Human Aspect in Health Care

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WHO Statement on Human Resource

“A universal truth: No health without a workforce”

“Global strategy for HRH in the post-2015 agenda”
USAID / AAAH side-meeting at the Prince Mahidol Award Conference
Pattaya, Thailand
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Human and the Health System

The WHO Health System Framework

System Building Blocks
- Service Delivery
- Health Workforce
- Information
- Medical Products, Vaccines & Technologies
- Financing
- Leadership / Governance

Overall Goals / Outcomes
- Access Coverage
- Improved Health (level and equity)
- Responsiveness
- Social & Financial Risk Protection
- Improved Efficiency

Quality Safety
Figure 1: Human resources for health: availability, accessibility, acceptability, quality and effective coverage

Source: Campbell et al., 2013.
Human as an intermediate actor

- **Patient**
- **CARE TEAM**
  - Frontline care providers
    - (health care professionals, family members, and others)
- **Organization**
  - Infrastructure/resources
    - (hospitals, clinics, nursing homes, etc.)
- **Environment**
  - Regulatory, market, and policy framework
    - (public and private regulators, insurers, health care purchasers, research funders, et al.)
HUMAN as a Confounding Factor
Organizational System Analysis: HR Position

- Man
- Money
- Material
- Method
- Machine

Organization

Clinical Management
Business Administration

Organization Life Cycle
Culture & behavior

Performance
Simple Formula

performance = Motivation x Ability x Possibility

Interactional Agenda

Individual agenda

Management Agenda
Human Resource Needs

Productivity

Wellbeing

Capability

Satisfaction

Workforce
Thank You...