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.
Increasing community health worker productivity

A more complex model

![Diagram of the model]

- **Contextual Influences**
  - Policy Framework
  - Health System
  - Workplace/Organisational (inc. Management)
  - Nature of Work (MNH)
  - Community
  - Cultural Norms

- **Individual Level Influences**
  - Needs, wants, expectations, goals, locus of control, values, self-efficacy
  - Traits: eg. self-control, conscientiousness
  - Demographics: age, sex, marital status, number of dependents, area of origin, type of training, years in current position

- **Competence** (Knowledge, Skills, Ability, Experience)

- **Work Motivation**

- **Alignment of personal and organisational goals**
  - Intensify effort

- **Use of work aids, guidelines & CDSS**

- **Worker Experience of Outputs/Outcomes**
  - Positive: Job satisfaction, commitment to profession/facility, high valence, pride taken in work, feel valued, feel in-control
  - Negative: no job satisfaction, low commitment (intention to leave), low valence, no pride taken in work, feel exploited, feel helpless
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

What happened?

Follow on resources

- http://www.who.int/healthsystems/topics/workforce/en/
Textile factories in India

Photographs of textile factories removed due to copyright restrictions. 
Management interventions tested

- Factory operations
- Quality control
- Inventory control
- Loom planning
- Human resources
- Sales and orders

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
Spring 2013

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