

Group Exercise (Case Scenario 3):

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:

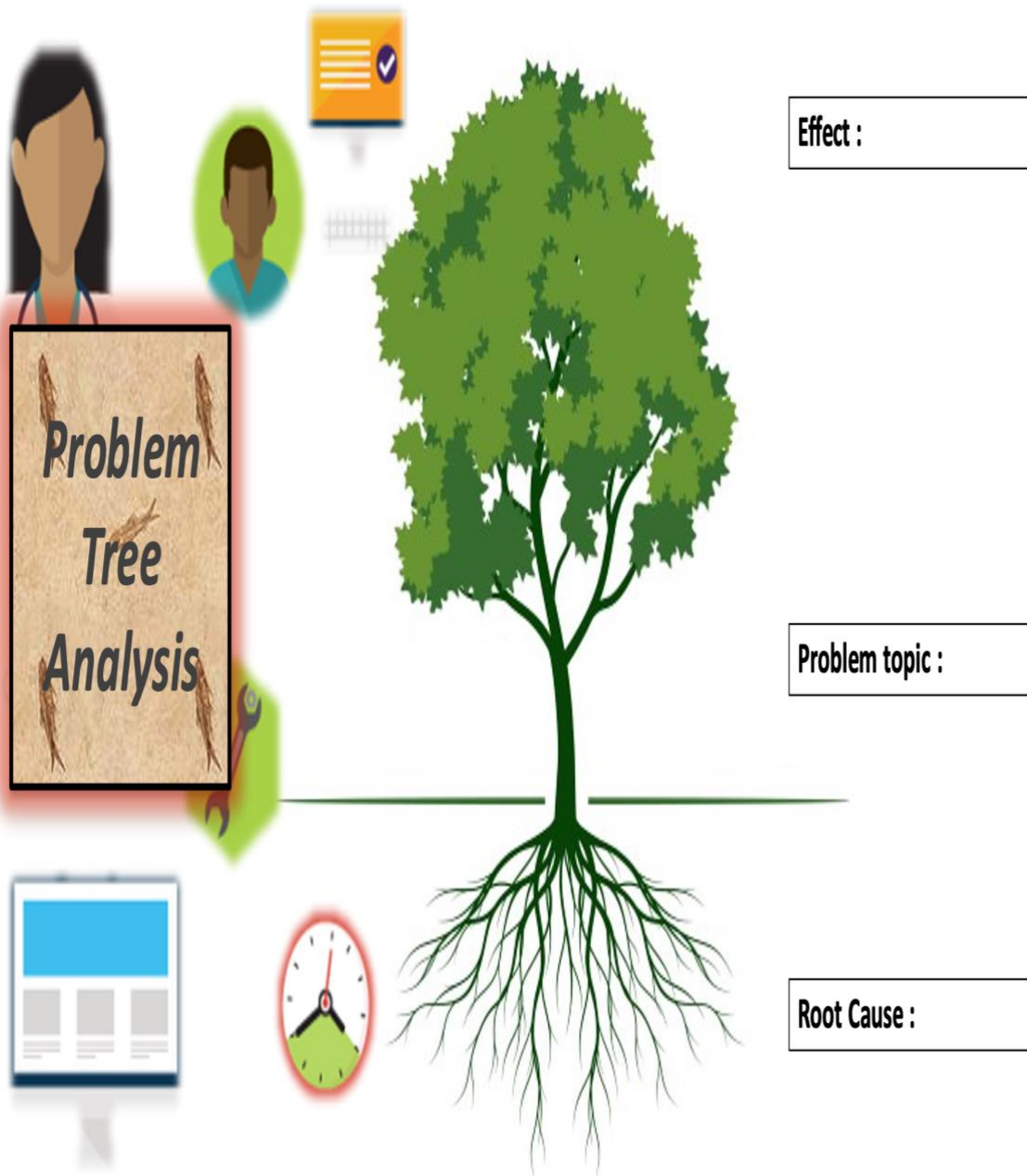
Human Resource

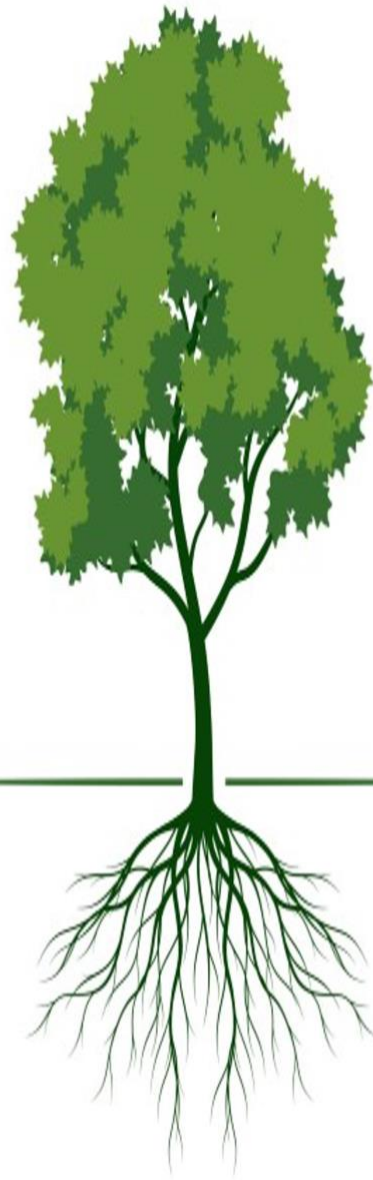
The ability of PHC HWC B to function has been hampered as a result of many vacant and unfilled positions. Because no other personnel is proficient with digital mediums, all entries in HMIS and other portals must be made directly by the MO. Data entry is delayed because there is no one else available to keep the portals and database up to date but the MO. OPD timings have been impacted due to overburdening of these activities and the MO attending meetings and training programmes. As a result of all of these factors, crucial data reports are not given to the district on time. This is a major reason why monthly targets are not always met.

When the MO is not available during OPD hours owing to crucial training and meetings, other health care employees such as the pharmacist and the ANM must step in, however patients do not accept the services of other health-care personnel well in the absence of the MO. Because there is a vacant MPW M position, the public health and field operations have overburdened the and the ANM. Appointed members are overworked as a result of inefficient task distribution, and some cadres like the ANM and MO in particular are overworked. In addition, the absence of the staff nurse and attendant has forced the remaining personnel, including the MO, to do the bare minimum of work. Because there are just a few instructions that vaguely explain the job requirements of different cadres, task allocation among the Centers' staff is not adequately coordinated.

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: