

District CPHC Strengthening Workshop



Outline of Presentation

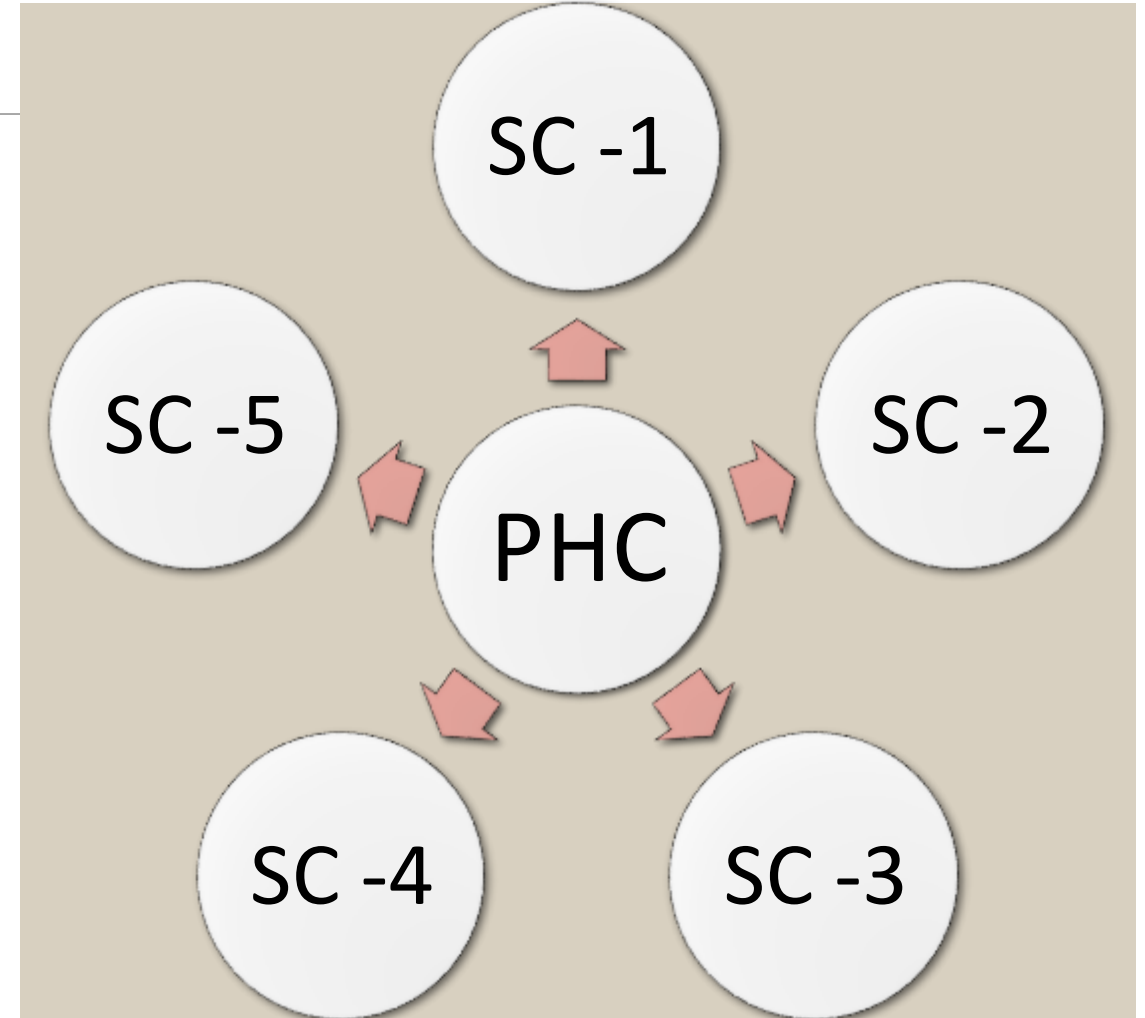


By the end of this session, we should be able to understand the obligations of all the staff members in charge of delivering health services under CPHC

Human Resources and Teams for HWC



Understanding the Health and Wellness Centers



MEDICAL TEAM



Who are the members, in your opinion, makes up a HWC team?

HWC SC

- 1
- 2
- 3
- 4
- 5

HWC PHC

- 1
- 2
- 3
- 4
- 5
- 6
- 7

Our Team in health and wellness centers – Sub Centers



1 CHO



ASHA*

Everyone can serve. Everyone can help

Our Team in health and wellness centers – PHC/UPHC



PHC – 1 MO

UPHC- 2 MO



PHC – 1 HEALTH ASSISTANT (FEMALE)/ LHV

UPHC – 1 HEALTH ASSISTANT (FEMALE)/ LHV



PHC – 1 HEALTH ASSISTANT (MALE)

UPHC – NA



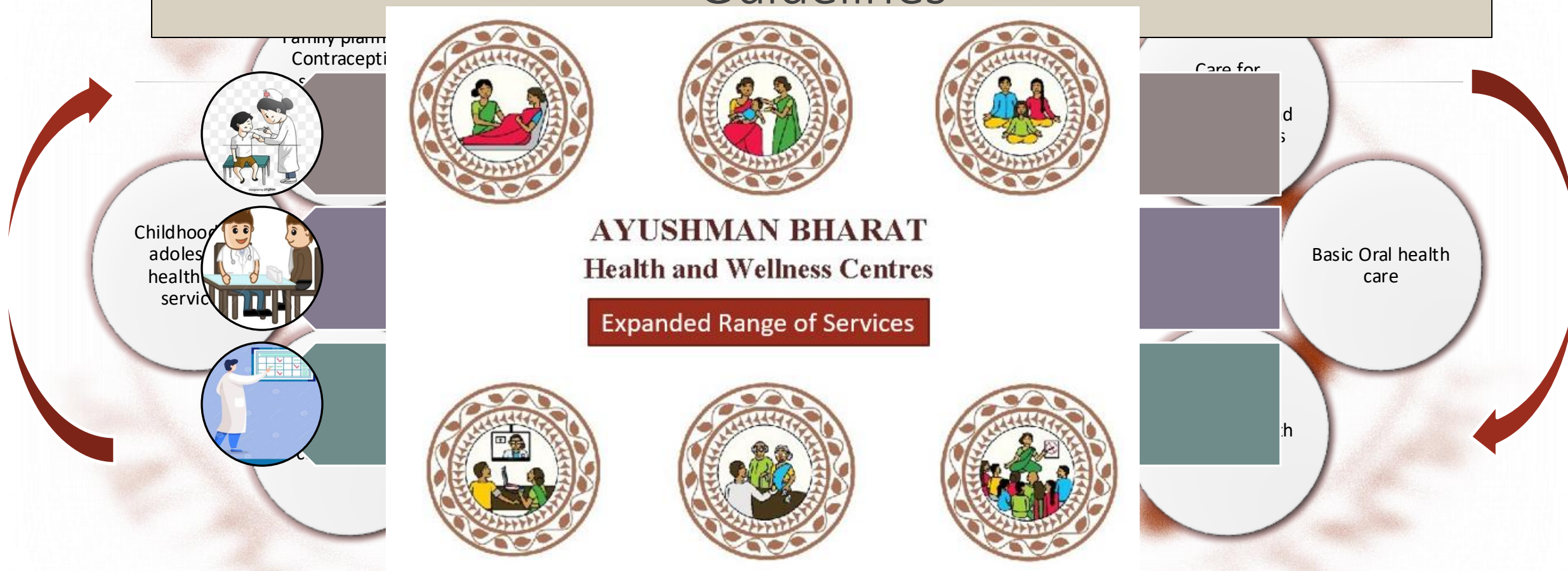
PHC – 1 SANITATION STAFF

UPHC –1 SANITATION STAFF

UPHC – 1 ACCOUNTANT
UPHC – 1 DEO

A unified community is a prosperous one

Roles and Responsibilities according to IPHS 2022 Guidelines



Functional HWC Teams



Facility level Team / Core Team

- Health and wellness team for Sub centers and Primary Health Centers.



Program based Team

- Team working collaboratively on vertical programs like Kayakalp and NQAS.



Administrative level Team

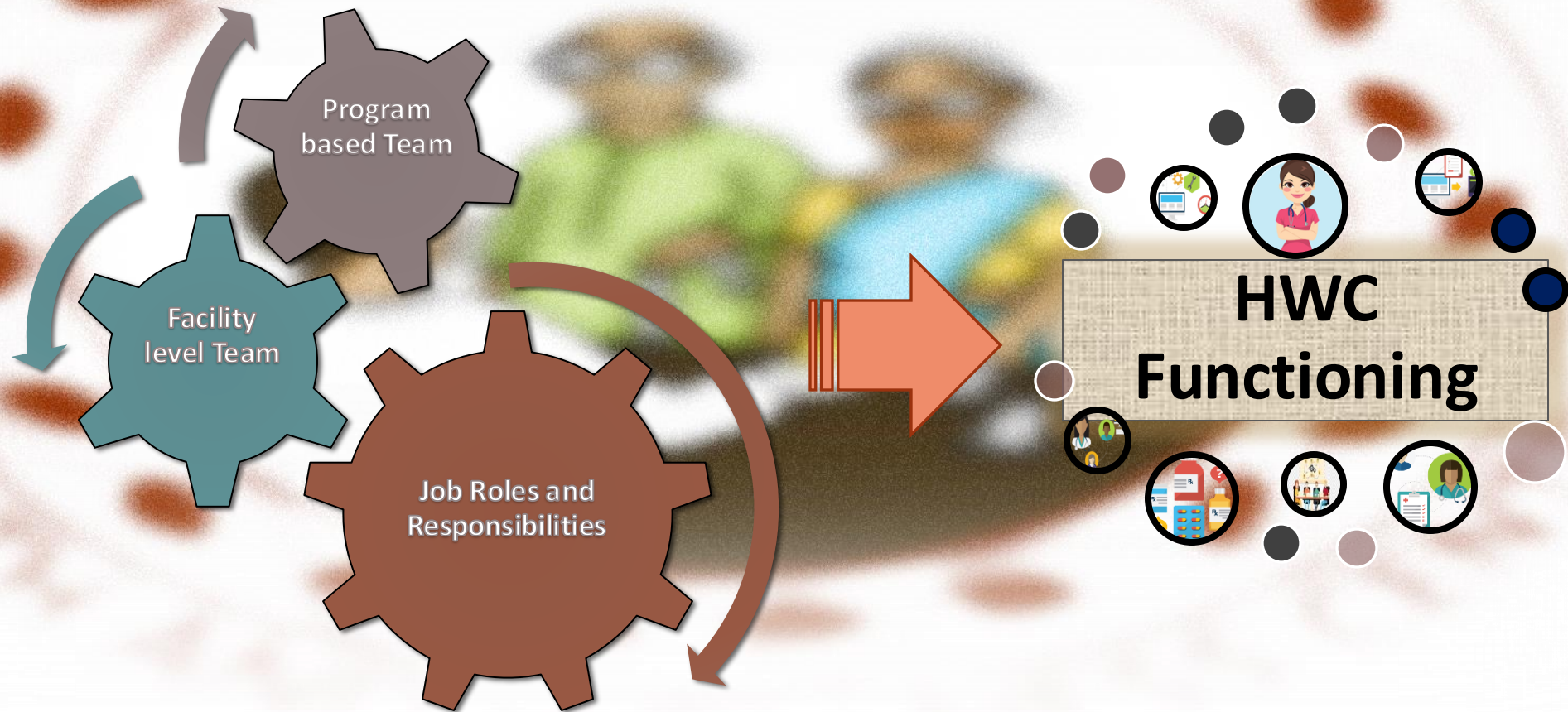
- District level and Block Level Team or team of Trainers and Providers.



Cross-sectoral Team

- Includes health sector personnel working with Panchayat Raj Institution Members, School teachers, AWWs, SHGs.

How do we define team functioning ?



How may the positive attributes of one team be transferred to the other?

Program based Team (Characteristics)

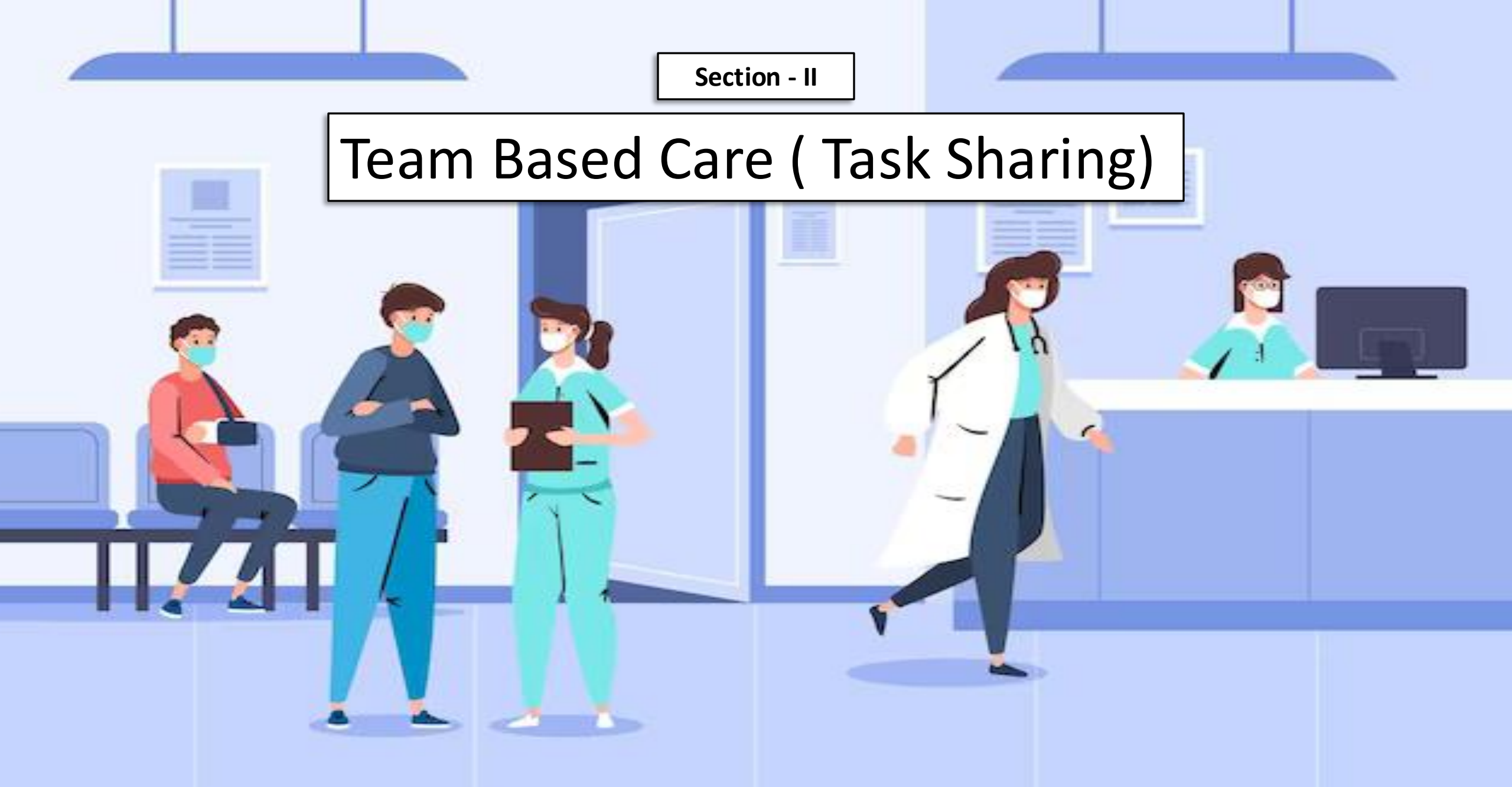
1. Clear and concise communication
2. Task Sharing
3. Transparency in data sharing
4. Target based
5. Motivated by incentives
6. Well trained and well mentored staff
7. Working in collaboration towards common solution

Facility level Team

- + Updated Reports
- 4. Patient satisfaction based
- 5. Self motivated staffs

Section - II

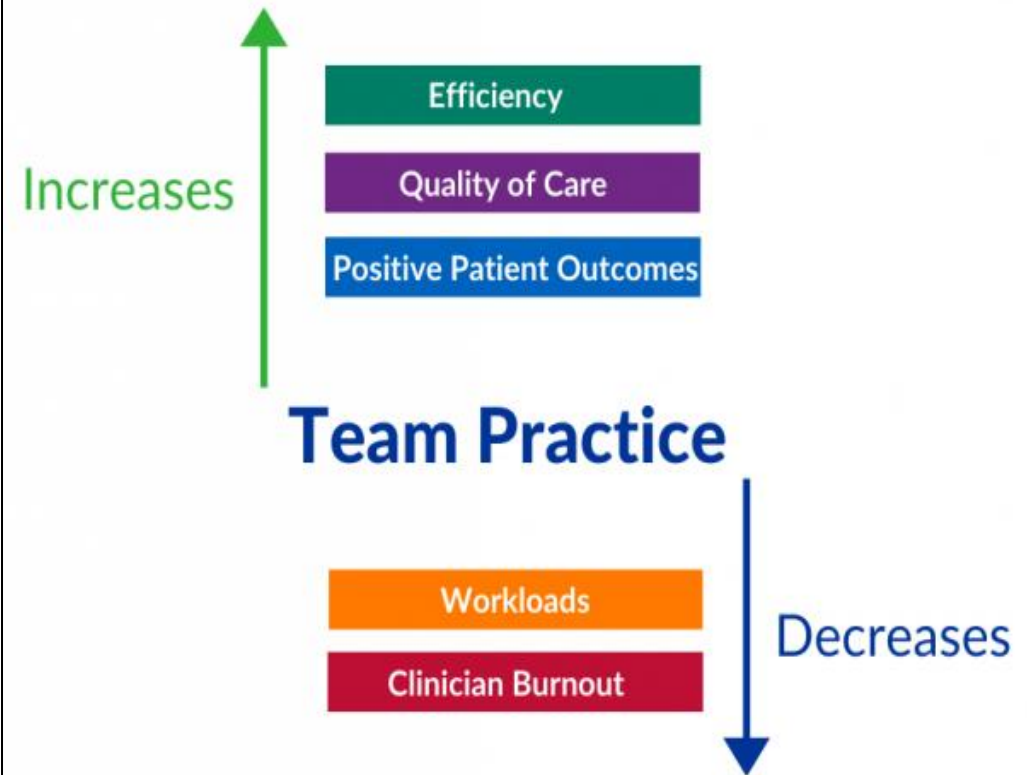
Team Based Care (Task Sharing)



Why shift to Team Based Care (Task Sharing) ?

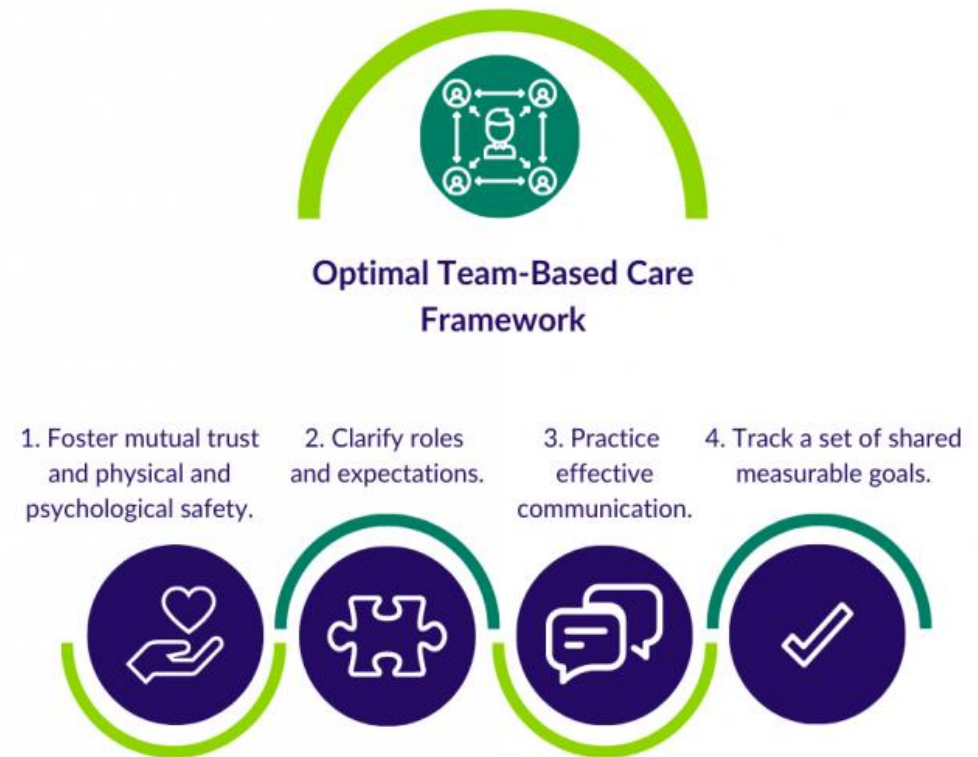
➤ Traditional teams

- Positioned at the same facility
- Defined Roles and Responsibilities
- Limited opportunity for task sharing

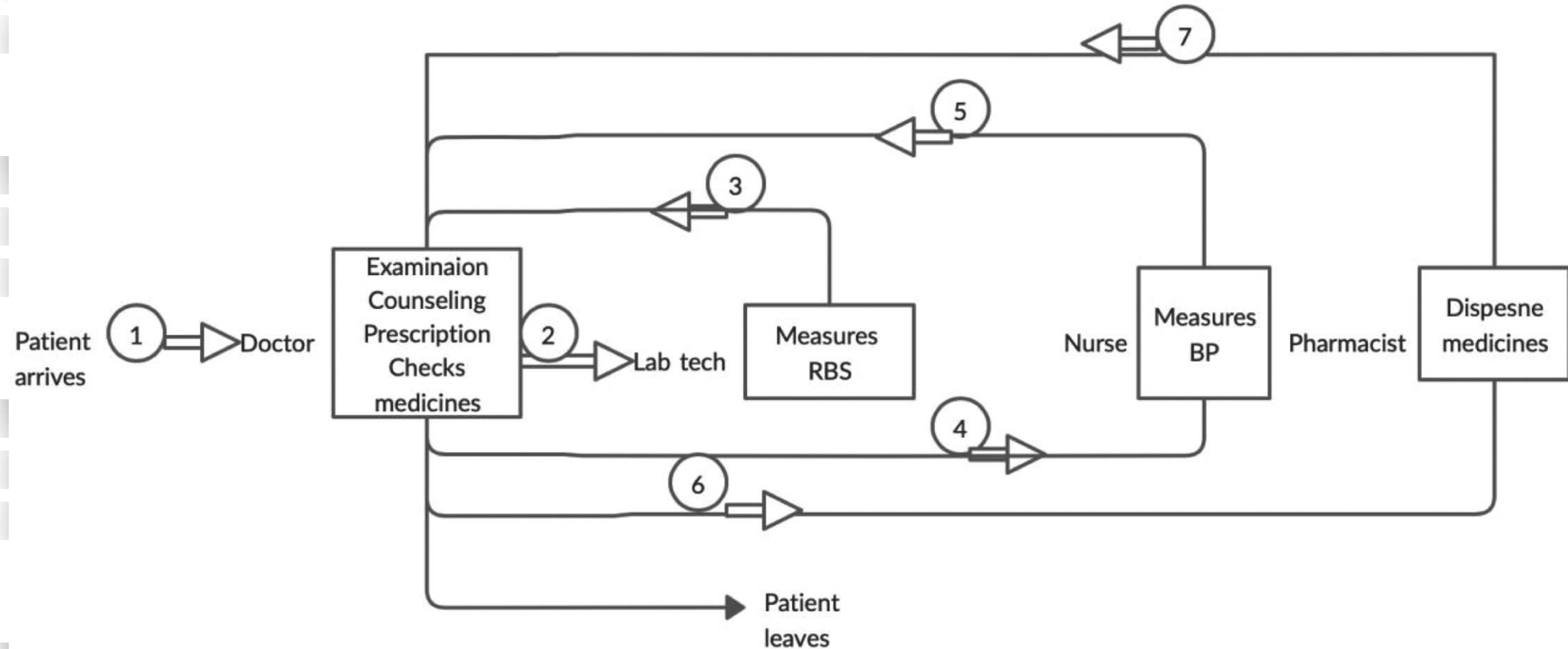


Successful Team-Based Care Framework

- Mutual trust
- Outcomes are well defined
- Effective communication
- Tracking measurable common objectives.

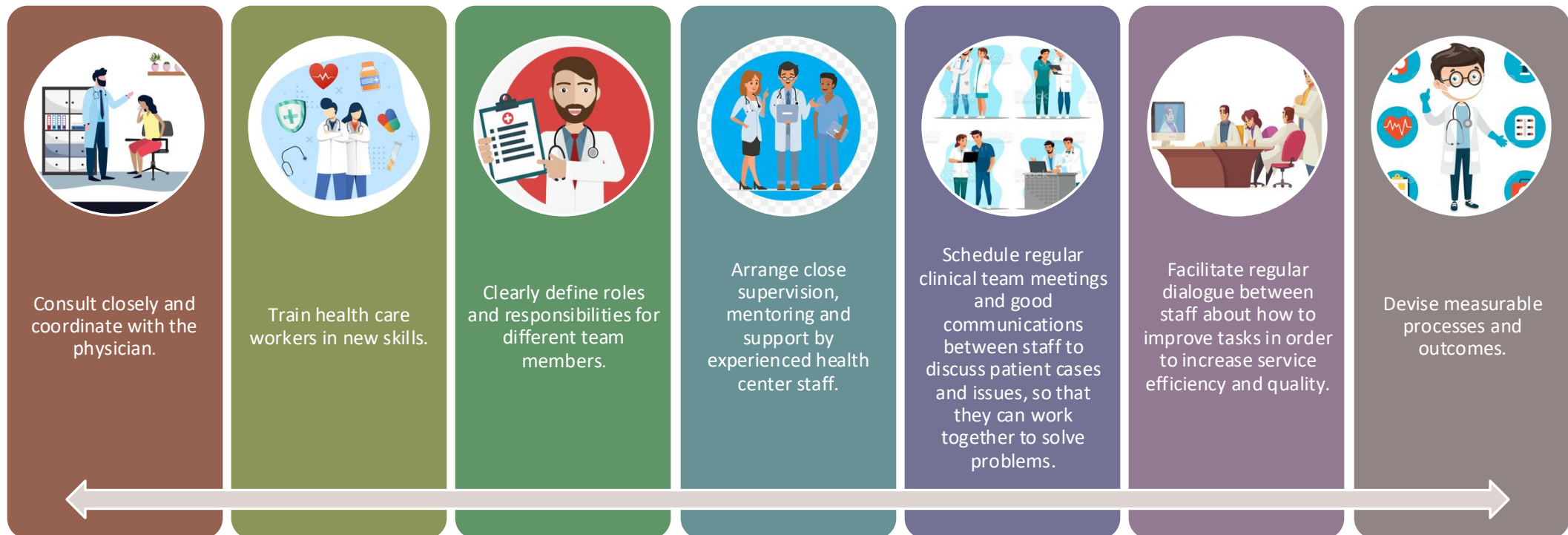


Team Based Care Approach Patient work flow example

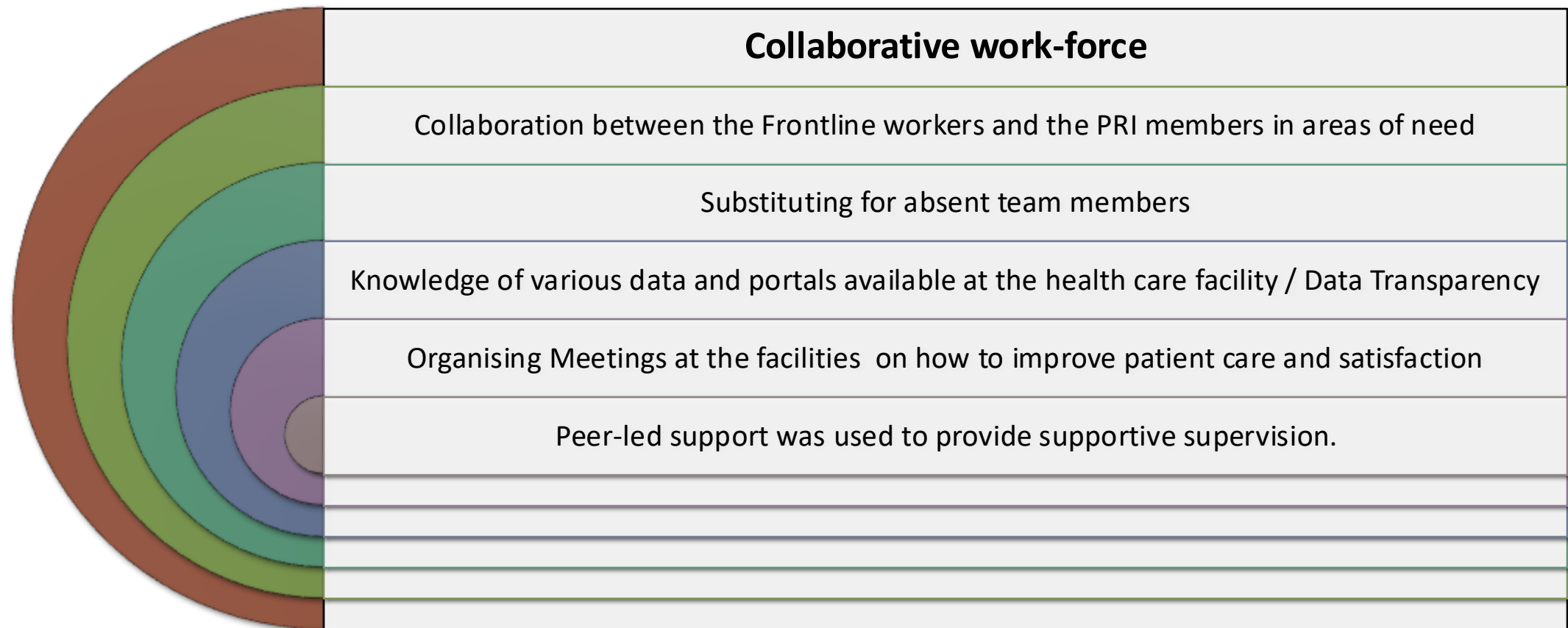


Actions that encourage a Team-based care approach

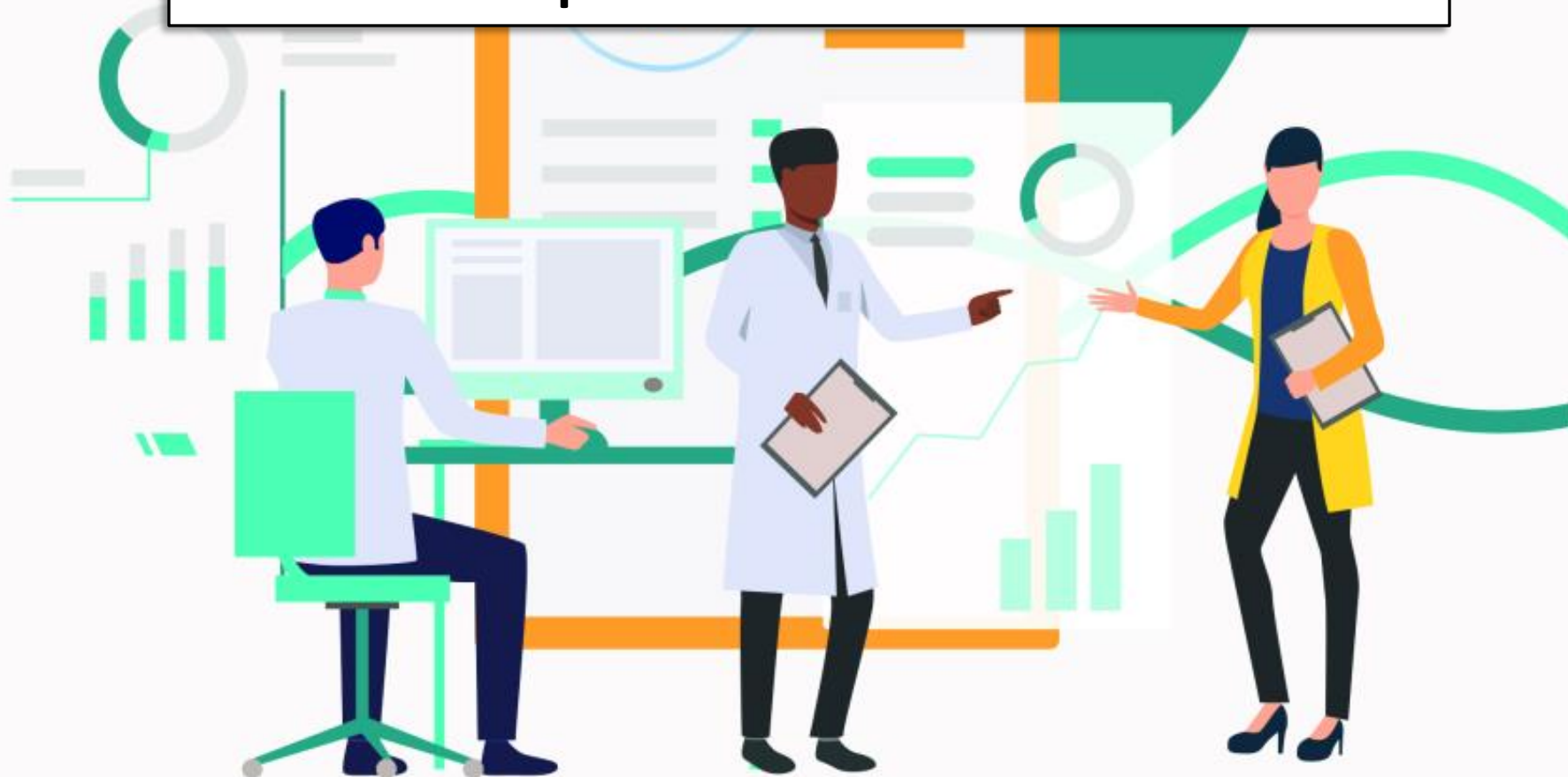
Policy decisions are usually made nationally, but there are methods that health Centre managers can use to help ensure successful implementation:



Pre existing practices of Team Based Care



Key Issues in Human Resources and possible solutions



What are the challenges?

A team needs technical expertise, transparency in data sharing, technical training on additional services like EPS, and collaboration with the District administration and other HWCs to handle obstacles such as regular transfers and vacancies and conflicts within the facility.

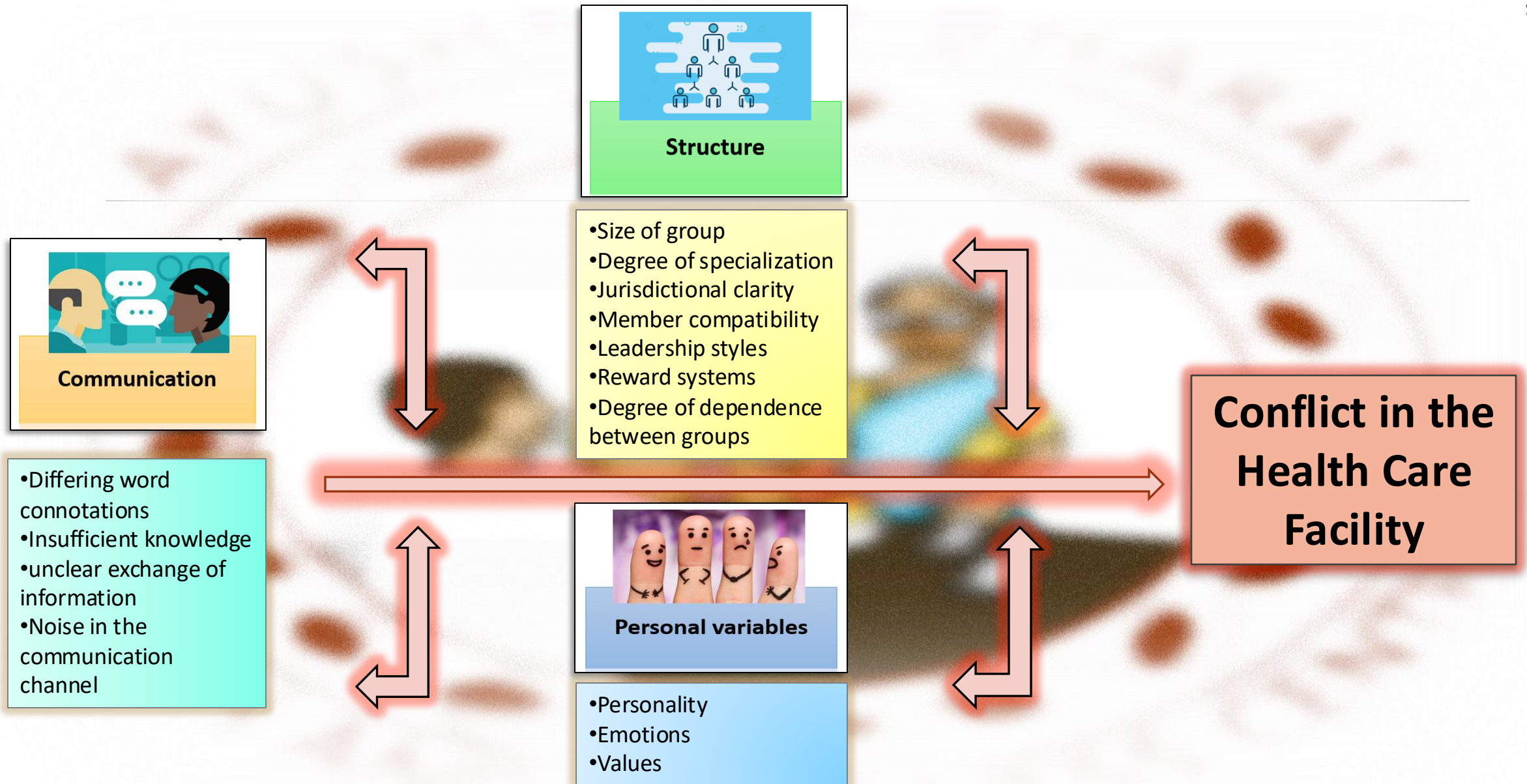
Task Shifting: The solution to go about managing Transfers and Vacancies



How should a team handle conflict?

Conflict is the disagreement or difference of opinions between or among individuals that can be potentially harmful to any organization.



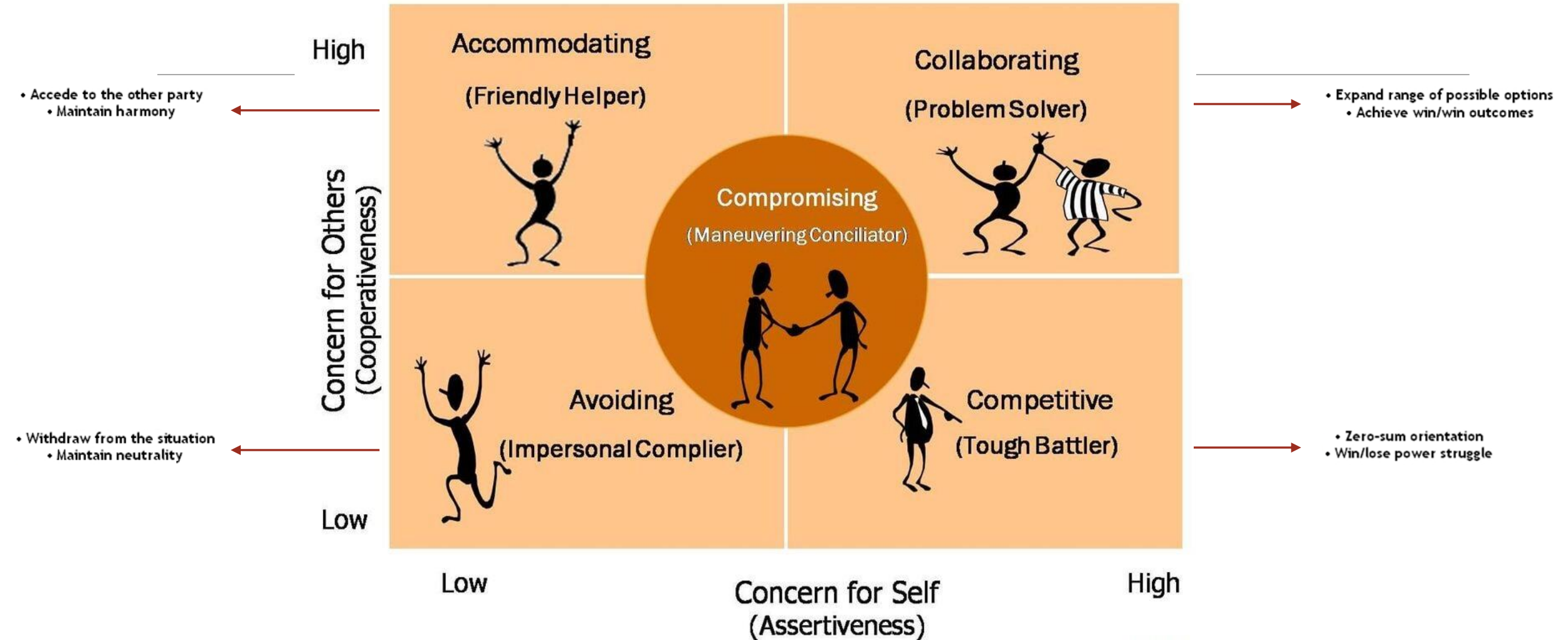


Conflict management?

Conflict management seeks to resolve disagreement/ conflict with positive outcomes that satisfy all individuals involved.



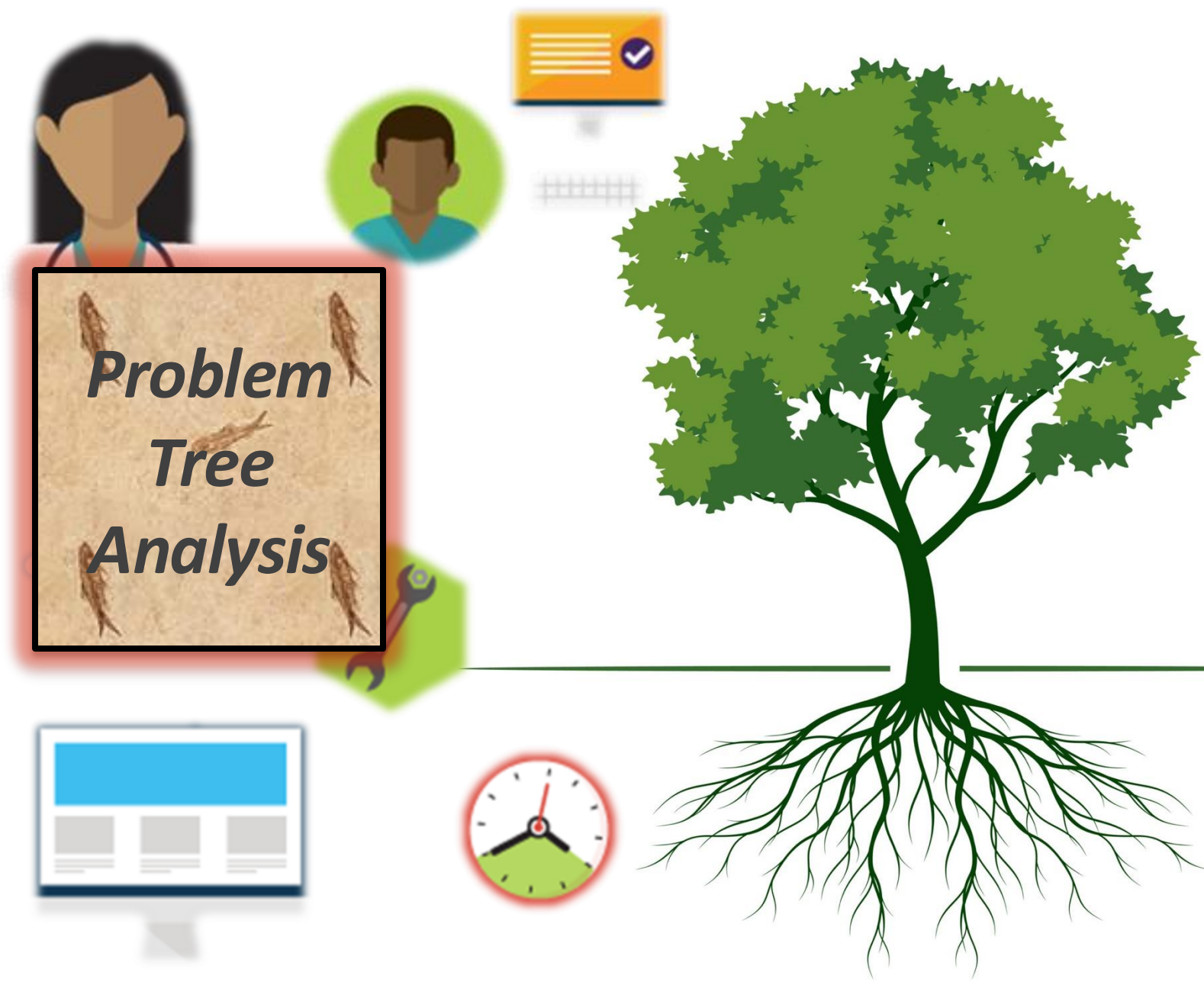
CONFLICT HANDLING INTENTIONS



Case Scenarios 1 - 5

Participants have to identify the challenges at the health facilities in the given scenarios and highlight from the session on how AB (or other successful interventions) is/are addressing these challenges through the adopted strategies/ or can even propose solutions

- The participants will be divided into two (2 minutes)
- 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)
- Conclusion and feedback (5 minutes)
- Total Duration: 45 minutes



Effect :

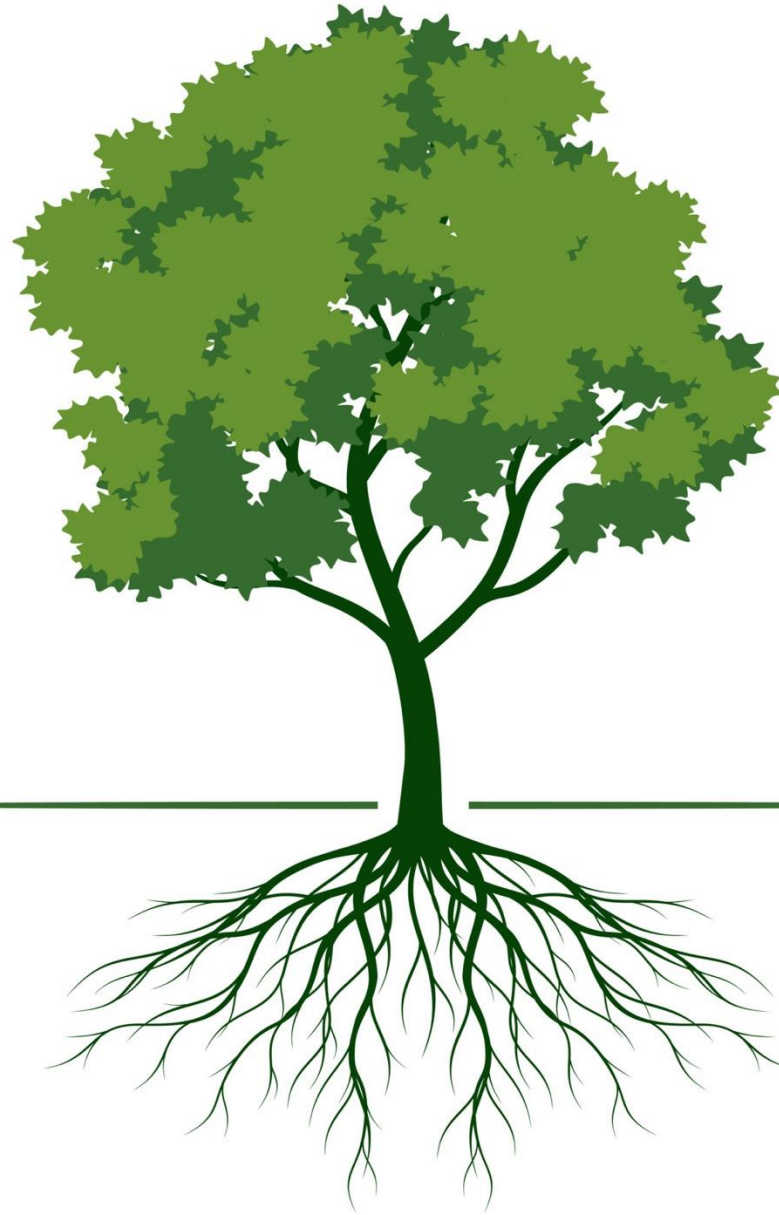
Problem topic :

Root Cause :

Possible Outcomes :

Problem topic:

Change:



***Solution
Tree
Analysis***

