership policies on part-time practice
2. Clear selection for staff motivation
3. Pre-Service Level: Teach empathy/have empathy mentors
4. Set policy guidelines and standards for:
 - Equipment, workload and staffInclude numbers, quality and outcomes
 - By level
 - By local context
5. Be able to measure and report
 - Include appraisals
 - Include client satisfaction