Presentation 4 – Focus on Resources for Service Delivery

Human resources, essential equipment, tools, supplies and medicines influenced program implementation and outcomes. The resource availability issues were related to the financing issues but also to managerial and governance issues.

Inadequate staff numbers was a recurring limiting factor with shortages of health care workers in all categories and at all levels, poorly implemented and managed task shifting and mal-distribution. Distributional problems and inequities e.g. Staffing inversely related to poverty and level of need sometimes further magnified the problem of inadequate staff numbers. Apart from problems with absolute numbers, there were also sometimes problems with the competence and skills of such staff as were available.

Factors affecting motivation and attitude included poor conditions of service, perceived inequity in distribution of incentives, lack of work place protection, lack of respect /respectful treatment, remuneration, availability /access to resources (equipment, tools and supplies, work environment), burnout (Emotional exhaustion, Depersonalization). On the positive side (conducive factors), an opportunity to gain additional education was the most important factor for midwifery students in deciding where they would eventually work

Shortages, inadequacies, non availability of essential medicines, tools, supplies (includes blood) and technologies and problems with infrastructure were a recurring limiting factor in the desk review as well as KI interviews.

ICTs (mobile and telemedicine) interventions are of increasing importance in the West African sub-region in small and large scale pilot projects.