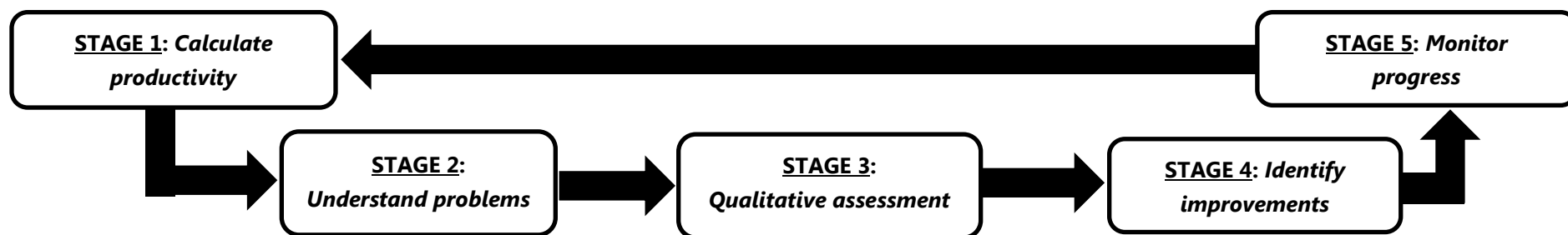


## Health Workforce Productivity Analysis and Improvement Framework



Productivity Problem	Possible Underlying Causes	Assessment Methods	Potential Interventions for Productivity Improvements
Health facility inefficiencies	<ul style="list-style-type: none"> <li>• Inefficient organization of services or work processes</li> <li>• Insufficient equipment, supplies, or infrastructure</li> <li>• Poor time management</li> <li>• Inadequate staffing</li> <li>• Low health worker motivation/ know-do gap</li> </ul>	<ul style="list-style-type: none"> <li>• Health worker flow mapping</li> <li>• Health worker focus group discussions</li> </ul>	<ul style="list-style-type: none"> <li>• Reorganize service provision</li> <li>• Improve availability of equipment and supplies</li> <li>• Implement time management approaches</li> <li>• Ensure adequate staffing and skill mix</li> <li>• Consider task shifting</li> <li>• Strengthen health worker motivation</li> <li>• Use mHealth (mobile health) technologies</li> </ul>
Health worker absenteeism	<ul style="list-style-type: none"> <li>• Insufficient accountability</li> <li>• Low salary and external income opportunities</li> <li>• Poor work climate</li> <li>• Low patient demand</li> </ul>	<ul style="list-style-type: none"> <li>• Community focus group discussions</li> <li>• Health worker focus group discussions</li> </ul>	<ul style="list-style-type: none"> <li>• Improve management</li> <li>• Revise dual practice policies</li> <li>• Strengthen accountability</li> <li>• Strengthen health worker motivation</li> <li>• Implement work climate improvements</li> </ul>
Low patient demand	<ul style="list-style-type: none"> <li>• Low catchment population or densely located health facilities</li> <li>• High access costs</li> <li>• Preference for self-treatment or other providers</li> <li>• Services unavailable</li> <li>• Lack of confidence in health worker knowledge, competency, or experience</li> </ul>	<ul style="list-style-type: none"> <li>• Community focus group discussions</li> <li>• Health worker focus group discussions</li> </ul>	<ul style="list-style-type: none"> <li>• Provide mobile outreach</li> <li>• Partner with transportation providers</li> <li>• Provide vouchers to patients</li> <li>• Conduct health promotion campaigns</li> <li>• Align facility schedule with patient demand</li> <li>• Improve quality of care</li> <li>• Align facility staffing and standards with patient preferences</li> </ul>