GlobalHealth Lab
class 6 **Health workers**
Spring 2013

Anjali Sastry
and colleagues

Plan for today

- Quick live survey
  - Workplan status
  - Update: Data, tool, resource requests
- Case analysis
  - What is the problem?
  - What is the solution you think they will adopt?
  - What are the other factors to consider?
- Management matters: Setup for Thursday
- Coming up
  - Finalize country briefings by Friday
  - WedUp!
  - Thursday lunch session
  - Grand panel on Thursday: great readings, some prep
    Three 5-minute post class rounds of quick dialog—please send one person per team only.
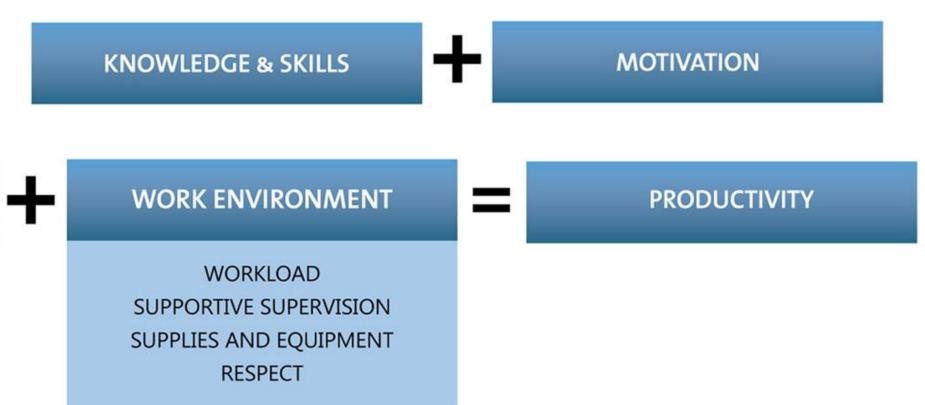
Did you send to host?
Did you get host approval?

1. BRAC
2. Unjani
3. Riders
4. Daktari
5. Lifespring
6. Western Cape
7. LVPEI
8. CIDRZ
9. Himalayan HealthCare
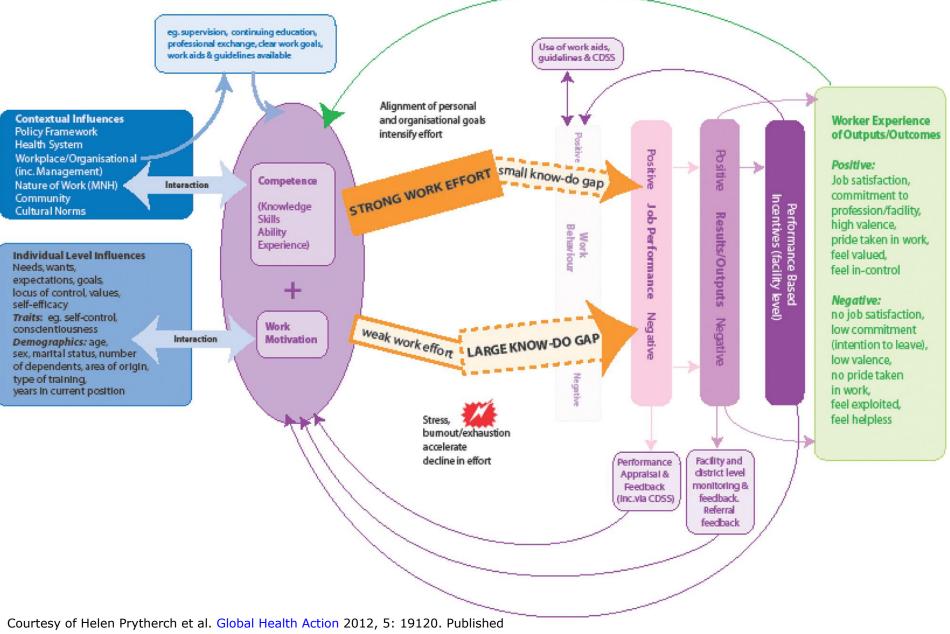10. GS Memorial
11. Gradian
12. Shining Hope

Text from interview with Dr. Victor Mukonka removed due to copyright restrictions.
Source: Box 3 in "Focus on Zambia." Progress & Impact Series no. 2 (April 2011): 24–25.

Increasing community health worker productivity

KNOWLEDGE & SKILLS **+** MOTIVATION

+ WORK ENVIRONMENT **=** PRODUCTIVITY

WORKLOAD
SUPPORTIVE SUPERVISION
SUPPLIES AND EQUIPMENT
RESPECT

A more complex model

Programmatic Components of an Effective CHW Program

1. Recruitment
2. CHW Role
3. Initial training
4. Continuing training
5. Equipment and supplies
6. Supervision
7. Individual performance evaluation
8. Incentives
9. Community involvement
10. Referral system
11. Opportunity for advancement
12. Documentation and information management
13. Linkages to health systems
14. Program performance evaluation
15. Country ownership

Source: I-4 in Crigler, **L., K. Hill, R. Furth, et al.** "Community Health Worker Assessment and Improvement Matrix (CHW AIM): A Toolkit for Improving Community Health Worker Programs and Services**." USAID** Health Care Improvement Project, University Research Co., LLC (March 2011).

What happened?

Text from "Initial Findings: Recruitment" and "Next Steps: Incentives" removed due to copyright restrictions.
Source: Ashraf, N., O. Bandiera, S. Lee, et al. "Community Health Workers." *Innovations for Poverty Action Policy Brief* (2012).

Follow on resources

- http://www.who.int/healthsystems/topics/workforce/en/
- http://www.who.int/workforcealliance/knowledge/publications/alliance/en/index.html

Textile factories in India

Photographs of textile factories removed due to copyright restrictions.
Source: Fig. II, III, IV in Bloom, N., B. Eifert, A. Mahajan, et al.
"Does Management Matter? Evidence from India." T*he Quarterly Journal of Economics* 128, no. 1 (2013): 1–51.

Management interventions tested

- Factory operations

- Quality control

- Inventory control

- Loom planning

- Human resources

- Sales and orders

Source: Appendix Table A.I in Bloom, N., B. Eifert, A. Mahajan, et al. "Does Management Matter? Evidence from India." *The Quarterly Journal of Economics* 128, no. 1 (2013): 1–51.

Each team be ready to present three sentences

- Overview of their project, succinctly describing what problem you aim to solve
- Describe one effective management practice you suspect that their host organization is excellent at
- List one missing management practice you think would make their host organization perform far better

We will record the session for our own learning

15.S07 GlobalHealth Lab

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