

Group Exercise (Scenario 2)

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:

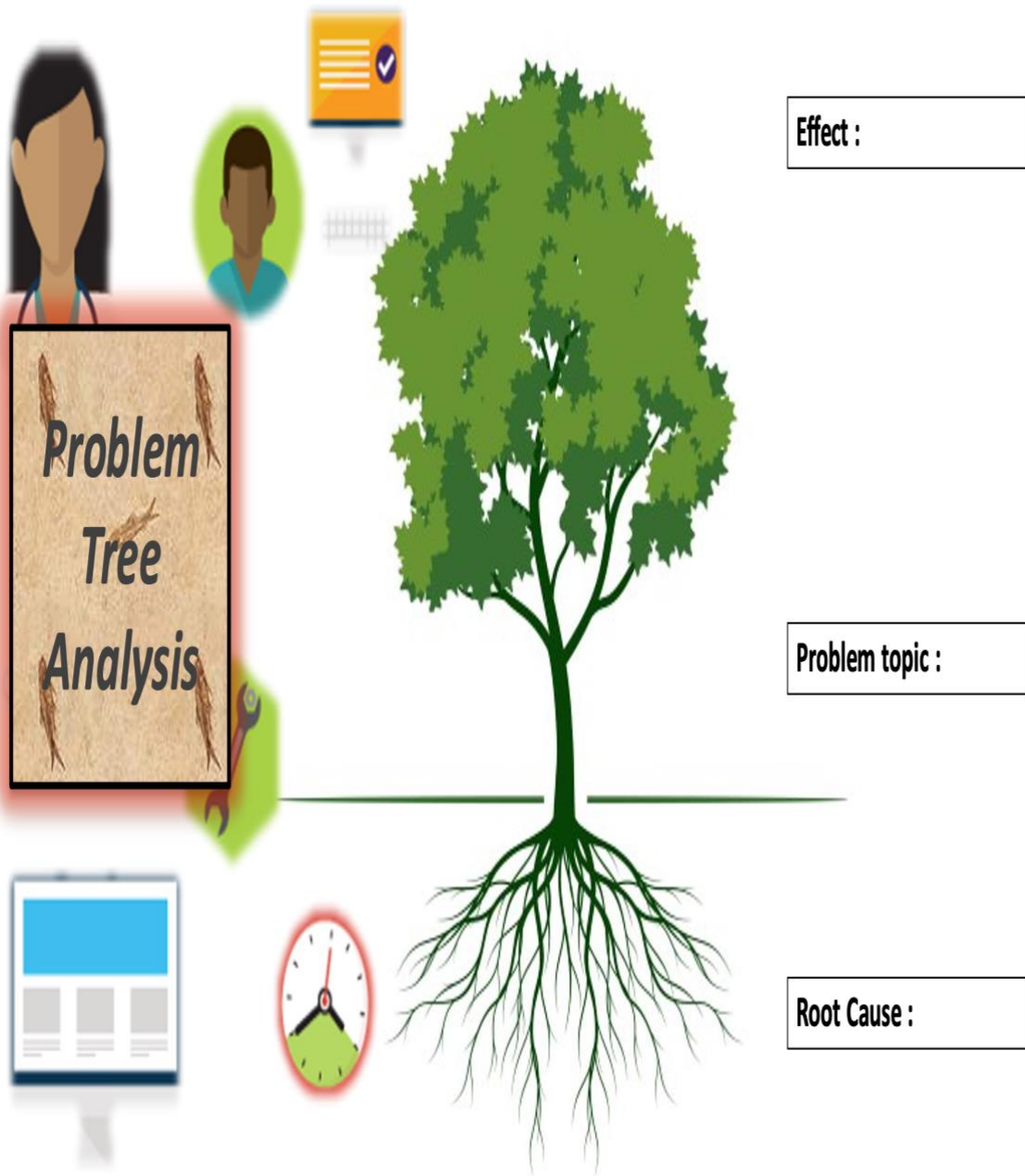
Conflict in Health Care Facility

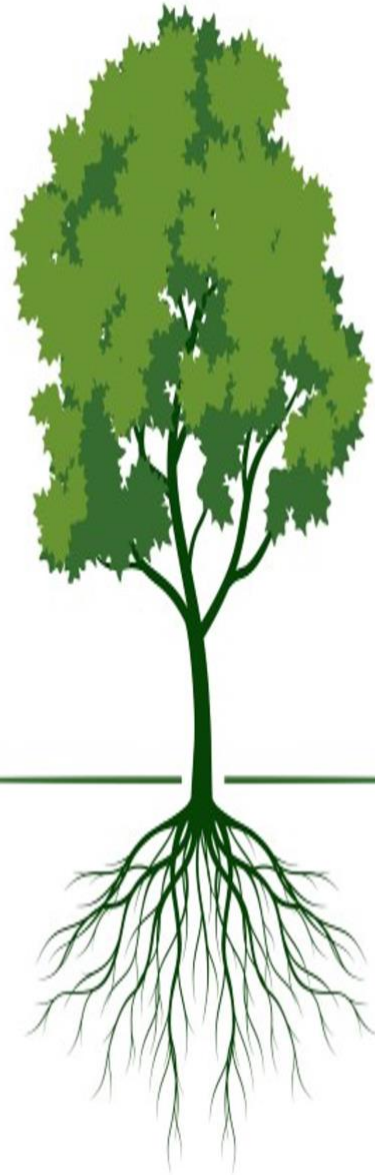
Sub center B. The Sub Centre is well-staffed and managed, but infrastructure and team member compatibility are big issues. The absence of stinting places and accommodations in the Sub center causes a dispute among the staffs regarding who will be designated at the center. Because of this dispute, the ANM questions whether the CHO should be located at the facility or community level.

This makes the ANM feel unimportant and unmotivated to perform the field work to the best of her ability. Differences in the structure of Team-based Incentives have generated a big rift in the HWC Team, including not only the ANM and CHO, but also the ASHAs, as it is reported that 'the difficult and demanding activities are done by the ANM and the ASHAs, while the CHO is paid greater incentives.' Because there is a lack of awareness of team-based incentives, this disparity between the CHO and ANM strains their connection even further. Because there is a lack of clear communication between them, the ANM does not follow commands or instructions from the CHO, even when the CHO offers and leads them to use digital tools or an easy means of reporting data. As a result of this arrangement, the ASHAs, who follow the ANM for all instructions, take the ANM's side, while the CHO feels excluded from the team. As a result, the reporting structure has become more grueling, with the CHO doing all of the data management and data handling alone.

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:

