

Motivating and building the skills of health care workers and team when you have limited resources

ICAP Collaborative PMTCT and Pediatric HIV
Strategic Planning Workshop

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R. Ntuny



ICAP
International Center for AIDS
Care and Treatment Programs
MAILMAN SCHOOL OF PUBLIC HEALTH
Columbia University

Session Goal

- To compare various experiences for creating positive solutions at the workplace level that build skills, motivate staff and sustains quality program with the existing workforce

Learning Objectives

At the end of the session:

- Participants will be able to recognize/identify factors motivating or de-motivating HCWs in health care settings.
- Participants will be able to describe pathways that link skills building to achievement of desired results.
- Participants will be able to identify solutions for building and motivating HCWs

Motivating HCWs in Mohale's Hoek Hospital with limited resources

Experience from ICAP Lesotho

Background

- Mohale's Hoek Hospital
 - District hospital
 - Leadership: DMO and Matron
 - Staff strength: 15
- Before ICAP
 - No scheduled meetings
 - No MDT
 - High attrition rates
 - Low morale
- ICAP Lesotho: Small budget
 - Limited staff
 - Limited renovation
 - No equipment support
 - No top ups for HCWs

Actions taken (I)

- Sensitization and advocacy
- Leadership and teamwork training
- Training and professional development
- Participation mechanisms
 - Recognize everyone's efforts
 - Involve everyone, task sharing “ You are not alone”
- Recognition
- New team culture: integration of multidisciplinary approach to service delivery
 - MDT meeting

Actions taken (II)

- Providing a positive working environment:
 - Patient flow redesign
 - Task shifting,
 - Tools (job aids, checklist,)
- Supportive supervision through continuous site presence
- Evaluating and measuring continuously
 - Review meetings
 - Reports

Future direction

- Advocate and advice against outmoded work rules:
 - Recruitment
 - staff distribution
 - Transfers
 - Promotion
- Get ICAP resource to give tangible motivation

Progress to date

Regular scheduled MDT meetings

Mutual support by HCWs

Identification of problems with suggested solutions

Improved program outputs/outcome

Sign of “sense and feeling of achievement”