



BID INITIATIVE

Better data. Better decisions. **Better health.**



Change Management Lessons Learnt Sharing

Masaina Bwakya

21st September 2017



BID INITIATIVE

Better data. Better decisions. Better health.

CHANGE MANAGEMENT LESSONS



What Lessons have we learnt :

- UAG (Feedback helped design data use interventions).
- District Involvement has been very instrumental (Support supervision/ownership & training).
- Maximum training of health staff on site has enhanced motivation and created a demand for others be re-oriented/trained(One on One/ Q&A satisfaction and ensuring needs are met).
- Identification of data use champions to build on Government capacity to train others, especially as rollout proceeds to new districts.
- Changes in reporting strategies through brainstorming sessions and creation of a platform for challenges to be identified and suggestions for solutions.



What Lessons have we learnt :

- Change is not the problem- the problem is resistance to change. In some centers, initial resistance to the introduction of the change interventions was apparent. And there were reasons for this:
 - Resistance is rooted in lack of understanding
 - Share the vision and perspective
 - The change needs to tie into personal objectives. Helping health workers to see the need of data use and the importance of making decisions. “Responding to the so what”.
- **Don't expect everyone to “get it” if you explain it only once or twice. We need to be patient to keep training and building capacity.**



More Lessons

- Concentration is not only on the device but CM also focuses on the human side and empathises with staff.
- Acknowledgment of the hard work staff they are doing prior to appointments, flexible training strategies and feedback to the health staff on facility progress.
- CM is not meant to change everything. We are on board to support existing systems that are working very well and enhance them by creating forums for discussion, staff themselves can identify better ways to improve their clinical work flows for greater efficiency
- CM influences positive behavior change rather than coercing
- CM unravels the potential of individuals whilst clearing the fear of the unknown. Through discussions, questions are asked, challenges identified and solutions
- Through orientation and explaining the benefits of using the data use interventions at individual level, health workers are motivated to use them



Thank you

