

Why?

Why low performance?

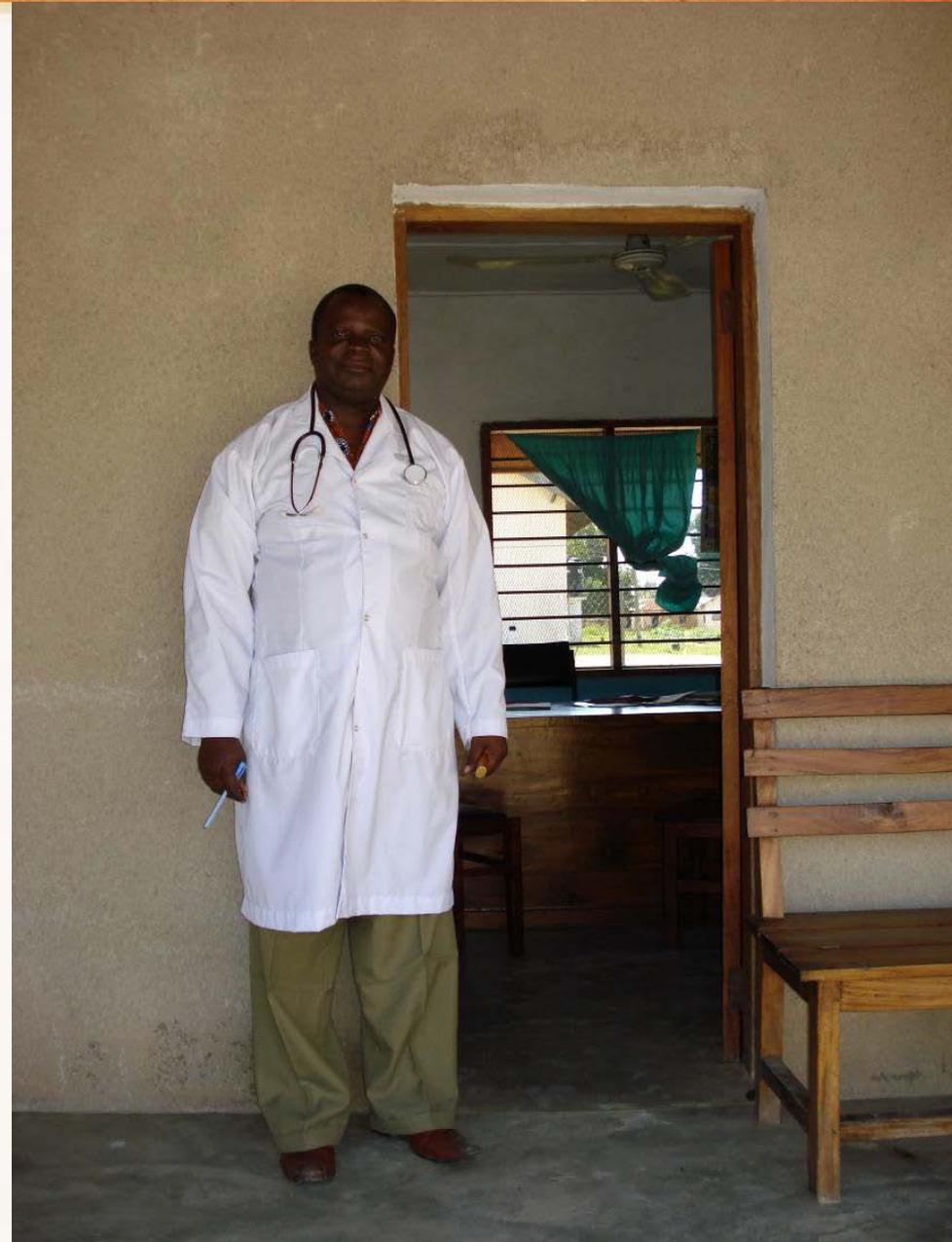
Lack of
opportunity

Knowledge
Time
Equipment

Lack of
motivation

...the workload
becomes so big and as
result the doctors
decide to rush in order
to catch up with the
big number of patients
waiting

Doctor, urban



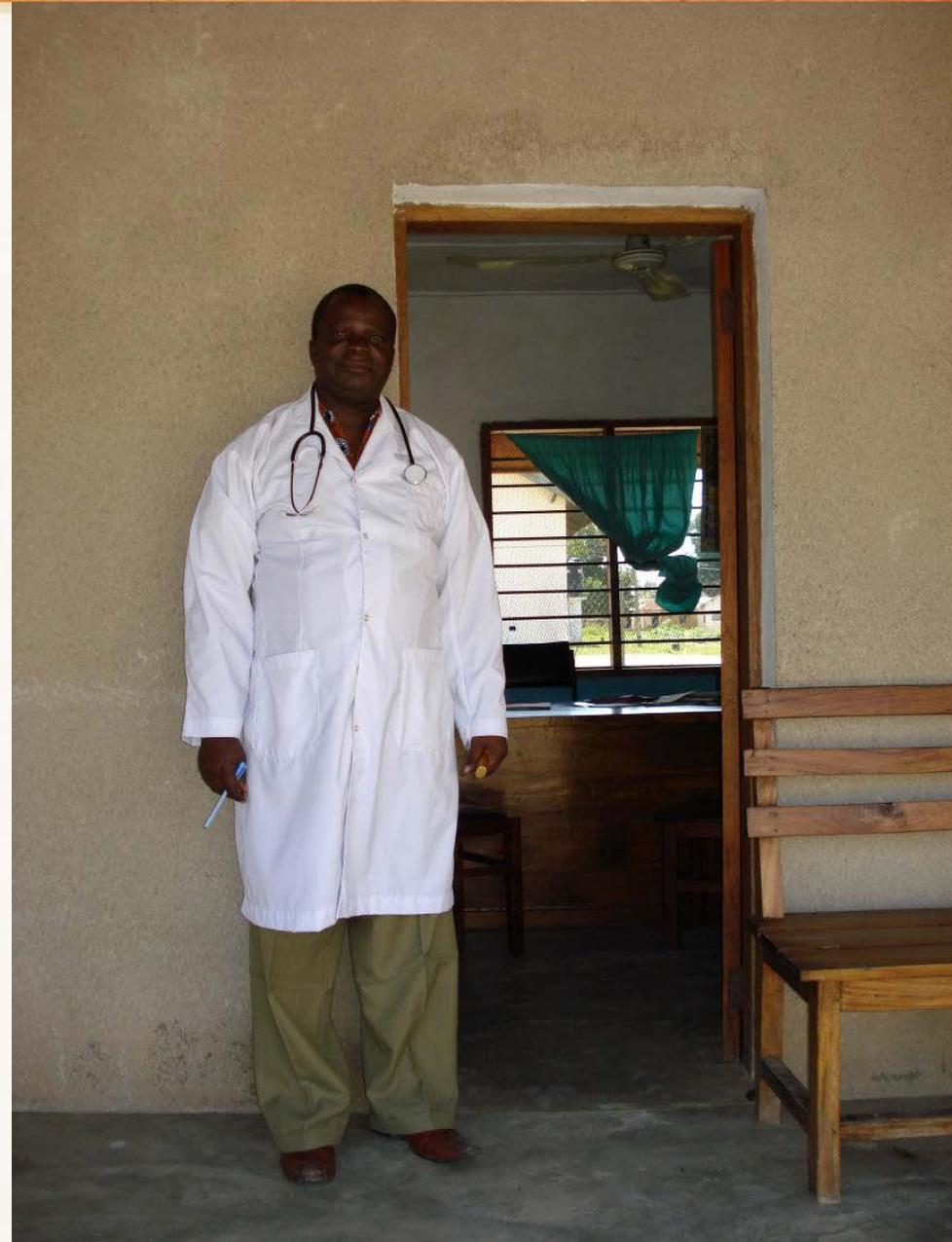
I think what hinders our performance is the issue of education. Education especially for us the nurse assistants.

Medical assistant, rural



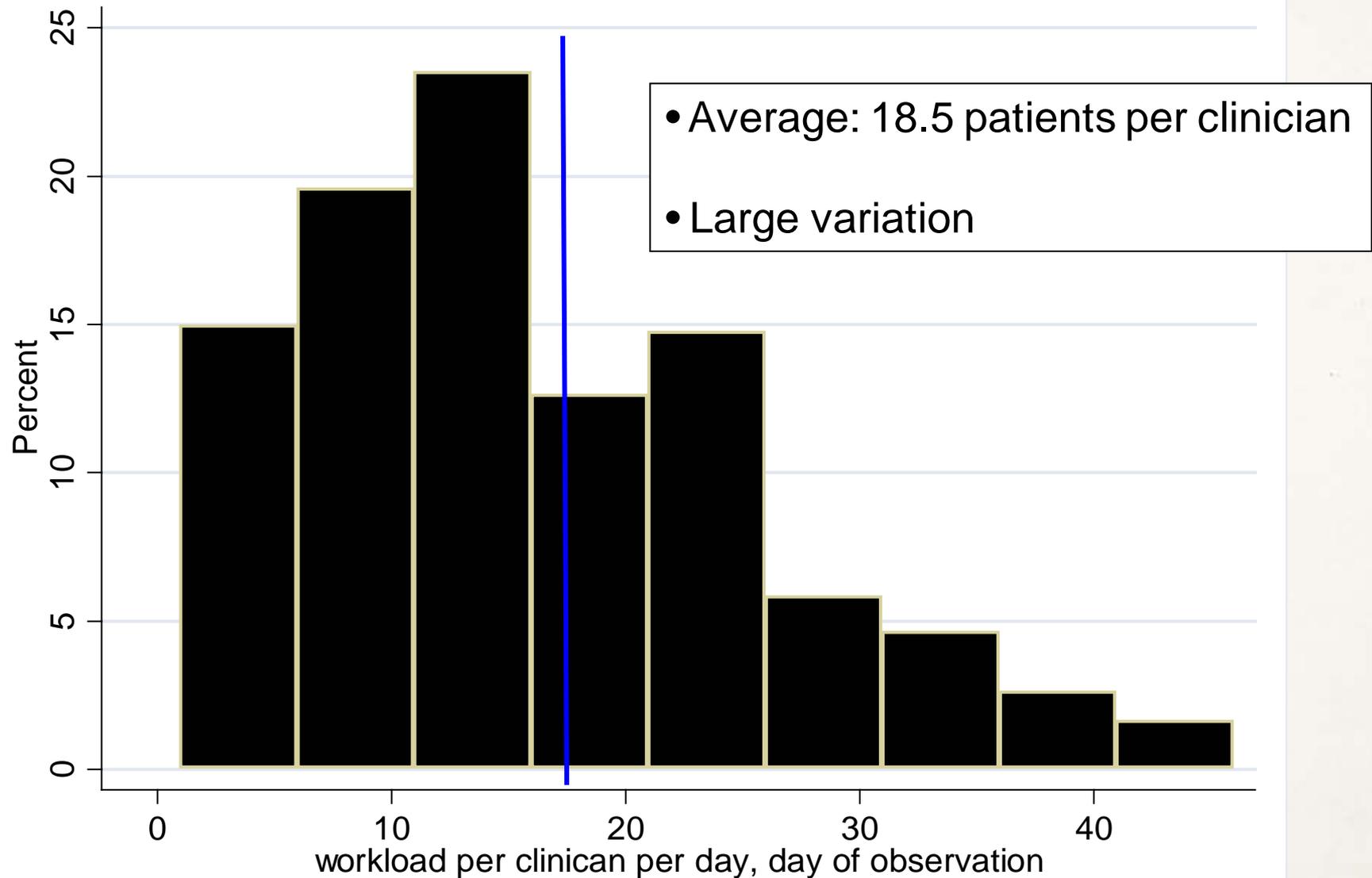
Honestly speaking, ... the nursing discipline does no longer exist. What was long held to be the call ... does no longer exist because there's no longer love to the patients

Medical assistant, urban



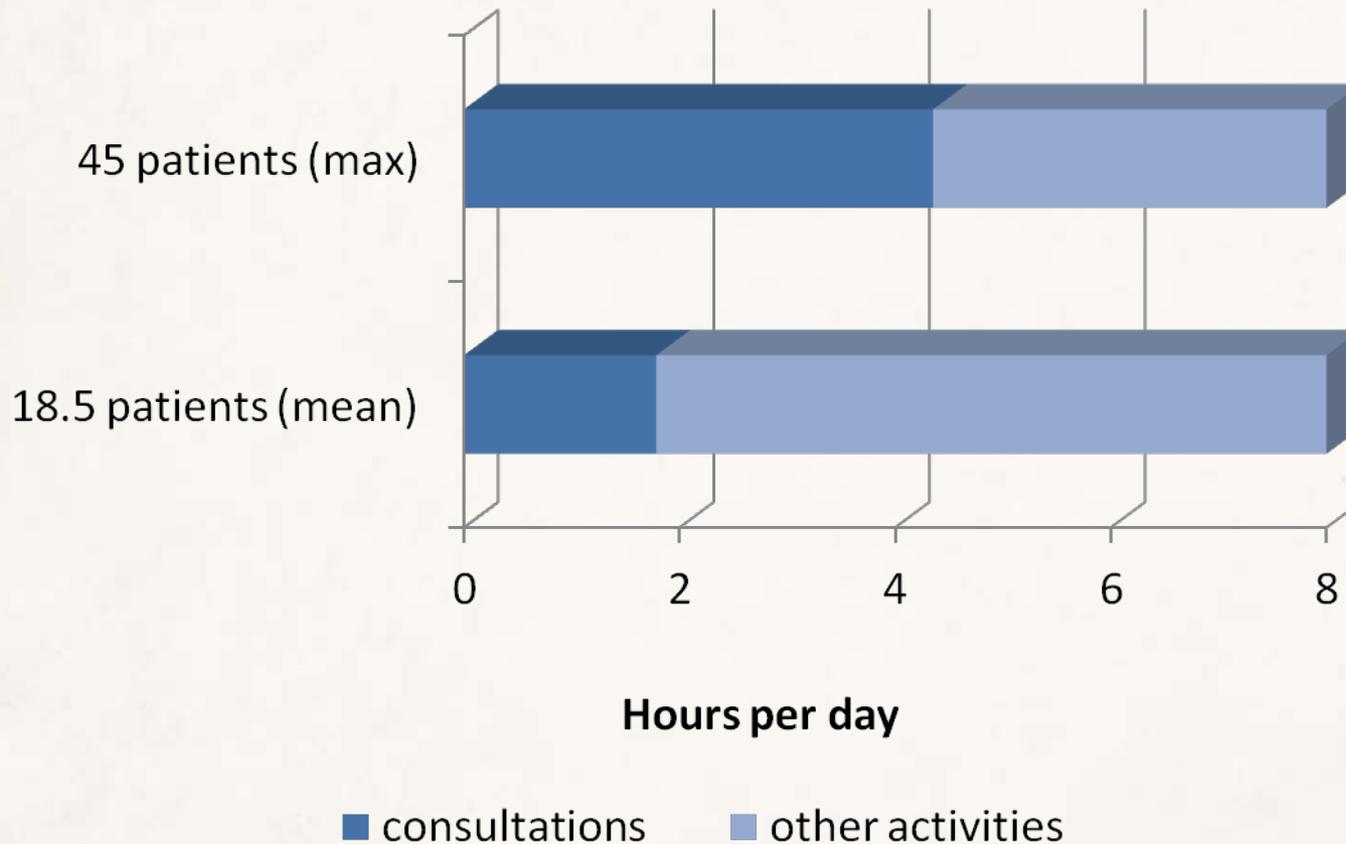
HIGH WORKLOAD?

Caseload



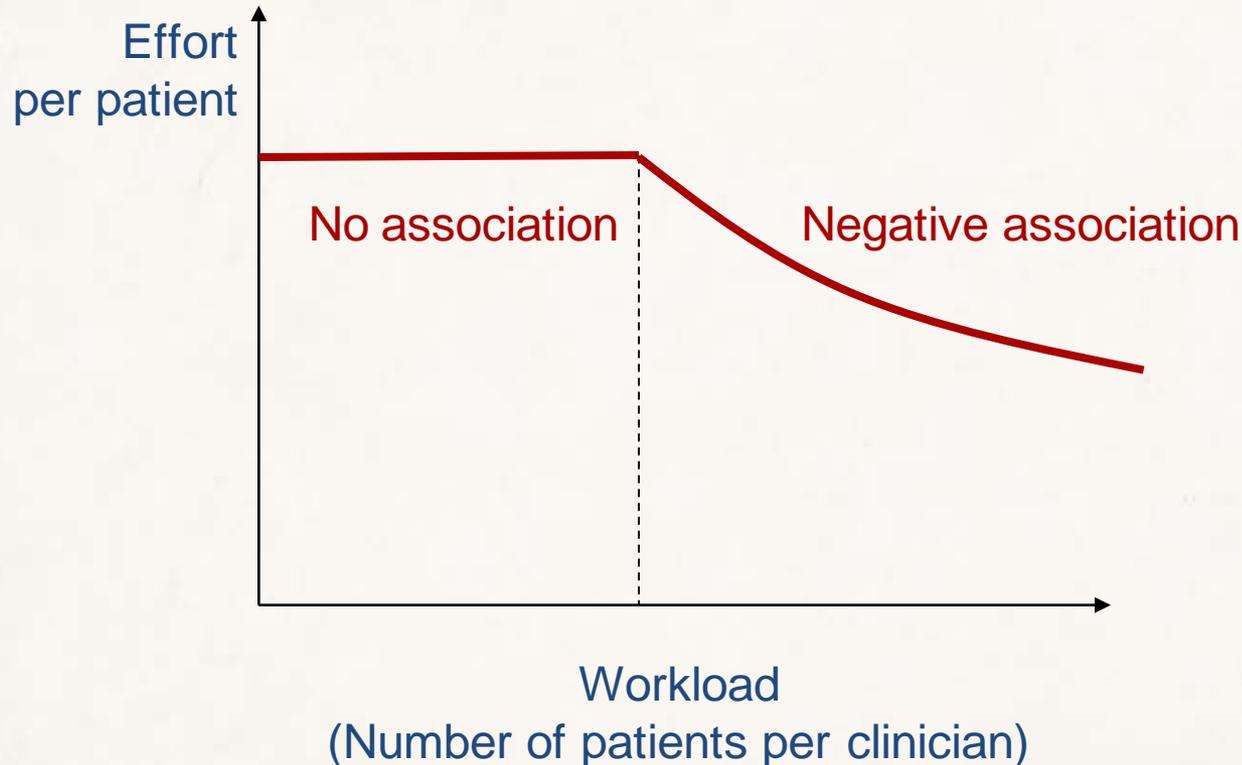
High workload?

5.7 minutes per patient

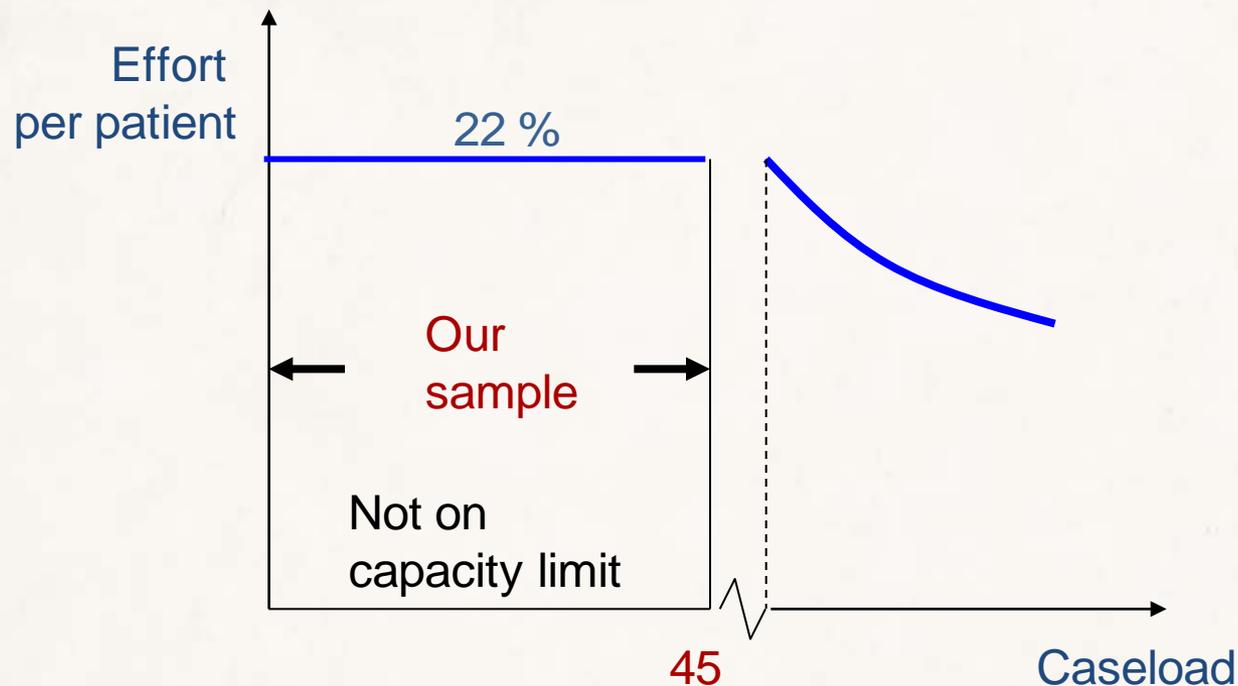


Test:

How much does workload reduce effort per patient?

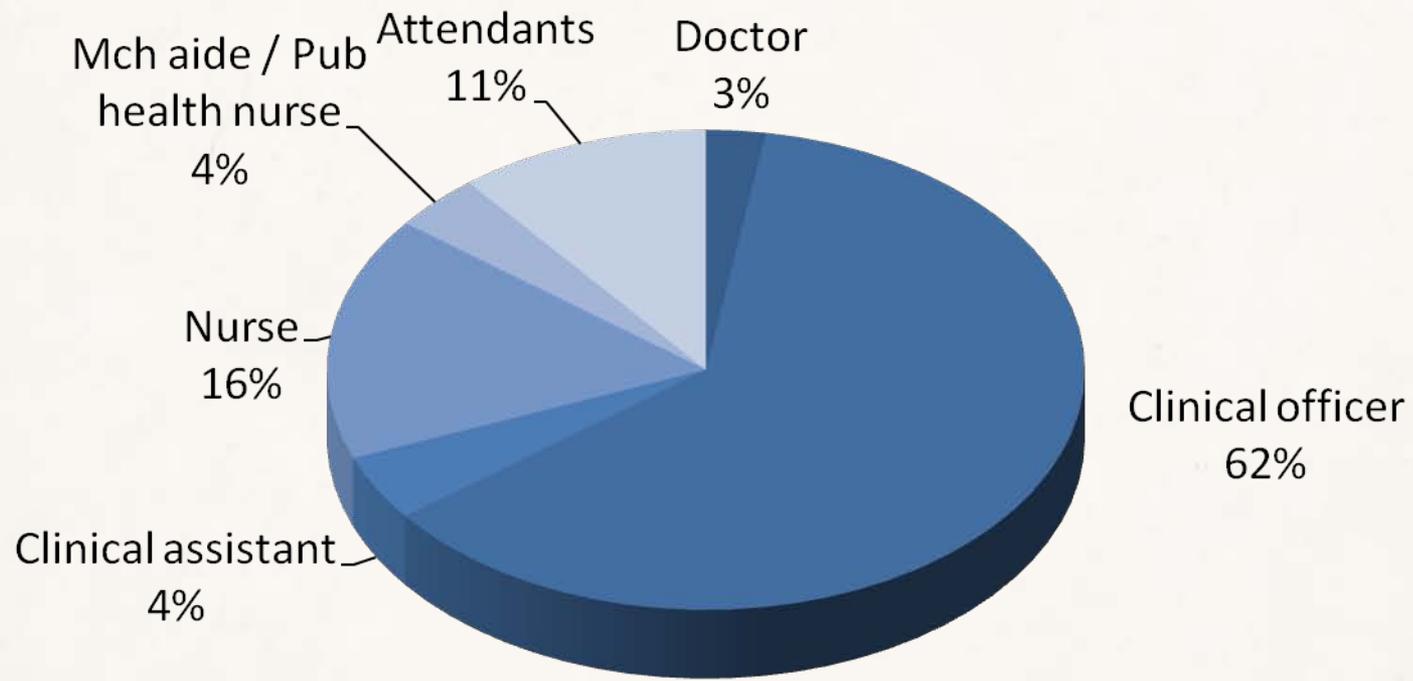


Result: Caseload does not affect performance

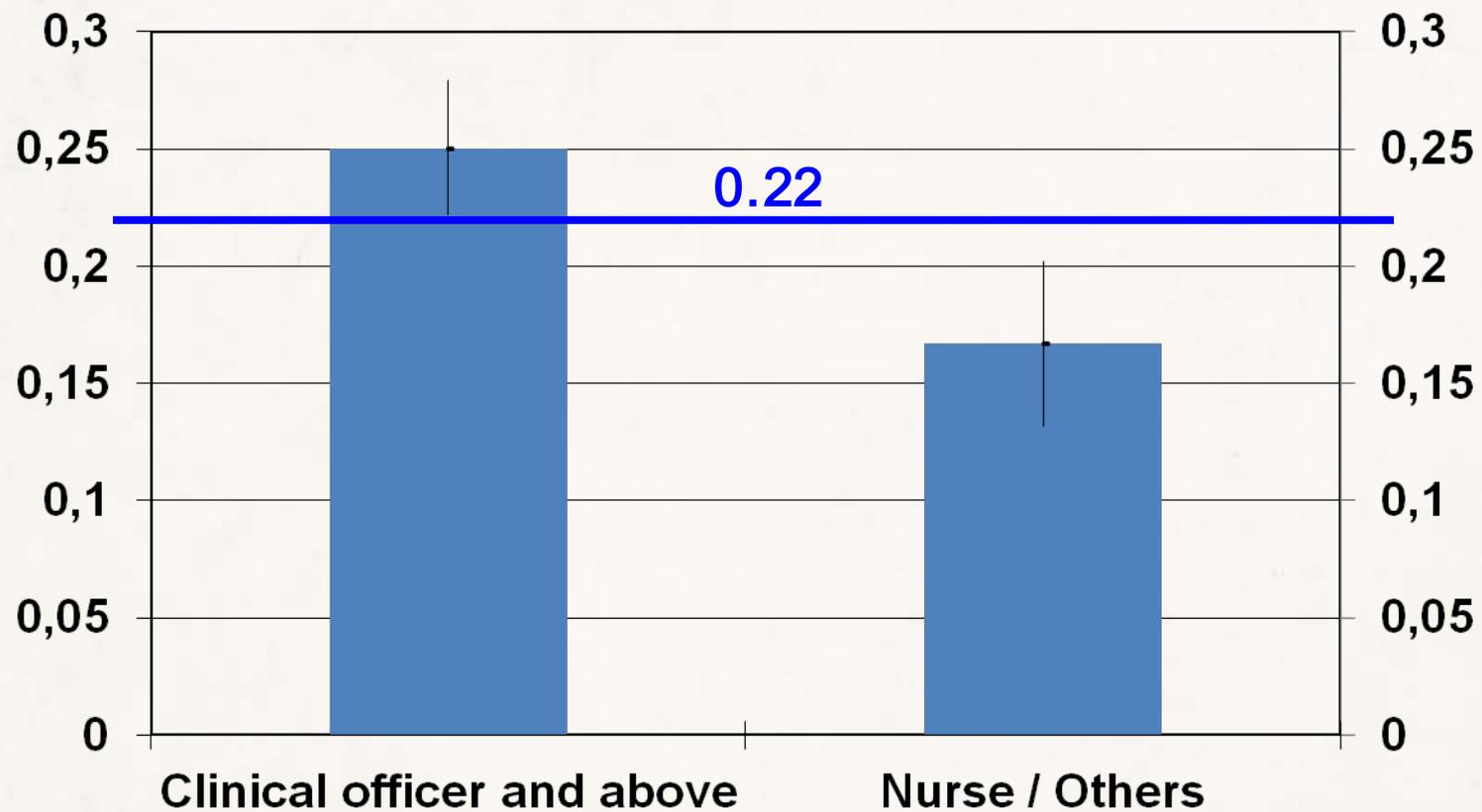


LACK OF KNOWLEDGE?

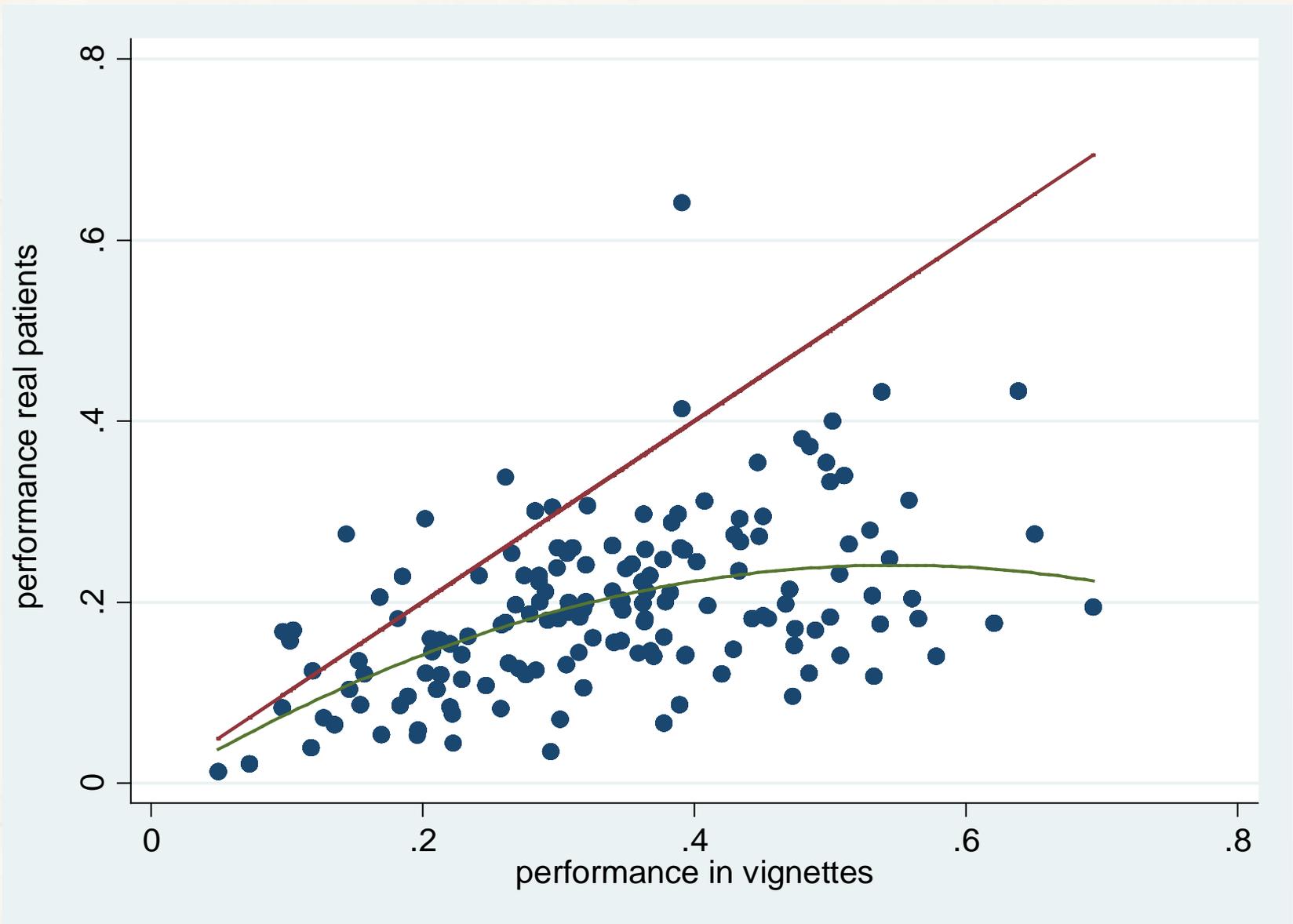
Pre-service training (among prescribers in the OPD)



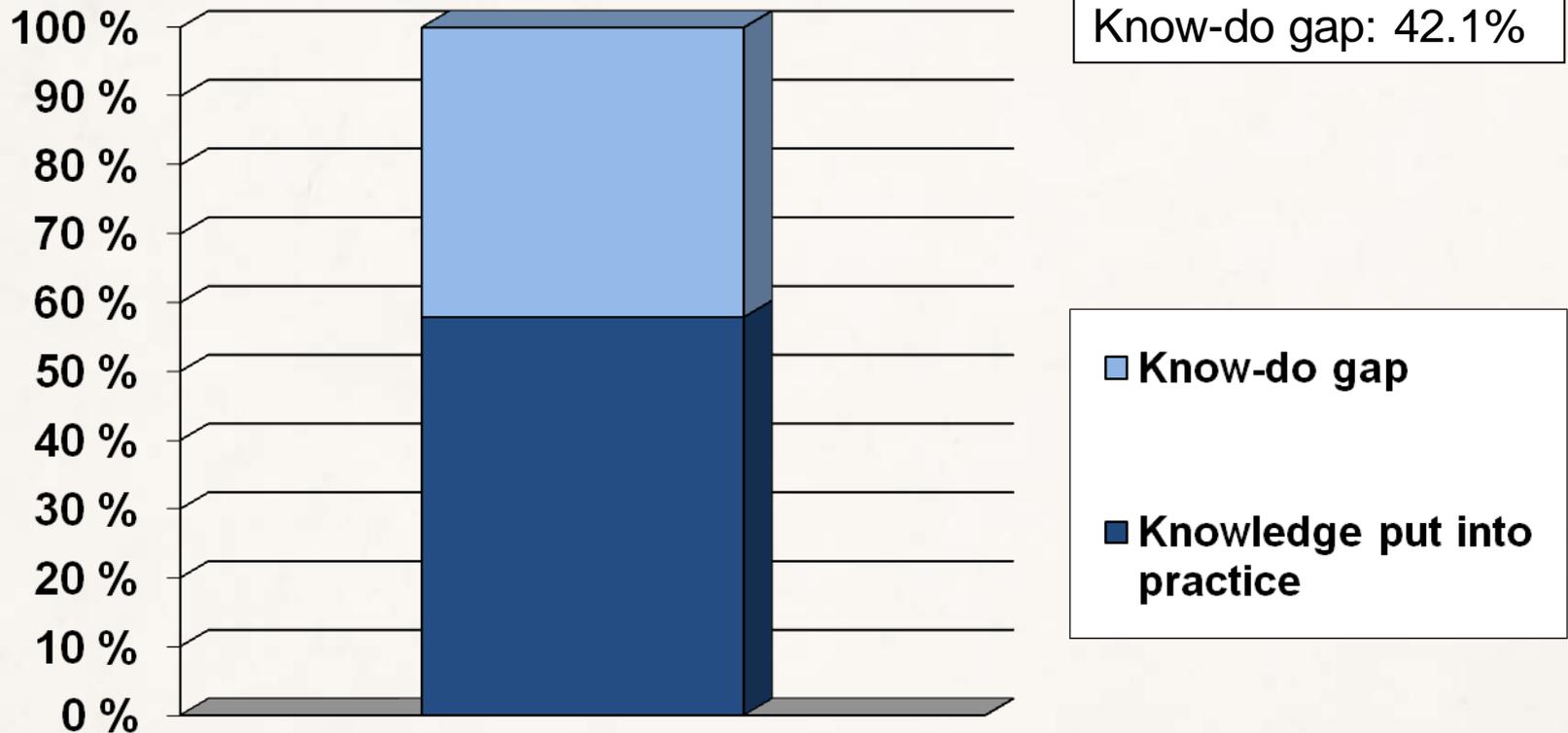
Performance score by level of training



Knowledge vs. practice



The know-do gap



Why low performance?

~~Lack of
opportunity~~

~~Knowledge
Time
(Equipment)~~

Lack of
motivation

THANK YOU!