

Group Exercise (Case Scenario 1):

Instructions to Participants:

- Each group will have to identify the challenges & propose solutions from their respective scenarios (10 min each ~20 minutes)
- Both the groups will present (10 minutes each ~20 minutes)

Case Scenario:

Team Based Care

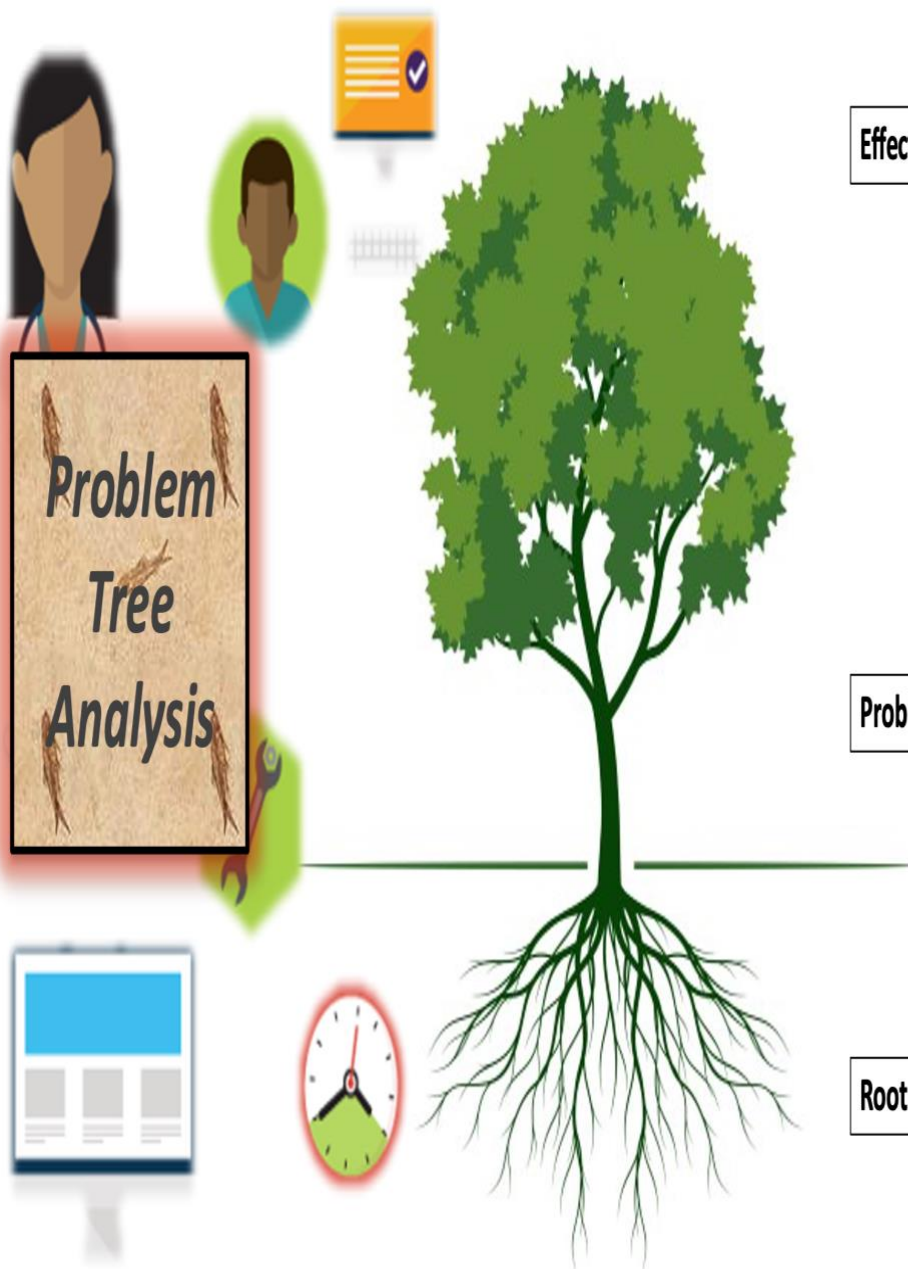
In PHC A, a rural PHC, only one MBBS (MO) is assigned to the PHC, along with the rest of the staff. The MO must visit the respective CHC twice a week, and the pharmacist manages the OPD on such days. Sometimes the pharmacist is even hesitant to manage the patients in OPD due to a lack of clear directions from the MO, and when he asks the staff nurse to assist him, she does not respond positively because the MO has not instructed her to assist the pharmacist. As a result, the pharmacist is unmotivated and stressed and is unwilling to fill in for the missing MO.

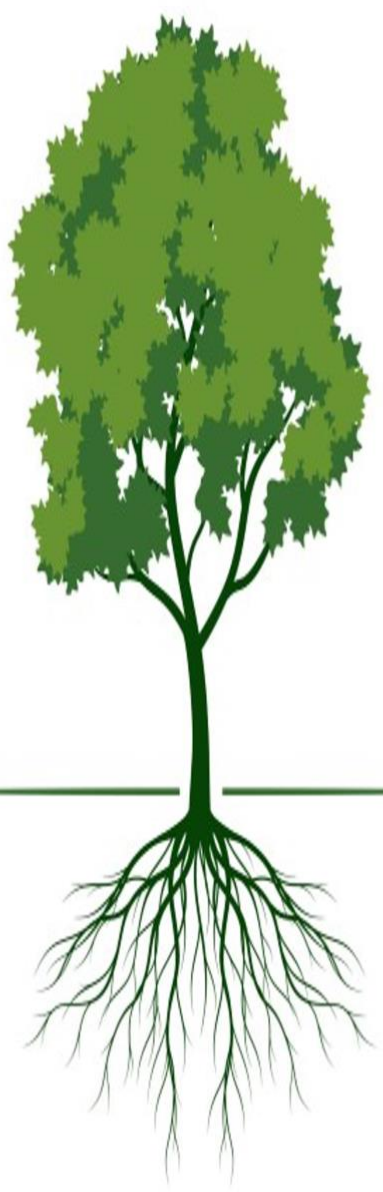
The MO becomes frustrated as the OPD services are hampered during his absence, and he is unsure who is to blame. Some of the personnel here are overworked and overburdened, putting their work-life balance at harm. On field work days, the MPW M occasionally goes on leave without informing his fellow workers. As a result, the reporting and data collection processes are hampered, as the ANM is required to cover up the area and submit the data to the PHC.

The MO does not have a good flow of orders because he is too busy with clinical services and district meetings, but he does take time to discuss difficulties with his employees. Personal difficulties and a lack of communication are not addressed in the discussion because the employees are afraid it will put in danger their professional lives. As a result, they continue to function in the same manner as before, with patient care degrading and also delay in meeting the HWC monthly targets.

Discussion points for each group

1. Discuss the challenges related to Human Resources being faced by the staff at the facility?
2. What could be the potential solutions under AB HWC/ any other innovative PHC model implemented?





Possible Outcomes :

Problem topic:

Change:

