Measuring the Social Service Workforce

Lessons from Health Workforce Strengthening

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1,000,000,000 people never see a skilled health worker during their lives

(Source: Global Health Workforce Alliance, Imagine..., 2011.)
In 2006 the WHO identified 57 countries with a health workforce crisis.
Lives in the balance
Workforce Crisis – the Issues

• Absolute shortage of health workers
• Inequitable distribution
  • Attraction and retention
• HW migration/flow
• Weak HRM systems
• Poor work environment
• Leadership/advocacy
Workforce Measurement – Key Factor

- **Key measurement variables**
  - Who?
  - Where?
  - How many?
  - Who provides which services?
  - Gaps?

- **Beyond the numbers…**
  - Why?
  - Trends
Uganda: District Staffing Levels

2009

% of approved positions filled

- 00.0 - 35.0 %
- 35.1 - 50.0 %
- 50.1 - 70.0 %
- 70.1 - 100 %
How useful?

- **Advocacy**
  - Global – WHO, health workforce crisis
  - Country level – key issues

- **Planning**
  - Who is doing which tasks?
  - What are most pressing gaps?
  - How can workforce data better inform decisions and action?
  - Which stakeholders need be involved in planning?
Uganda: Improvement in District Staffing Levels

2009

% of approved positions filled

- 0.0 - 35.0 %
- 35.1 - 50.0 %
- 50.1 - 70.0 %
- 70.1 - 100 %

2013
How useful?

• Developing
  • Education and training output vs service delivery needs
  • Effectiveness and blockages

• Supporting
  • Recruitment, attraction and retention
Nigeria preservice education program

- **Funded scholarships** to 711 Community Health Extension Workers and 1,354 Midwifery students

- **Trained 60 tutors** from 19 institutions: Life Saving Skills and Integrated Management of Childhood Illness

- **Provided textbooks and demonstration equipment** for 11 health training institutions

- **Networked leaders** in schools, councils, and government in Stakeholder Forum
Progress -- examples

- HRH strategic plans
- HRIS growing
- HRM strengthening
- Production
- Attraction/retention
- Partnership mechanisms
Lessons – applicable to SSW Strengthening

- **Long term issue**
- More HR information – high priority need
- Advocacy; inform policy & action; knowledge
- Holistic approach needed
- Partnerships – all levels
- **Scarce resources**
Resources

• Workforce strengthening
  • http://www.socialserviceworkforce.org

• OVCsupport SWW strengthening
  • http://www.ovcsupport.net/s/index.php?c=103

• WHO HRH website
  • http://www.who.int/hrh/en/

• HRH Global Resource Center
  • http://www.hrhresourcecenter.org/
The CapacityPlus Partnership

IntraHealth International, Inc. (lead partner)
Abt Associates
IMA World Health
Liverpool Associates in Tropical Health (LATH)
Training Resources Group, Inc. (TRG)