

# Care Delivery Skills



**In this Chapter,**  
participants will learn about:

- Types of care delivery skills to manage patient care efficiently and effectively
- Importance and implications of care delivery skills
- Ways to incorporate care delivery skills into health delivery services

## What are care delivery skills ?

Health delivery services must be safe, accessible, of high quality and people centered. Care delivery skills provide individuals with the appropriate healthcare capabilities that consider the whole spectrum of providing primary health care efficiently and effectively to patients. These skills include organization, administrative and soft skills that enable the delivery of appropriate health care services.

## 2.1 Speaking

Use presentation 2.1 as a teaching tool for this topic

### What are speaking skills?

Speaking is the act of making vocal sounds. By speaking we can converse and express our thoughts and feelings using spoken language. There are two main elements to speaking effectively: what you say, and how you say it. (Refer to **flyer 2.1**)

### What are speaking skills important?

Speaking skills give us the ability to communicate our messages effectively to others. It allows for information to be understood more accurately and quickly.

### Tips:

- Ensure you tailor it to meet the requirements of the person. Simple words are easy to understand and follow
- Use short and precise sentences – they are easy to understand and follow
- Appropriate volume of voice- Loud enough for the audience to hear
- The speed of your speech should be paced in a way for the listener to follow easily and understand what is being said
- Use of appropriate nonverbal communication –body language, facial expressions, hand gestures and maintain eye contact

## Presentation 2.1 Speaking skills



### Care delivery skills

### Speaking skills



## What is speaking ?

The act of making vocal sounds. By speaking we can converse and express our thoughts and feelings using spoken language.

**When you speak you should focus on :**

1. What you say
2. How you say it



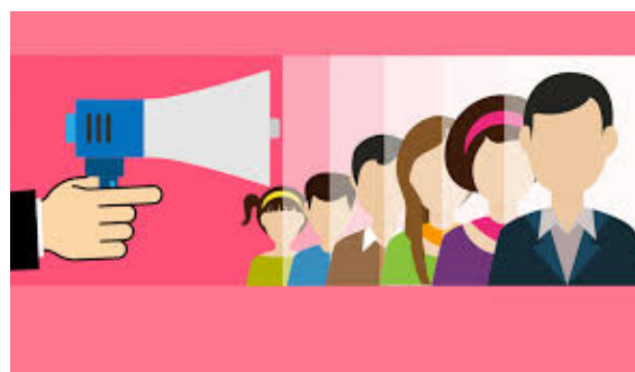
### **Facilitator notes:**

Speaking is the act of making vocal sounds. By speaking we can converse and express our thoughts and feelings using spoken language. There are two main elements to speaking effectively: what you say, and how you say it.

1. What you say – the content you are communicating, the words you choose while speaking
2. How you say it – the tone, speed, volume, non-verbal communication (body language, eye contact, facial expressions, hand gestures) you use when speaking

## Why is speaking important?

- Communicate messages effectively to others
- Allows others and yourself to understand information more accurately
- Allows others and yourself to understand information more quickly



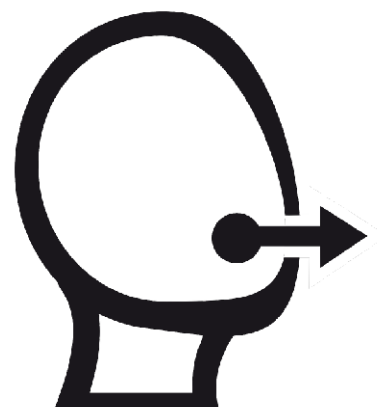
### Facilitator notes:

Speaking is the most effective way of communication. Speaking skills give us the ability to communicate our thoughts, feelings, messages effectively to others. They allow others and yourself to understand information more accurately and quickly.



## Things to remember : speaking skills

- Appropriate use of words - easy to understand
- Short and precise sentences
- Appropriate volume – loud enough to be heard by the listeners
- Appropriate pace of speech – easy for the listeners to follow
- Appropriate non verbal communication – in line with what is being said



### Facilitator notes:

#### Tips:

- The words you use matter. The words you choose will depend on the person(s) you are talking to and the setting you are in. Ensure you tailor it to meet the requirements of the person. Simple words are easy to understand and follow
- Use short and precise sentences – they are easy to understand and follow
- Appropriate volume of your voice- Loud enough to be heard
- The speed of your speech should be paced in a way for the listener to follow easily and understand what is being said
- Use of appropriate nonverbal communication –body language, facial expressions, hand gestures, eye contact and posture

1. A patient keeps interrupting your conversation with another patient. They have done this 3 times.
2. You are scheduling an appointment with a patient
3. Explaining the importance of taking their medication and at the correct time intervals to an aged patient

### Facilitator notes:

- Randomly select 2 participants for each of the 3 situations (6 participants in total)
- In each situation – one participant will play the role of the patient while the other the health professional
- Give participants 5 minutes to prepare a short skit on the situation allocated to them.
- Once all the skits have been presented to the group, ask the participants in the audience to comment on what went well and areas of improvement. Discuss the following for the three situations : 1. You must be polite, speak using an appropriate volume and non-verbal language. You should inform the patient who is interrupting that you will attend to them as soon as you finish speaking to the patient you are currently in conversation with. 2. You must allow the patient to talk instead of directing the details of their appointment. You should be polite and that should reflect through your choice of words, volume, speed and non-verbal language. 3. You must not come across as being rude. You should be polite and that should reflect through your choice of words, volume, speed and non-verbal language
- Wrap up activity by discussing the importance of incorporating the elements on slide 4

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

# SPEAKING SKILLS

## USE SIMPLE WORDS

The words you use matter. The words will depend on the person(s) you are speaking to and the setting you are in. Ensure you tailor it to meet the requirements of the person.



## USE SHORT SENTENCES

short and precise sentences are easy to understand and follow.

## APPROPRIATE VOLUME OF VOICE

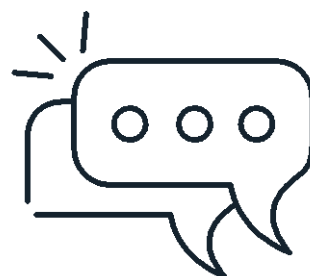
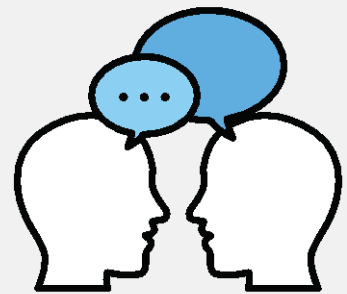
The volume of your voice should be suitable for the audience you are speaking to.

## APPROPRIATE PACE OF SPEECH

The speed of your speech should be paced in a way for the listener to follow easily and understand what is being said

## APPROPRIATE NON VERBAL COMMUNICATION

Use appropriate body language, facial expressions, hand gestures and maintain eye contact



## 2.2 Active listening

Use presentation 2.2 as a teaching tool for this topic

### What is active listening?

The way in which we listen attentively to what is being said. It involves paying full attention to the speaker. It is important to be “seen” as listening to ensure the speaker knows you are interested in what they are saying. Interest can be communicated using verbal and non-verbal communication e.g. maintaining eye contact, nodding head, smiling using words to encourage the speaker to continue and providing feedback to the person who is speaking to allow them to speak with ease and to be open and honest. (Refer to **flyer 2.2**)

### Why is active listening important?

Active listening is important as it establishes a connection between the speaker and the listener. It allows an ease in communication that ensures messages are being communicated completely and properly. Active listening allows the speaker to feel comfortable in sharing their opinions as they know the listener is being attentive and paying close attention to what is being said.

### Tips:

- Pay attention to what the speaker is saying
- Make eye contact
- Nod your head appropriately
- Ask relevant questions
- Paraphrase or reinterpreting what the speaker has said to reassure that you are paying attention and have understood what is being communicated

**Note:** Body language plays an important role in active listening. Do not look away from the speaker or fidget with objects as this indicates that you are not actively listening and may not be interested in the speaker’s views and opinions. Your facial expressions can also indicate whether or not you are engaged in the conversation and are actively listening e.g. Smiling when the speaker has told you something sad.

## Presentation 2.2 Active listening



### Care delivery skills

#### Active listening



## What is active listening?

It is a way of listening attentively where the listener concentrates, understands what is being said and responds if and when required

## Why is it important ?

- The speaker feels understood
- Helps to build rapport between the speaker and listener
- Increases comfort level to share thoughts, feelings and ideas



### Facilitator notes:

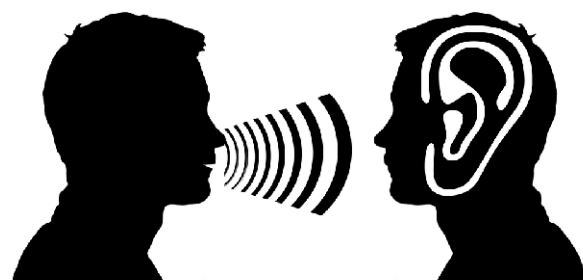
Active listening is when the listener listens carefully to what the speaker is saying, understands what is being said and responds appropriately (verbally and using nonverbal communication e.g. body language and/or facial expressions)

Why is it important?

- The speaker feels understood as the listener is carefully listening to what is being said
- A positive rapport is built between the speaker and the listener(s)
- The speaker feels comfortable sharing their thoughts, feelings and ideas with the listener

## How to “actively listen”

- Demonstrate interest in what the speaker is saying through non-verbal communication
- Attentive silence
- Ask the speaker to elaborate
- Paraphrase what the speaker has said



### Facilitator notes:

#### Tips :

- Show interest in what the speaker is saying using non-verbal communication i.e. Attentive posture, facial expression, Maintaining eye contact.
- Attentive silence , remain silent when the speaker is speaking until they have finished but remain attentive so that they know they have your attention
- Ask the speaker to explain what they mean if required or tell you more details
- Repeat what the speaker has told you to confirm with them that you have understood exactly what they were trying to say

These steps will make the speaker feel comfortable in sharing their thoughts, feelings and/or ideas and will know the listener cares and is listening carefully to what is being said.



## Activity :

- Health worker and patient role play
- Health worker to practice "active listening" while patient speaks to you
- Reverse roles
- How do you know they were listening to you? How did that make you feel?



### Facilitator notes:

Ask participants to get into pairs.

Participants to role play a patient and health worker interaction

The health worker should "actively listen" to what the patient is saying (prompt the use of active listening statements/body language)

Ask participants to reverse roles and repeat the exercise

Wrap up by asking each pair how they felt when they were the speaker – did they think the health worker was actively listening to them? Ask them to explain why/why not and how that made them feel.

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.



TIPS

**ACTIVE  
LISTENING**



- Pay attention to what the speaker is saying
- Ask relevant questions
- Paraphrase what the speaker has said
- Use appropriate body language, facial expressions and hand gestures
- Maintain eye contact
- Don't interrupt the speaker



## 2.3 Writing

Use presentation 2.3 as a teaching tool for this topic

### What are writing skills?

Communicating effectively in writing as appropriate for the needs of others. Good writing skills allow for clear and correct messages to be communicated. Different styles of writing are needed for different types of communication e.g. when recording any information about a patient a very formal style of writing is required. (Refer to **flyer 2.3**)

### Why are writing skills important?

Writing is very important for sharing knowledge and ideas. Without good writing skills, important information may not be recorded or communicated correctly or at all.

### Tips:

- Avoid excessive words, and try to make sentences, simple and precise
- Do not use complex language or vocabulary
- Pay due attention to grammar and spellings
- Use clear, readable and neat handwriting

## Presentation 2.3 Writing skills



### Care delivery skills

### Writing skills



## What is writing ?

Communicating effectively in written language as per the needs of the person or purpose it is intended for

## Why are writing skills important ?

- Sharing knowledge and ideas
- Can be documented and referred to at a later stage
- Limits misinterpretation



### Facilitator notes:

Expressing our thoughts, feelings and messages using written language.

Good writing skills allows for clear and correct messages to be communicated. Different styles of writing are needed for different types of communication e.g. when recording any information about a patient a structured style of writing is required.

Why is it important?

Writing is very important for sharing knowledge and ideas and messages. Written information can be documented and referred to at a later stage. Using written language to communicate limits misinterpretations.

Note: if helpful, you may choose to write notes whilst the patient speaks as these notes may be aid your understanding of the patient's condition/status at a later stage. However, it is best to inform the patient that you are taking some notes so that they do not think you are attending to other tasks while speaking to them (They may feel they are being ignored or not "actively listened" to).

## Things to remember : Writing skills

- Appropriate use of words - easy to understand, suitable for audience
- Short and precise sentences
- Pay attention to grammar/spellings
- Use clear, structured, readable format/font/handwriting
- Appropriate medium used



### Facilitator notes:

#### Tips:

- The words you use matter. The words you choose will depend on the person(s) it is intended for and the setting you are in. Ensure you tailor it to meet the requirements of the person/ the purpose. Simple words are easy to understand and follow
- Use short and precise sentences – they are easy to understand and follow
- Pay attention to grammar/spellings – run spell check, ask someone to read through it or clarify with someone
- Use clear, structured, readable format/font/ handwriting - It should be easily read
- Appropriate medium used – example : computer/pen/pencil

## Activity

**Record the following details of the 3 other people in the room :**

First Name

Last name

Age

Address

Hair color

Eye color

### Facilitator notes:

Randomly select 3 participants from the audience to complete this task at the same time – 10 minutes

Once completed verify that the information recorded is correct.

Ensure the tips provided on slide 4 are followed – if not provide feedback

Suggest appropriate method of recording for it to be easily understood and structured e.g. in a table and any areas of improvement



# Demonstration

**Facilitator notes:**

A demonstration of how to write information that the members of the PHC team will be required to record

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

## Flyer 2.3 Writing skills



- Use simple words and language
- Use short and precise sentences
- Pay attention to spellings and grammar
- Use clear, structured, readable format/font/ handwriting
- Use appropriate medium eg manual or electronic

## 2.4 Time management

Use presentation 2.4 as a teaching tool for this topic

### What is time management?

Managing one's own time appropriately. Ensuring you plan when and how your time will be spent for specific activities/tasks. It involves factoring in various demands relating to a person's work, social life, family, hobbies, personal interests and other commitments. (Refer to **flyer 2.4**)

### Why is time management important?

Time management helps to decide the amount of time that needs to be spent on a task, the order in which they should be completed which leads to increased productivity. It brings in an element of self-discipline as you are conscious of the time. Additionally, it helps to make better decisions as you are not in a rush and have more time to consider various options. Managing your time effectively and efficiently may also result in experiencing decreased stress.

### Tips:

- Create a daily list of tasks to be completed and tick them off once they're completed
- Allocate time durations for each task
- Don't take on more tasks than you can handle
- Be organized
- Know your deadlines
- Target to complete tasks early
- Keep track of time
- Minimize distractions
- Prioritize
- Delegate or ask for help (when necessary)

## Presentation 2.4 Time management



Care delivery skills

Time management

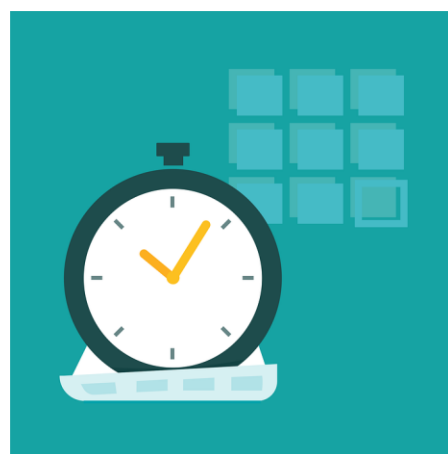


## What is time management ?

Dividing and planning your time for specific activities appropriately

## Why is it important ?

- Improves productivity
- Improves decision making
- Reduces stress
- Introduces discipline



### Facilitator notes:

Managing one's own time appropriately. Ensuring your plan when and how your time will be spent for specific activities/tasks you need to do. It involves factoring in various demands upon a person relating to work, social life, family, hobbies, personal interests and other commitments

#### Why is it important?

- When you plan how much time needs to be allocated to a specific task, the control over time helps to improve your ability to focus. And with increased focus comes enhanced efficiency and productivity, because you don't lose momentum as you know you have to finish the work within the pre-decided time frame
- When you feel pressed for time and have to make a decision, you're more likely to jump to conclusions without fully considering every option. This often leads to poor decision making. When you manage your time, you don't have the pressure of not having enough time. You will feel calmer and in control and will take time to consider options before making decisions.
- When you don't manage your time, it's easy to end up feeling stressed and get overwhelmed by how much work you have and not having enough time to complete it . Having control over your time will allow you to be less stressed as you would have pre-decided the best possible way to use your time so that all your work can get completed, reduced stress will make you feel happier and is good for your mental health.
- Managing yourself means you have allocated times and the duration for the tasks you have engage in/complete- because you are aware of this, you are conscious of your time and know that you cannot waste your time doing other things. The better you get at managing your time, the more self-disciplined you will get

## How to manage your time

- Create a daily list of tasks to be completed
- Allocate time durations for each task
- Don't take on more tasks than you can handle
- Be organised
- Know your deadlines
- Target to complete tasks early
- Keep track of time
- Minimise distractions
- Prioritise
- Delegate when necessary
- Ask for help when needed



### Facilitator notes:

Tips on how to manage your time:

- Create a daily list of tasks to be completed and tick them off once they're completed
- Allocate time durations for each task
- Don't take on more tasks than you can handle
- Be organised, make use of a diary, calendar, clock, watch, set reminders
- Know your deadlines
- Target to complete tasks early- because you may actually need a little extra time, this will take into account the extra time needed (buffer time)
- Keep track of time
- Minimise distractions – ensure you limit the amount of distractions (eg people, noise)
- Prioritise – decide which tasks are important and need to be completed first and do them
- Delegate when necessary- if you can ask someone to help you with certain tasks
- Ask for help when needed – if you are struggling to meet deadlines, ask for help

## What good time management sounds like

Great, I can go  
home on time  
today

I'm going for  
my tea break

Do you need  
some help, I'm  
done with my  
work

## What bad time management sounds like

I am late for  
work

I forgot to call  
those patients

I don't have  
time to eat, I  
have too much  
work

### Facilitator notes:

Examples of what good and bad time management sounds like



# How do you manage your time?

**Facilitator notes:**

Have a discussion and allow participants to share how they manage their time.

Jot down their ideas on a flip chart for everyone to see

# Time management plan for tomorrow

**Facilitator notes:**

Ask participants to spend 15 minutes making a plan/ schedule that will help them manage their time for tomorrow (it should include their personal and work-related commitments)

Present slide 3 and prompt them to consider these tips when making their plans.

After 15 minutes, select 3 volunteers to share their plans with the group.

Discuss the plans (pros and cons/areas of improvement)

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

## Flyer 2.4 Time management



## 2.5 Service coordination

Use presentation 2.5 as a teaching tool for this topic

### What is service coordination?

Working together with team members to meet specific aims/goals to ensure the service needs of individuals are met  
(Refer to **flyer 2.5**)

### Why is service coordination important?

Service coordination helps to improve the efficiency of operations by ensuring there is no overlapping of efforts or duplication of work. Time and resources are leveraged. Integration and balancing of individual efforts provide smooth and harmonious team work and ensures that the total result is greater than the sum of individual achievements.

### Tips:

- Setting specific rules that must be followed so a task can be seen through to the end in the correct manner
- Being supportive to others to encourage a supportive work environment
- Collaborative problem solving
- Trusting one another
- Making sure every step of the process is completed and accounted for
- Communicate effectively and efficiently with team members

## Presentation 2.5 Service coordination



**Care delivery skills**

**Service coordination**



## What is service coordination ?

Working together with team members and patients to achieve a specific aim or goal

## Why is it important ?

- Increased efficiency
- Avoid duplication of work
- Efforts are not overlapped
- Saves time
- Save resources



### Facilitator notes:

What is service coordination?

Working together to achieve a specific aim or goal e.g. ensure the service needs of individuals are met

Why is it important?

Service coordination helps to improve the efficiency of operations by ensuring there is no overlapping of efforts or duplication of work. It saves time and resources. Time and resources are leveraged. Integration and balancing of individual efforts provide smooth and harmonious team work. It ensures that the total result is greater than the sum of individual achievements.

## Good service coordination

- Effective and efficient communication amongst colleagues and patients
- Supportive work environment
- Collaborative problem solving
- Trust
- Following rules and procedures
- Tasks are completed and accounted for



### Facilitator notes:

Good service coordination consists of :

- Communicate effectively and efficiently with team members and patients
- Being supportive to other to encouraging a supportive work environment
- Collaborative problem solving – work together as a team to solve problems
- Trusting one another
- Setting specific rules that must be followed so a task can be seen through to the end in the correct manner
- Making sure every step of the process is completed and accounted for



## Activity

# Reaching your goal

### Facilitator notes:

Tie a string between two stacks of chairs to create an “obstacle”. Create 3 – 4 obstacles that comes to about the average waist height of the participants. Have the participants gather on one side of the “obstacle” and form a human chain by holding hands. The objective of the game is to get the entire team from one side of the obstacle to the other (the goal) without touching the string. Rules: Participants can only go over (not under) the string and must be holding hands at all times. They will have to cooperate to help each other over one at a time without touching the coming into contact with the “obstacle”. In case there are more than 10 participants, make groups and they may try this in groups of maximum 10 participants.

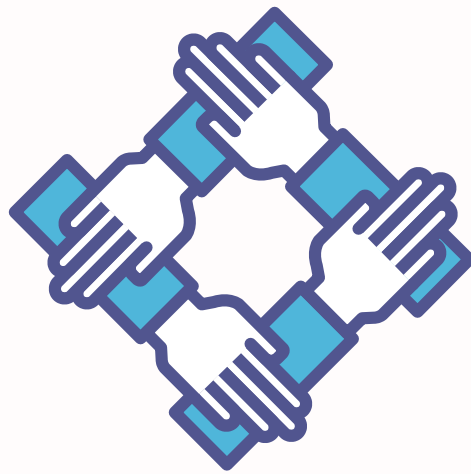
On completion highlight the importance of each team member and the inclusion of factors that lead to good service coordination.

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

# Service coordination



- Setting and following specific rules
- Being supportive
- Collaborative problem solving
- Trusting one another
- Ensuring tasks are accounted for and completed timely
- Effective and efficient communication

## 2.6 Service orientation

Use presentation 2.6 as a teaching tool for this topic

### What is service orientation?

Actively looking for ways of being helpful, thoughtful, considerate, and cooperative towards others. (Refer to **flyer 2.6**)

### Why is service orientation important?

Service orientation affects the quality of the interaction between individuals. When someone is being helpful, thoughtful, considerate and cooperative, individuals are likely to reciprocate the same which makes tasks easier to carry out and complete.

### Tips:

- Go out of your way to help someone who needs it
- Be empathetic
- Be considerate, display good manners such as greeting others
- Be proactive
- Work as a team
- Be organized
- Patience
- Good communication – verbal and non-verbal

## Presentation 2.6 Service orientation



**Care delivery skills**

**Service orientation**



## What is service orientation ?

Actively looking for ways to being helpful, thoughtful, considerate and cooperative towards others

## Why is it important ?

- Effects the quality of interaction between people
- The same behaviour is likely to be reciprocated
- Increased efficiency
- Increased service satisfaction



### Facilitator notes:

What is service orientation?

Actively looking for ways to being helpful, thoughtful, considerate, and cooperative towards others - positive attitudes and behaviors, which demonstrate an awareness and willingness to respond to and meet needs, requirements and expectations.

Why is it important?

- Effects the quality of interaction between people – can lead to better communication
- The same behaviour is likely to be reciprocated
- Tasks are easier to complete
- Increased service satisfaction

## Good service orientation

- Being helpful
- Being considerate
- Empathy
- Proactive
- Team work
- Good communication
- Patience
- Organization



### Facilitator notes:

Good service orientation consists of:

- Being helpful
- Being considerate, display good manners such as greeting others, maintaining eye contact and avoid interrupting others when they speak
- Being empathetic – put yourself in their place
- Be proactive, catch a problem before it arises. Look out for possible situations that wherein help may be required so that it can be resolved early on and quickly.
- Working as a team – Team work may allow for you to be able to address a problem or situation more effectively and efficiently
- Good communication –using appropriate verbal and nonverbal communication eg tone, volume, body language, facial expressions, posture etc
- Patience – Helping someone isn't always about getting the job done fast. Take your time to help someone to cater to their needs and expectations however the responses/ solutions should be addressed in a timely manner
- Be organized – without being organized you won't be able to help anyone. You will be unsure of where things, or may not have enough time to help others.

## Examples of being “service oriented”

- Offering an elderly patient a chair to sit on while they wait
- Asking questions to understand someone's concern better
- Guiding someone in the right direction if they don't know where to go
- Arranging for the appropriate person to speak to the patient
- Comforting a distressed patient
- Spending adequate time explaining procedures to a patient

### Facilitator notes:

These are some examples of being service oriented - Discuss these with the participants and after each one ask for a show of hands for participants who have been involved in any of the above examples.



1. A pregnant lady is waiting for 10 minutes in line to see ANY health professional, she is unsure of who she needs to see/ can help her
2. A young man is in a rush to get to work, he is shouting because he needs to see the medical officer
3. A lady tells you she needs to get a blood test done . She has never gotten one and is scared and confused about how and where it will be done

**Facilitator notes:**

Randomly select 2 participants for each of the 3 situations (6 participants in total)

In each situation – one participant will play the role of the patient while the other the health professional.

Give participants 5 minutes to prepare a short skit on the situation allocated to them.

Once all the skits have been presented to the group, as the participants in the audience to comment on what went well and areas of improvement.

Wrap up activity by discussing the importance of incorporating the elements on slide 3.

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

# SERVICE ORIENTATION



Be helpful lend a helping hand

Be empathetic

Be considerate

Display good manners e.g greeting others

Be proactive

Work as a team

Be organized

Be patient

Good verbal communication e.g polite, appropriate tone and volume of voice

Appropriate non verbal communication e.g body language, facial expressions

## 2.7 Problem solving

Use presentation 2.7 as a teaching tool for this topic

### What is problem solving?

Identifying problems and reviewing related information to develop and evaluate options to implement solutions.  
(Refer to **flyer 2.7** and use Annexure 1 to aid the problem-solving process)

### Why is problem solving important?

Problem solving is the basis for continuous improvement, communication and learning. Problems are faced by everyone, instead of giving up, it is important to learn how to solve them appropriately.

### Tips:

- Discuss problems faced with others to understand their opinions, ideas and experiences
- Practice brainstorming activities e.g. mind mapping
- Approaching everyday issues with a "what if" mentality
- Test new approaches regularly
- Keep an idea journal to jot down ideas

## Presentation 2.7 Problem solving



### Care delivery skills

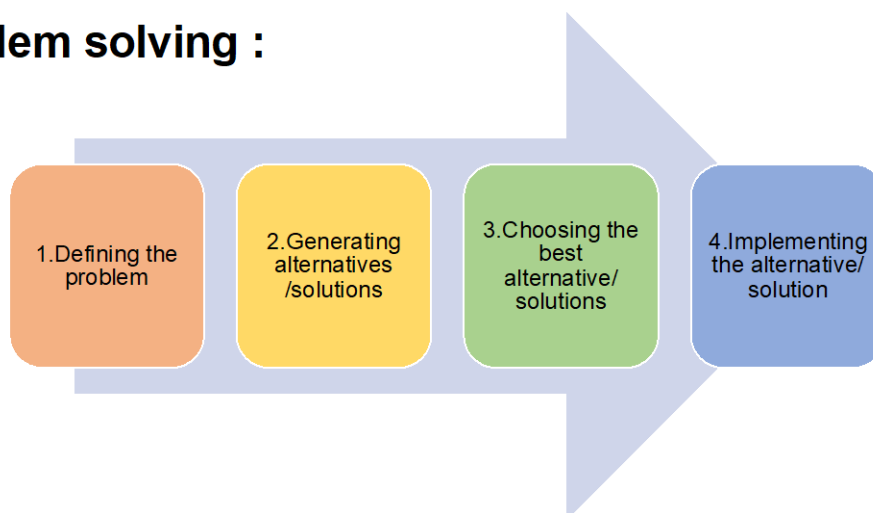
#### Problem solving



## What is problem solving ?

Identifying problems and reviewing related information to develop and evaluate options to implement solutions

### Steps of problem solving :



#### Facilitator notes:

Problem solving is identifying problems and looking and related information that will help you to come up with alternative options that can resolve the problem.

There are steps we can follow to solve a problem .

1. Defining the problem – ask yourself what is the problem?
2. Think , Think, Think – possible ways to stop this problem (solutions)
3. Choose the best option that is likely to solve your problem (weigh up the pros and cons of each solution , identify the potential positive and negative consequences for each solution you have identified, ask yourself what would happen if you choose this solution, would it be safe, fair, advantageous ?)
4. Implement the solution that you think is the best – give it a try , if it doesn't work out, you can always try another solution that you came up with previously (the next best solution)

## Example :

**While you are recording the details of a new patient your pen stops working**

**1. Defining the problem :** Pen has stopped working

**2. Generating solutions :** 1. Borrow someone's pen 2. take an unused pen from the stationery cupboard 3. go and buy a new pen

**3. Choose the best solution :** Take an unused pen from the stationery cupboard

**4. Implement the best solution :** Take an unused pen from the stationery cupboard

### Facilitator notes:

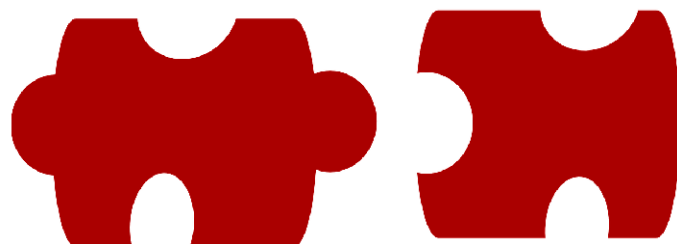
#### Example

While you are recording the details of a new patient your pen stops working

1. Define the problem – identify what the problem is – the pen is no longer working and you cannot write the patient's details.
2. Generate solutions – what are all the solutions that can solve your problem of the pen not working? 1. borrow someone's pen, take one from the stationary cupboard or go to the shops to buy a new pen
3. Choose the best solution by analysing each one, think of the advantages and disadvantages of each one before making your decision on which solution should be picked example : Solution 1: borrow someone's pen –You will have a pen to use but the person you have borrow the pen from may need it and it may stop them from completing their work. Solution 2 :Taking an unused pen from the stationery cupboard- no one's work will get effected and you can continue filling in your patient's details however, you will have to make the patient wait while you get the pen from the cupboard. Solution 3: go and buy a new pen – you will have a pen to use which will be new and of your choice however, the patient will have to wait for a longer period of time while you go and purchase a new pen from the shop, the patient may get impatient while waiting and possibly annoyed/angry. Buying a new pen will also cost you some money. The best solution appears to be – taking an unused pen from the stationary cupboard
4. Implement the best solution : Go and take an unused pen from the stationary cupboard

## Why is problem solving important ?

- Helps to resolve big and small problems
- Helps to think out of the box
- Helps in making favorable decisions
- Prepares you for unpredictable circumstances



### Facilitator notes:

Everyone faces problems in their life whether its personal or professional

The ability to solve problems is of great importance to individuals and organizations. Some of the benefits include:

- It helps you to resolve big and small problems
- It helps you to think out of the box
- It helps you to make decisions that will be favorable
- It prepares you for unpredictable circumstances



## For successful problem solving

- Discuss problems with others
- Practice brainstorming activities such as mind mapping
- Approach everyday issues with a "what if" mentality
- Regularly test new approaches
- Keep an idea journal to jot down all your ideas



### Facilitator notes:

#### Tips for successful problem solving

- Discussing problems faced with others to get their opinions, ideas and experiences
- Practicing brainstorming activities such as mind mapping
- Approaching everyday issues with a "what if" mentality
- Regularly testing new approaches
- Keeping an idea journal where you jot down all your ideas, no matter how out-of-the-box

## Activity

A colleague is taking longer than expected to record a patient's personal details .

Once they finish , you need to record their height and weight and then  
leave to go home as you are getting late.



### Facilitator notes:

Ask participants to break down the problem-solving steps for this situation.

1. Identify the problem
2. Generate solutions (minimum 2)
3. Choose the best solution (advantages and disadvantages of each)
4. Implement the solution (which solution do they choose to implement)

(display slide for the participants to refer to)

Give participants 10 minutes

After 10 minutes randomly select 3 participants to share their answers.

After each participant reads their answers discuss and correct in case there is an error.

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

## 2.8 Stress tolerance and management

Use presentation 2.8 as a teaching tool for this topic

### What is stress tolerance and management?

Enduring demands, threats, changes, pressure, uncertainty and criticism without becoming negative towards yourself or others. Dealing with it in a calm and effective manner. (Refer to **flyer 2.8**)

### Why is problem solving important?

Stress tolerance and management, allows you to be happy and healthy, improves your productivity as the stress does not get in the way of your work. It reduces the chances of getting into conflicts and most importantly builds resilience overtime.

### Tips:

- Identify the sources of stress
- Have a number of people you can trust or rely on
- Be self-confident and know that you are able to influence your own life
- Be optimistic not pessimistic
- Recognize and manage your emotions
- Sleep well, consume nutritious food, engage in physical activity
- Spend time doing what you enjoy
- Ask for help when you need it

## Presentation 2.8 Stress tolerance and management



### Care delivery skills

### Stress tolerance and management



## What is stress?

It is how our body reacts to various pressures, demands, threats, criticism and change we experience

## What is stress tolerance and management ?

Enduring pressure, uncertainty and criticism without becoming negative towards yourself or others. Dealing with it in a calm and effective manner.

### Facilitator notes:

What is stress?

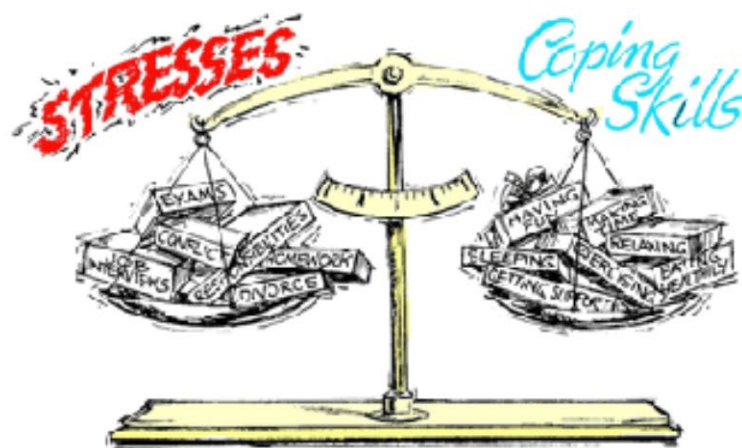
It is how our body reacts to demands, threats or change we experience. E.g. work, finances, relationships etc.

It is usually associated with a feeling of being overwhelmed. It is important to understand stress is experienced for different reasons and in different ways for everyone. What stresses one person out may stress another person based on the way in which they perceive the stressor (the factor causing the stress). This is why it is important to understand the causes and effects of stress, as and how to manage it.

Enduring stress without becoming negative (e.g. hopeless, bitter or hostile) towards yourself or others. Dealing with it in a calm and effective manner.

## Why is stress tolerance and management important ?

- To be happier, and healthier
- Be productive
- Be motivated
- Reduces chances of conflict
- Positive work environment
- Builds resilience



### Facilitator notes:

Why is it important?

It allows you to be happy and healthy because you are not worrying about it and have the time and energy to look after yourself

improves your productivity as the stress does not get in the way of your work

It reduces the chances of getting into conflicts – when you are stress your mood tends to be low and often feelings of anger may arise possibly resulting in conflicts with others

When people manage their stress well, they are pleasant to be around which helps in building a positive work environment

Once individuals learn how to manage their stress, soon or later no matter what challenges, pressures etc they face, they are able to deal with them in an appropriate manner which does not effect their mental health which is known as resilience

## Things to remember : Stress tolerance and management

- Identify the sources of stress
- Have a number of people you can trust or rely on
- Be self-confident and know that you are able to influence your own life
- Be optimistic
- Recognize and manage your emotions
- Sleep well, consume nutritious food, engage in physical activity
- Do things you enjoy
- Ask for help when you need it



### Facilitator notes:

Tips for stress tolerance and management:

- Identify the sources of stress – once you identify them you will have a better understanding of how to deal with it in a more effective way so that it does not intrude in your daily living
- Have a number of people you can trust or rely on- Having people around to talk to, help you with some tasks helps decrease the levels of stress being experienced
- Be self-confident and know that you are able to influence your own life – be confident that you decide how everything in your life should be , when a person feels they have the main control of their life, they take it into their hands to deal with the stress they are facing effectively.
- Be optimistic not pessimistic – have a positive outlook on everything, do not dwell on the past or have a negative view point, thinking positive will make you feel positive and decrease stress levels
- Recognize and manage your emotions
- Sleep well, consume nutritious food, engage in physical activity – this helps to decrease and release stress
- Do things you enjoy – do what makes you happy, it will decrease the amount of time spent thinking about stressors and will decrease the overall stress experienced
- Ask for help when you need it- ask someone you can rely and trust for help but you also must recognise when the stress is effecting your everyday living – if it is please know you need to speak to a mental health professional



## Activity

### Deep breathing for stress reduction

Deep breathing is a stress reduction strategy that can be used to effectively cope with future stressors.

#### Facilitator notes:

Provide Participants with the following directions:

1. Stand straight up with feet shoulder-width apart
2. Arms and hands are relaxed downward
3. Body is relaxed
4. Eyes closed
5. Focus on lower abdomen (belly) and imagine a small balloon in that space
6. Breath in slowly and deeply through nostrils, imagining the balloon inflating (getting bigger/larger/growing) slowly, hold a few seconds
7. Slowly exhale through the mouth, imagining the balloon gently deflating (getting smaller, shrinking); blow out of the mouth as if blowing out a candle
8. Tip: Place a hand over the lower abdomen to feel it go up and down, and make sure you're not breathing with the chest
9. Repeat at least 10 times Ask participants how different their bodies feel after the exercise. (Are they more relaxed/calm? Do they feel lighter? Great? Tired?)

Encourage participants to practice on their own as well especially when they are feeling stressed.

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

## Stress tolerance and management Tips

IDENTIFY  
SOURCES OF  
STRESS

HAVE PEOPLE  
YOU CAN TRUST  
AND RELY ON

BE SELF-  
CONFIDENT

BE OPTIMISTIC

MEDITATE

SLEEP WELL

CONSUME  
NUTRITIOUS  
FOOD

ENGAGE IN  
PHYSICAL  
ACTIVITY

RECOGNIZE AND  
MANAGE YOUR  
EMOTIONS

SPEND TIME  
DOING WHAT  
YOU ENJOY

SPEND TIME  
DOING WHAT  
YOU ENJOY

ASK FOR HELP  
WHEN YOU NEED  
IT



## 2.9 Cultural competence

Use presentation 2.9 as a teaching tool for this topic

### What is cultural competence?

Having an awareness and being respectful of others' views, beliefs, ethnicity and cultures. (Refer to **flyer 2.9**)

### Why is cultural competence important?

It can help to provide quality care as non-judgemental and individualised care makes allows one to feel respected and thereby comfortable as opposed to being insensitive and judging others which may result in a conflict. It also helps to increase health outcomes as people are more likely to follow advice when they feel respected. Overall community participation is likely to increase when service providers are “culturally competent”.

### Tips:

- Knowledge of the culture base of those in your service area, such as the shared traditions and values of that group
- Change your ways of communicating with other's depending on their needs
- Don't stereotype, discriminate or display prejudice
- Positive or neutral non-verbal communications (body language and facial expressions)

## Presentation 2.9 Cultural competence



Care delivery skills

Cultural competence



## What is cultural competence ?

To provide care to patients with diverse values, beliefs and behaviors, including providing care to meet patients' social, cultural and linguistic needs.

## Why is it important ?

- Increased patient comfort , trust and satisfaction
- Increased respect
- Mutual understanding
- Improved health outcomes
- Increased community participation



### Facilitator notes:

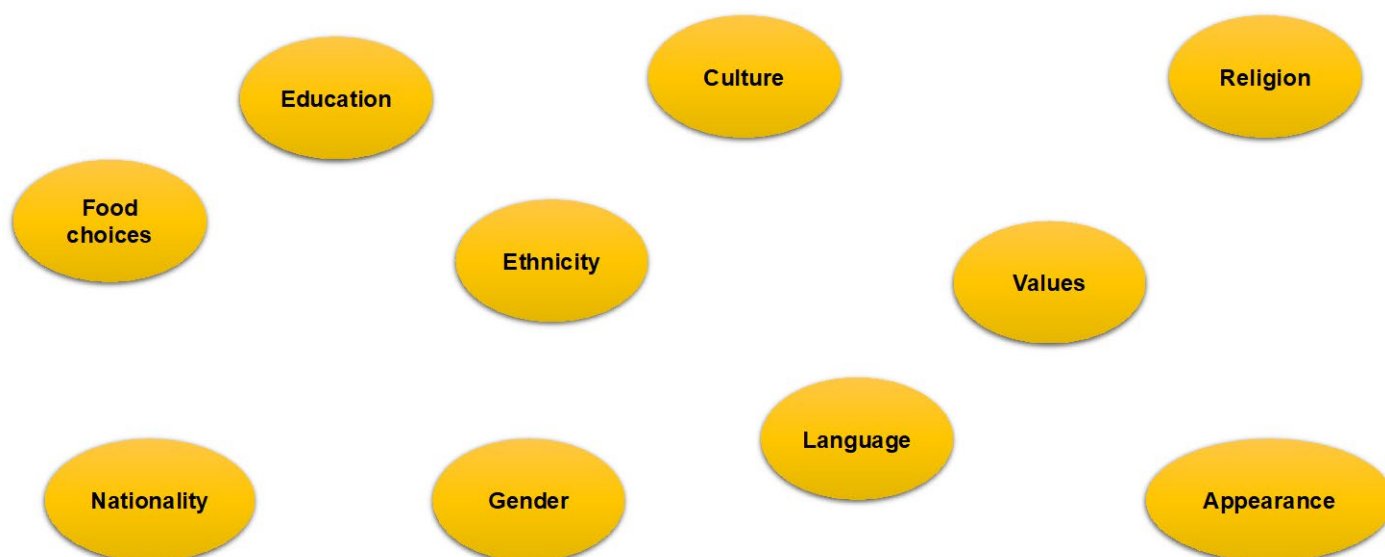
What is cultural competence?

Being aware of other's values, beliefs, behaviors and providing care to meet their social, cultural and language needs to eliminate health disparities

Why is it important?

Being culturally competent improves health outcomes as patients experience increased comfort, trust, respect and mutual understanding. Cultural competence also increases participation from the local community as the community knows their problems and concerns will be catered to with appropriate, customized and non-judgmental care

## Be respectful of one's:



### Facilitator notes:

Being respectful to an individual is very important. These are some of the factors that you should be mindful of when providing care to a patient. No judgment should be passed on the following and needs should be provided to eliminate health disparities.

## How to be “culturally competent”

- Acquire a knowledge base of cultures in your service area
- Don't make stereotypical assumptions about your patients' culture
- Learn new communication skills to simplify language for any patient
- Use positive or neutral verbal communication, body language and facial expressions



### Facilitator notes:

- Acquire a knowledge base of cultures in your service area, especially in relation to healthcare practices and beliefs and shared traditions and values of that group
- Don't make stereotypical assumptions about your patients' culture; become aware of your own biases and prejudices.
- Learn new communication skills to simplify language for any patient, regardless of primary language
- Use positive or neutral ways of communicating – no judgment or prejudice to be shown



## Activity

1. Hello in your language
2. What you eat for breakfast
3. Mother tongue
4. City you were born in
5. Preferred clothing
6. Religion



### Facilitator notes:

Randomly select 8 volunteers to respond to all the following questions and write them down on a flipchart.

Once completed, discuss that there are similarities and differences which we need to be respectful of. We should not make any assumptions and instead always allow the other person to share what they have to say. Their ideas, beliefs, feelings, cultures, religion may be different to yours and that is okay – No judgment should be passed and this should never effect the quality of care that you provide.

# Any questions?

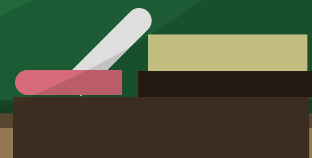
**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

# Cultural competence



- Gain knowledge of the culture base of those in your service area
- Your ways of communicating should match the needs of the person
- Don't stereotype, discriminate or display prejudice
- Use appropriate non verbal communication eg body language, facial expressions and hand gestures



## 2.10 Maintenance of equipment and consumables

Use presentation 2.9 as a teaching tool for this topic

### What is maintenance of equipment and consumables?

The maintenance of consumables and equipment includes many activities, including inspection, cleaning, testing, calibrating, replacing and making adjustments to ensure the consumables and equipment are fit for purpose and safe to use. (Refer to **flyer 2.10**)

### Why is the maintenance of equipment and consumables important?

Regular maintenance of equipment is an important and necessary activity. It has a vital role to play in reducing the risk associated with workplace hazards and providing safer and healthier services. Insufficient/inadequate maintenance can cause serious (and potentially deadly) accidents, health problems and inaccurate information. Additionally, maintenance ensures the required equipment and amount of consumables is available at any given time and they are fit for purpose.

### Tips:

- Regular cleaning of equipment
- Regular testing of equipment
- Keep a maintenance log which is updated regularly
- Prevent unauthorized access to consumables and equipment
- Safe and appropriate working procedures to be followed at all times – follow standard operating procedures

**Note:** Every individual should be responsible for the maintenance of the consumables and equipment they are using.

## Presentation 2.10 Maintenance of equipment and consumables



### Care delivery skills

### Maintenance of equipment and consumables



## What is maintenance of equipment and consumables ?

Maintenance includes inspection, cleaning, testing, calibrating, replacing and making adjustments to ensure the consumables and equipments are fit for purpose and safe to use.

## Why is it important ?

- Safe and healthy services provided
- Accurate information
- Fit for purpose
- Required amounts are available at a given point of time

### Facilitator notes:

The maintenance of consumables and equipment includes many activities, including inspection, cleaning, testing, calibrating, replacing and making adjustments to ensure the consumables and equipment are fit for purpose and safe to use.

Why is it important?

It has a vital role to play in reducing the risk associated with workplace hazards and providing safer and healthier services. Insufficient/inadequate maintenance can cause serious (and potentially deadly) accidents, health problems and inaccurate information. Additionally, maintenance ensures the required equipment and amount of consumables is available at any given time and are fit for purpose.

Maintenance of equipment and procedures should be carried out by each individual for the consumables and equipment they are using and they must inform the concerned person(s) if in doubt or any problems arise.

## Things to remember : Maintenance

- Regular cleaning of equipment
- Regular testing of equipment
- keep a maintenance log which is regularly updated
- Preventing unauthorised access to consumables and equipment
- Safe working procedures need to be followed at all times
- Ask for help when required



### Facilitator notes:

Tips for maintenance of equipment and procedures:

- Regular cleaning of equipment must be carried out – it should be done on a day to day basis / every time it is used (if required)
- Regular testing of equipment – E.g. Bp machine, weight scale to ensure the recordings are accurate
- Keep a maintenance log which is regularly updated – this should include inventory details e.g. amount present, used, to be ordered
- Preventing unauthorised access to consumables and equipment – Only those that have been given the permission should be operating the equipment and using the specific consumables should use it as they are well-versed with its operations
- Safe working procedures need to be followed at all times – follow standard operating procedures
- Maintenance of equipment and procedures should be carried out by each individual for the consumables and equipment they are using and they must inform the concerned person(s) if in doubt or any problems arise.

# Any questions?

**Facilitator notes:**

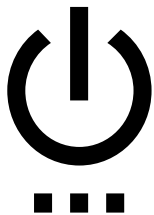
Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.



# MAINTENANCE OF CONSUMABLES AND EQUIPMENT



- Regular cleaning
- Regular testing
- Keep maintenance log and update daily
- Prevent unauthorized access
- Follow Standard Operating Procedures



## 2.11 Scheduling appointments and enrolments

Use presentation 2.11 as a teaching tool for this topic

### What is scheduling appointments and enrolments?

The process used to arrange for patients to meet or speak to the required health professionals or the enrolling of a new patient at a given time, date and place. (Refer to **flyer 2.11**)

### Why is scheduling appointments and enrolments important?

Appointments are opportunities for the patients to meet the required health professionals face to face and get a better understanding of their needs. The scheduling of an appointment confirms the availability of both parties at a pre-decided time, date and place. Without proper scheduling of appointment or enrolments, health settings become a chaotic and unorganized as patients are required to wait till the health professional is free to see them. This raises stress not only for the staff, but for the patients as well.

### Tips:

- Offer your patients time-slot options
- Ensure time slots are free before allocating them
- Check the availability of the concerned parties before confirming
- Ensure you account for buffer time
- Don't over book
- Confirm details and give instructions (If any)
- Give a reminder card for their appointment/ enrolment
- Send reminder calls/messages near the appointment date.
- Confirm the appointment / enrolment the day before
- Update changes (if any)

**Note :** Appointments and enrolments may be scheduled using manual or electronic mechanisms

## Presentation 2.11 Scheduling appointments and enrolments



### Care delivery skills

### Scheduling appointments and enrolment



## What is scheduling appointments and enrollment ?

The process used to arrange for patients to meet or speak to the required health professionals or the enrolling of a new patient at a given time, date and place.

## Why is it important ?

- Confirms the availability of all parties at the date, time and place decided
- Organised way of meeting
- Reduced stress
- Saves times
- Increased productivity

### Facilitator notes:

Scheduling an appointment is arranging for a patient to meet with the required health professional on a specific day, time and place.

Scheduling an enrollment is when you arrange for a patient to enroll at the health centre to be able to avail the services on a specific day, time and place.

Why is it important?

Appointments are opportunities for the patients to meet the required health professionals face to face and get a better understanding of their needs. The scheduling of an appointment confirms the availability of all parties at a pre-decided time, date and place. Without proper scheduling of appointment or enrollment, health settings become a chaotic and unorganized as patients are required to wait till the health professional is free to see them. This raises stress not only for the staff, but for the patients as well. When everything is scheduled, there is an increase in productivity as time slots have been allocated and there is no juggling of time. The time has been managed well.

## Things to remember : Scheduling appointments and enrollment

- Offer your patients time-slot options
- Ensure time slots are free before allocating them
- Ensure the availability of the concerned parties before confirming
- Ensure you account for buffer time
- Don't over book
- Confirm details and give instructions (if any)
- Give your patient a reminder card for their appointment/ enrollment
- Send reminder calls/messages near the appointment date
- Confirm the appointment / enrollment the day before
- Update any changes



### Facilitator notes:

Tips for scheduling appointments and enrolment :

- Offer your patients time-slot options when scheduling the appointment/enrolment
- Ensure appointment / enrolment slots are free before allocating them (don't double book)
- Ensure the availability of the concerned parties before confirming the appointment/ enrolment
- Allow some buffer time between appointments/enrollments as some may run slightly overtime
- Don't overbook
- Confirm details and give instructions to be followed (if any) e.g. to come in fasting condition
- If the appointment / enrolment were made in person, give your patient a reminder card
- If the appointment / enrolment were made well in advance, send reminders via mail or email near the appointment date.
- Consider making phone calls to confirm the day before or day of the appointment / enrolment
- Update any appointment / enrolment changes to avoid any confusion

# Demonstration

**Facilitator notes:**

Participants to be shown a demonstration of scheduling and appointment and an enrollment (using form –paper based and electronic)

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

## Flyer 2.11 Scheduling appointments and enrolments

Remember to :

SCHED

options  
ts are free





## 2.12 Scheduling appointments and enrolments

Use presentation 2.12 as a teaching tool for this topic

### What is scheduling referrals?

The process used to book referrals for patients with the required health professionals at a given time, date and place. (Refer to **flyer 2.12**)

### Why is scheduling referrals important?

Referrals are opportunities for the patients to visit the required health professionals face to face and get a better understanding of their needs. The scheduling of a referral confirms the availability of both parties at a pre-decided time, date and place. Without scheduling the referrals, health settings may become chaotic and unorganized as patients are required to wait till the health professional is free to see them. This raises stress not only for the staff, but for the patients as well.

### Tips:

- Offer your patients time-slot options
- Ensure time slots are free before allocating them
- Ensure the availability of the concerned parties before confirming
- Ensure you account for buffer time
- Don't over book
- Confirm details and give instructions
- Give your patient a reminder card for their referral
- Send reminder calls/messages near the referral date
- Confirm the referral the day before
- Update any changes

**Note:** Referrals may be made using manual or electronic mechanisms

## Presentation 2.12 Scheduling referrals



**Care delivery skills**

**Scheduling referrals**



## What is scheduling referrals ?

The process used to book referrals for patients with the required health professionals at a given time, date and place.

## Why is it important ?

- Confirms the availability of all parties at the date, time and place decided
- Organised
- Reduced stress
- Saves times
- Increased productivity

### Facilitator notes:

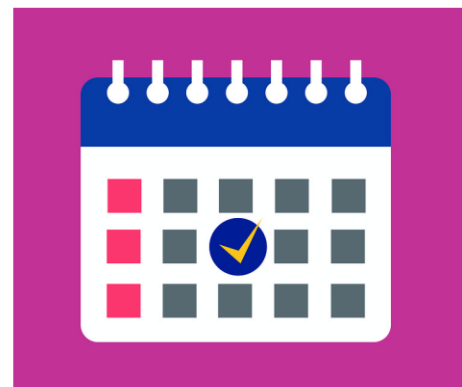
Scheduling a referral consists of arranging for a patient to meet with the required health professional on a specific day, time and place.

Why is it important?

Referrals are opportunities for the patients to visit the required health professionals face to face and get a better understanding of their needs. The scheduling the referral confirms the availability of both parties at a pre-decided time, date and place. Without scheduling the referrals, health settings become a chaotic and unorganized as patients are required to wait till the health professional is free to see them. This raises stress not only for the staff, but for the patients as well. When everything is scheduled, there is an increase in productivity as time slots have been allocated and there is no juggling of time. The time has been managed well.

## Things to remember : Scheduling referrals

- Offer your patients time-slot options
- Ensure time slots are free before allocating them
- Ensure the availability of the concerned parties before confirming
- Ensure you account for buffer time
- Don't over book
- Confirm details and give instructions
- Give your patient a reminder card for their referral
- Send reminder calls/messages near the referral date
- Confirm the referral the day before
- Update any changes



### Facilitator notes:

Tips for scheduling referrals:

- Offer your patients time-slot options when scheduling the referral
- Ensure referral slots are free before allocating them (don't double book)
- Ensure the availability of the concerned parties before confirming the referral
- Allow some buffer time between referral as some may run slightly overtime
- Don't overbook
- Confirm details and give instructions to be followed (if any)
- If referral were made in person, give your patient a reminder card
- If the referral were made well in advance, send call or text reminders for the referral
- Consider making phone calls to confirm the day before or day of the referral
- Update any referral changes to avoid any confusion

# Demonstration

**Facilitator notes:**

Participants to be shown a demonstration of scheduling referrals using paper based and electronic referral forms

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

## Flyer 2.12 Scheduling referrals

Remember to :

SCHED

options  
ts are free



## 2.13 Troubleshooting

Use presentation 2.13 as a teaching tool for this topic

### What is troubleshooting?

A systematic approach to problem solving that is often used to find and correct issues with machines, electronics, computers and systems. (Refer to **flyer 2.13**)

### Why is troubleshooting important?

Troubleshooting allows searching for the source of a problem in order to solve it, and make the product or process operational and fit for purpose again

### Tips:

- Ensure power is turned on
- Reconnect power cords
- Ensure internet is connected (if required)
- Ensure data is saved or backed up to avoid losing it
- Identify when the machine/computer/system last running with no problems and what has changed since then
- Understand and follow instructions/error message
- Re-boot the machine/computer/system
- Check if any new elements have been added
- Ensure the machine/computer/system is updated using the required soft wares
- Ask an expert for help

**Note:** There are specific troubleshooting steps related to every machine/computer/system. Contact an expert if you are unable to solve the problem on your own.



## Presentation 2.13 Troubleshooting



Care delivery skills

Troubleshooting



## What is troubleshooting ?

A systematic approach to problem solving that is often used to find and correct issues with machines, electronics, computers and systems.

## Why is trouble shooting important ?

- Understanding source of problem
- Making product or process operational and fit for purpose again



### Facilitator notes:

A systematic approach to problem solving that is often used to find and correct issues with machines, electronics, computers and systems.

Why is it important?

Troubleshooting allows searching for the source of a problem in order to solve it, and make the product or process operational and fit for purpose again. Troubleshooting allows problems to be solved in order for the work to be carried on.

## Things to remember : Troubleshooting

- Ensure data is saved or backed up
- Identify when the machine/computer/system was last running with no problems
- Understand and follow the error message
- Try re-booting
- Check if any new elements have been added
- Ensure the machine/computer/system is updated using the required soft wares
- Ensure power is turned on
- Ensure internet is connected
- Reconnect and check power cords
- Ask an expert for help

### Facilitator notes:

Tips for troubleshooting:

- Ensure data is saved or backed up to avoid losing it
- Identify when the machine/computer/system last running with no problems and what has changed since then
- Understand and follow the error message
- Try re-booting the machine/computer/system
- Check if any new elements have been added
- Ensure the machine/computer/system is updated using the required soft wares
- Ensure power is turned on
- Ensure internet is connected (if required)
- Reconnect and check power cords
- Ask an expert for help

**Note :** There are specific troubleshooting steps related to every machine/computer/system. It is best to contact a person with the correct expertise if you are unable to solve the problem on your own.

# Demonstration

**Facilitator notes:**

Participants to be shown a demonstration of troubleshooting using common errors that participants may come across using the mechanism that they will be using

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.



# TROUBLESHOOTING

---

for help

**Note:** There are specific troubleshooting steps related to every system. Ask an expert for help if you are unable to solve the problem on your own.

## 2.14 Data entry

Use presentation 2.14 as a teaching tool for this topic

### What is Data entry?

It is the process of inputting data or information into another medium. Eg writing someone's name into a book or typing it on a computer.(Refer to **flyer 2.14**)

### Why is Data entry important?

Once data is entered, it is stored and can be referred to at a later stage. Data entry is important to maintain records otherwise we would be relying on our memory to recall and remember large amounts of information accurately which is humanly impossible.

### Tips:

- Understand the importance of the data
- Appropriate speed of data entry – not at the cost of inaccurate data being entered.
- Be organised
- Eliminate sources of data inaccuracies
- Enter data in the correct fields
- Review the data once it has been entered

**Note:** Data entry may be carried out using manual and/or electronic mechanisms

## Presentation 2.14 Data entry



### Care delivery skills

#### Data entry





## What is Data entry?

The process of inputting data or information into various mediums. E.g. writing someone's name into a book or typing it on a computer.



### Facilitator notes:

Data Entry is the process of inputting data or information using various methods. Example writing someone's name into a book or typing it on a computer

A patient comes to, you then their name and other demographic details, medical history etc. if you do not write it down on a notebook / diary or a computer system you will most likely forget what they have told you and therefore you should be recording all this information.

The information should be recorded using an appropriate method i.e. in a record book or using a computer system.

## Why is Data entry important?

- Once the data is entered, it is stored and can be referred to at a later stage.
- Data entry is important to maintain records otherwise we would be relying on our memory to remember so much information which is not humanly possible.

### Facilitator notes:

Data entry is very important because if we do not write it down or enter in a system there are chances that we might forget some very important information that can be very harmful to a patient.

For example two patients come you with same name – Manjeet, one is a male and the other is a female, one has diabetes and other has cardio vascular disease.

If you do not enter the data while speaking to the Individual there are chances you will be unable to recall all of their information correctly which may result in incorrect information being used and passed on to others both of which can have detrimental effects to the patient and healthcare centre

## Tips for Data Entry

- Understand the importance of the data
- Data entry speed should be appropriate – not at the cost of inaccurate data being entered.
- Be organised



### Facilitator notes:

#### Tips for Data entry:

- Understand the importance of the data-it is very important to understand why we are entering this data, what it can lead to?  
For example: if we do not enter the age and gender of patient correctly it is not possible for doctor to plan a proper treatment for the patient as some diseases are specific to age and gender.
- Data entry speed should be appropriate – not at the cost of inaccurate data being entered.  
For example: you should enter the data at an appropriate speed so that incorrect data is not being entered as a result of being in a rush.
- Be organised- Data entry should be consistent and should be recorded in a way that makes it easy to understand and use

## Tips for Data Entry

- Eliminate sources of data inaccuracies
- Enter data in the correct fields
- Review the data that has been entered



### Facilitator notes:

#### Tips for Data entry:

- Eliminate sources of data inaccuracies – Ensure the environment is clear of distractions or anything else that may cause you to enter the data incorrectly.  
For example: If you are recording a patient's data while someone is talking to you, ask them to speak to you later as you may enter some of the data incorrectly.
- Always make sure that you are entering data in correct row and column and in the correct format be it in a record book or in a computer system.  
For example: Make sure that age is entered in the age column and not in gender column
- Review the data that has been entered  
Always review the data after entering it – we often make mistakes in our spellings while we write or type, review what you have entered and you could recheck if the data is correct by clarifying it with the patient (if possible)

## Activity

### Entering the data correctly

#### Activity 1

#### Activity 2



#### Facilitator notes:

Activity 1 - One participant acts as the patient who visits a health professional (2<sup>nd</sup> participant) and tells them all their information.

Name

Age

Date of birth

Address

The health professional does not record this information and is asked to recall this information once the participant has finished.

Count the number of correct and incorrect fields

Activity 2 - Repeat this exercise with two new participants but this time the health professional records the information in a book as the patient tells it to them.

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

# DATA ENTRY

## Things to remember

- Understand the importance of the data
- Data entry speed should be appropriate – not at the cost of inaccurate data being entered
- Be organised
- Eliminate sources of data inaccuracies
- Enter data in the correct fields
- Review the data that has been entered

**Note :** Data entry may be carried out using manual and/or electronic mechanisms



## 2.15 Data processing

Use presentation 2.15 as a teaching tool for this topic

### What is Data processing?

Data processing is the conversion of data into usable, meaningful information and to the form that is desired e.g Create/save/retrieve files, typing, editing documents, generating passwords, creating reports, printing and system Navigation. (Refer to **flyer 2.15**)

### Why is Data processing important?

It converts data into a valuable form. It involves organising, modifying storing and presenting the required information

### Tips:

- Understand the importance of the data
- Ensure the correct data has been entered before processing it
- The correct processing method/procedure has been implemented
- Data processing to be carried out timely
- Review that the data process is carried out correctly

**Note:** Data processing may be carried out using manual and/or electronic mechanisms



## Presentation 2.15 Data processing



Care delivery skills

Data processing



# What is Data Processing

Data processing is the conversion of data into usable, meaningful information and to the form that is desired

E.g. Create/save/retrieve files, typing, editing documents, generating passwords, creating reports, printing and system navigation

## Facilitator notes:

Data processing is the conversion of data into usable, meaningful information and to the form that is desired For example: Create/save/retrieve files, typing, editing documents, generating passwords, creating reports, printing and system navigation

10 patients turned up at your Health centre, you have entered the data of all 10 in an excel sheet. What will you do next if you want to see that later?

1. You will save that file
2. You want to check details of one particular patient- you will retrieve that file
3. You want to keep that data confidential- you will protect it with password
4. You want to show the data to the doctor- You can print it and show it

## Why is Data Processing important?

- It converts data into a valuable form
- It involves organising, modifying storing and presenting the required information appropriately



### Facilitator notes:

Importance of Data Processing :

It converts data into a valuable form- Merely entering data into a record book or a computer system does not serve the purpose unless it is converted into a usable form

For example: You have entered the data of 10 patients who turned up in the Health centre but forgot to save it –it is gone and your time and efforts have been wasted .You won't be able to print, edit it if required etc.

It involves organising, modifying storing and presenting the required information – when we process the data we actually organise it in the manner it is required, we modify it according to our requirement, store it where we can find it easily and edit it in the manner we want to present it.

## Tips for Data Processing

- Understand the importance of the data
- Ensure the correct data has been entered before processing it
- The correct processing method has been implemented
- Review that the data process is carried out correctly

### Facilitator notes:

Tips for Data processing:

- Understand the importance of the data-it is very important to understand why we are Processing this data, what it can it lead to
- All the data that we enter is important as we will need it at a later stage and similarly processing the data becomes important because otherwise the data may not be fit for purpose. For example: you have entered age of 10 patients but have not processed it properly so that age you have entered is useless for anyone – making a file for the person to who this information “age” belongs to will make more sense.
- Ensure the correct data has been entered before processing it- It is very important to make sure data is entered correctly before processing as a small mistake in entry can be very harmful to the data and it may no longer be fit for its purpose. For Example: age of a patient is 64 years and in hurry its been entered 46 and you have saved it as 64 and later on when the doctor has to plan treatment then it can be really dangerous for the patient
- The correct processing method has been implemented For example: if you want would like to save the file, then save it, carrying out another process may destroy the data or no longer make it fit for it’s purpose e.g. deleting the file.
- Review that the data process is carried out correctly. Always make sure to check the processed data for example: you have created a new folder and saved it, ensure you recheck it whether it is saved correctly or not

# Processing patient data

**Facilitator notes:**

3 participants required for this activity

One participant plays the role of a patient and provides a detailed description of their health condition for example: name is RITA age-32 suffering from thyroid and diabetes

Second participant to process this data entering it the data in the medical record book

Third participant to process the data by entering data into a computer system

Check for any differences and discuss the importance of entering and processing correctly

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

# Data processing

Understand the importance of the data



Review that the processing has been carried out correctly



Process the data timely

**Note :** Data processing may be carried out using manual and/or electronic mechanisms



Ensure the data is correct before processing it



Process the data using the required method/ technique



## 2.16 Data quality

Use presentation 2.16 as a teaching tool for this topic

### What is Data quality?

Data quality looks into aspects such as completeness, accuracy, correct values, timeliness entries, correct and clear format and representation of data to ensure the data is usable and fit for its purpose.(Refer to **flyer 2.16**)

### Why is Data quality important?

Checking data quality ensures the data entered is completed, accurate, has been entered using the correct values, entered at the right time and is represented clearly for it to be usable and fit for its purpose. Checking the quality of data also allows errors to be detected at an earlier stage in order for them to be resolved before the data becomes invalid or unusable.

### Tips:

- Ensure data is complete
- Ensure data is accurate
- Ensure data has been entered using the correct values/ format
- Ensure data has been entered at the right time
- Issues and concerns should be flagged and resolved using the correct expertise
- Daily quality checks should to be carried out using appropriate tools/techniques

**Note:** Data quality checks may be carried out using manual and/or electronic mechanisms



## Presentation 2.16 Data quality



### Care delivery skills

#### Data quality



## What is data Quality ?

The ability of a given data set to serve an intended purpose. Data is generally considered high quality if it is "fit for its intended uses in operations, decision making and planning".

### Example :

A data set consists of names and addresses of patients

The data collector enters the name of the patient "Ram"

And enters the patient's address "B block"

**Is the quality of this data good or bad?**

#### Facilitator notes:

Data quality is the capabilities of the data set to fulfil its purpose of being collected/recorded. Conversely, if you don't have good data quality, there will be problems in your data that will prevent you from using the data to do what you hope to achieve with it.

Allow participants to assess whether the quality of the data is good or bad. Ask them to raise their hands for the two options.

Discuss :

The Data collector has entered the patient's name as "Ram" the problem with this is there may be a number of patients with the name "Ram" this record can easily be mistaken for another participant. Secondly The address for the patient is "Block B," with no area specified. This is a problem because we don't know which house number is Block B and which area of Block B the patient belongs to? The locality eg Inderpuri, patel nagar, Kalkaji etc has not been specified .Unless you use a data quality tool to correct this ambiguity, you'll face difficulty using your data set to identify the correct data for a patient and their associated information

## Components of Data Quality

- **Completeness:** Ensuring there are no gaps in the data. Data that was supposed to be collected is actually collected
- **Consistency:** The data must align with all the data points and the expected versions of the data being collected
- **Accuracy:** Data collected is correct, relevant and accurately represents what it should.
- **Validity:** Collecting data in the correct format/metric
- **Timeliness:** The data should be received at the expected time in order for the information to be utilized efficiently

### Facilitator notes:

- Completeness -For example, a participant's first name and last name are mandatory .If we miss any of the data like last name or first name than it is considered as incomplete data entry
- Consistency means data across all systems reflects the same information, e.g.. Date of Birth of participant and age of the participant should reflect as the same in the entry and same in every system i.e. in document and in computer system.
- Accuracy is the degree to which data correctly reflects the real world object OR an event being described. E.g. -address of an participant in the database is the real address. In order to reduce the likelihood of inaccuracies, it is vital to implement extra measures like adding picture capture, GPS location and time stamps to recorded events.
- Validity- Ensure that you collect all of your data in the correct format. Validity is derived from the process instead of the final result eg date of birth format dd/mm/yy
- Timeliness – The data should be collected at the specified time/ time duration for it to be regarded as good quality data . If collected after the expected time it may not be in the state to be useful .

## How to assess data quality : Questions to ask

| Characteristics | How it is Measured   |
|-----------------|--|
| Accuracy        | Does every data point reflect reality  |
| Completeness    | Has the required data been entered   |
| Consistency     | Does the data entered in one place match relevant data points or data storage elsewhere? |
| Validity        | Is the data in the required format for it to be useable                                  |
| Timeliness      | Is your information available when you need it   |

### Facilitator notes:

- Accuracy – is it true?
- Completeness – is it complete (have all required fields been entered)
- Consistency – Does the data entered in one field match other data fields or data stored in another system?
- Validity – Is the data in the required format that will be fit for purpose?

## Example of poor data quality

| Name          | Address                               | City          | Status    | Phone      | Email         |
|---------------|---------------------------------------|---------------|-----------|------------|---------------|
| Ram Singh     | 125, Ground Floor, B block, Inderpuri | Central Delhi | Married   | 9999999999 | abc@gmail.com |
| Rohini        | Block B, Inderpuri                    | Central Delhi | Married   | 8888888888 | bca@gmail.com |
| Rohit, Raghav | 126, First Floor, B block, Inderpuri  |               | 978977981 |            | arcgmail.com  |

Multiple Names

Missing Data

Incorrect Data

Non Standard Format

### Facilitator notes:

Examples of poor data quality

Ask 4 randomly selected participants to identify and provide reasoning for the 4 errors.

## Maintaining high data quality

- ✓ Ensure the data is complete – all required fields have been entered
- ✓ Ensure the data aligns with all the data points and the expected versions of the data being collected
- ✓ Ensure the data is accurate (reflects the truth)
- ✓ Ensure the data is collected and recorded the correct values/format/metric
- ✓ Ensure the data has been collected at the right time
- ✓ Any issues with the quality should be flagged and resolved using the required expertise
- ✓ Data quality tool to be used to conduct quality checks
- ✓ Regular and random data quality checks to be carried out

### Facilitator notes:

#### Maintaining high data quality

- ✓ Ensure the data is complete – all required fields have been entered
- ✓ Ensure the data aligns with all the data points and the expected versions of the data being collected
- ✓ Ensure the data is accurate (reflects the truth)
- ✓ Ensure the data is collected and recorded the correct values/format/metric
- ✓ Ensure the data has been collected at the right time
- ✓ Any issues with the quality should be flagged and resolved using the required expertise
- ✓ Data quality tool to be used to conduct quality checks
- ✓ Regular and random data quality checks to be carried out

Once these are ensured, the data is likely to be of high quality

## Activity

| Question  | Response format | Answer  | Enter the data | Data error |
|---|-----------------|---|----------------|------------|
| In a typical week, how many times do you eat fruit?         | Number          | I don't eat fruit regularly, in a month maybe 8 times         |                |            |
| How many servings of vegetable do you eat in a typical day? | Number          | I eat sabzi for lunch and for dinner                          |                |            |
| How many glasses of water do you drink on average in a day? | Number          | I drink 2 cups of tea and 7 glasses of water                  |                |            |
| How many hours do you usually spend watching Tv in a day?   | Number          | I watch tv with my family for 1 hour everyday on the weekdays |                |            |

### Facilitator notes:

This is an activity that can be in acted using two participants. One can be patient and the other the interviewer. When the Interviewer asks the questions mentioned above, the interviewee will respond using the “answer” . Let the interviewee enter the data. At the end mention and discuss in case there is an error.

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.



# DATA QUALITY

- Data entered is complete
- Data entered is accurate
- Data has been entered using the correct values/ format
- Data is entered timely
- Issues and concerns to be flagged and addressed
- Quality checks to be carried out using appropriate tool/technique

**Note :** Data quality checks may be carried out using manual and/or electronic mechanisms

## 2.17 Data monitoring

Use presentation 2.17 as a teaching tool for this topic

### What is Data monitoring?

Proactively reviewing and evaluating your data to ensure that it is fit for purpose. If any issues are detected an immediate action is taken to correct the data to ensure that it is fit for purpose.(Refer to **flyer 2.17**)

### Why is Data monitoring important?

It is important to monitor data in order for one to be able to detect any issues. These issues may require immediate attention and once detected can stop the data from being unusable and invalid. Without monitoring data, many errors would go unseen which would lead to incorrect information as the final outcome.

### Tips:

- Understand the importance of the data
- Timely monitoring of data (regular and random checks)
- Reliable monitoring technique/ tool to be used
- Be organised
- Eliminate sources of distractions
- Review monitoring process
- Flag errors
- Update changes
- Ethical procedures to be followed

**Note:** Data monitoring may be carried out using manual and/or electronic mechanisms

## Presentation 2.17 Data monitoring



Care delivery skills

Data monitoring



## What is data monitoring ?

The process of proactively reviewing data and its quality to ensure that it is fit for its purpose

### Example :

A field investigator reviews the data entered for the patients that visited the PHC the day before.

35 patients visited the PHC and their data is reviewed

15 patient's records are incomplete

#### Facilitator notes:

Data Monitoring is important component to track whether the data quality is maintained. The data being entered is important and essential for the purpose it is being collected for. Monitoring the data is therefore a crucial step

Example:

A field investigator reviews the data entered for the patients that visited the PHC the day before. (Data monitoring check)

35 patients visited the PHC and their data is reviewed

15 patients records are incomplete (error identified) data is not complete therefore the data quality is effected.

## Why is data monitoring important?

- Understand if the data that has been entered is of high quality and fit for purpose
- Identify any errors that exist in the data in order to resolve them
- Keep track of activities e.g. team performances at a given period of time
- Understand the impact of making changes to the data

### Facilitator notes:

- Monitoring will help in understanding if data that has been entered is of high quality and fit for purpose
- The ultimate goal of monitoring is protection, ensuring that short-term and long-term outcome of the project.
- To identify if any errors exist in the data and resolve them at the earliest
- Keeping track of all project-related metrics including team performance and task duration, identifying potential problems and taking corrective actions
- Understanding the impact of making changes to the data

## Tips for monitoring data :

- Understand the aim and importance of the data
- Timely monitoring of data (regular and random checks)
- Reliable data monitoring technique/tool to be used
- Be organised
- Eliminate sources of distractions
- Review monitoring technique/ tool to meet data needs
- Flag errors and update changes
- Ethical procedures to be followed



### Facilitator notes:

- Understand the importance of the data
- Have a monitoring technique/ tool/method to follow
- Timely monitoring of data (regular and random checks)
- Be organised
- Eliminate sources of distractions
- Review monitoring process
- Flag errors and update changes
- Be ethical, review data without breaching confidentiality

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.

## Flyer 2.17 Data monitoring

Understand  
the  
importance  
of data

Timely  
monitoring  
of data

Reliable  
monitoring  
technique/  
tool to be used

Eliminate  
sources of  
distractions  
and be  
organised

Review  
monitoring  
process

Flag errors  
and update  
changes

Ethical  
procedures to  
be followed

# DATA MONITORING



## 2.18 Protection of people, data and property

**Use presentation 2.18 as a teaching tool for this topic**

### **What is protection of people, data and property?**

The standards and procedures to be followed for the safeguarding of people, data and property in relation to a specific PHC Centre (Refer to **flyer 2.18**)

### **Why is protection of people, data and property important?**

The protection of people ensures the people visiting the PHC centre are protected from any harm or dangers during their visit. The protection of data protects the fundamental rights and freedoms of person(s) that are related to the data. The protection of property ensures all property maintained by the PHC centre is kept in the best possible working condition and is used in an appropriate way. The protection of people, data and property is essential to protect all three from any harm, dangers or misuse.

### **Tips:**

- Data must be kept confidential
- Data must be adequate, relevant and non-excessive
- Data must be processed in accordance with the right of the subject
- Data must be kept secure against unauthorised processing damage and loss
- Data must not be stored in a way that it can easily be searched and then misused
- All records, files, manuals, equipment's, forms, consumables, materials, supplies, cell phones, computer programs and other materials should not be used or carried outside the premises without the employer's permission
- Consent must be taken from all individuals before any services are provided
- Services must be delivered appropriately, following the standard operating procedures
- Ethical procedures to be followed at all times

Presentation 2.18 Protection of people, data and property



Care delivery skills

Protection of people, data and property



## What is protection of people, data and property ?

It is the standards and procedures to be followed for the safeguarding of people, data and property in relation to a specific PHC Centre

## Why is it important ?

- Ensures the people visiting the PHC center are protected from any harm or dangers during their visit
- Protects the fundamental rights and freedoms of person(s) that are related to the data
- Ensures all property maintained by the PHC center is kept in the best possible working condition and is used in an appropriate way
- Essential to protect people, data and property from any harm, dangers or misuse

### Facilitator notes:

What is protection of people, data and property ?

The standards and procedures to be followed for the safeguarding of the people visiting the PHC centre, the data being collected at the PHC centre and the physical properties in relation to a specific PHC Centre

Why is it important?

The protection of people ensures the people visiting the PHC centre are protected from any harm or dangers during their visit. The protection of data protects the fundamental rights and freedoms of person(s) that are related to the data. The protection of property ensures all property maintained by the PHC centre is kept in the best possible working condition and is used in an appropriate way. The protection of people, data and property is essential to protect all three from any harm, dangers or misuse.

# Things to remember :

- Data must be kept confidential
- Data must be adequate, relevant and non excessive
- Data must be processed in accordance with the right of the subject
- Data must be kept secure against unauthorised processing damage and loss

## Facilitator notes:

Tips for protecting people, data and property:

- Data must be kept confidential – It should not be made public
- Data must be adequate and relevant and non-excessive- only the required data should be collected from patients, no detail should be taken which is not important for the specific purpose
- Data must be processed in accordance with the right of the subject- Data must be processed only after permission from the patient
- Data must be kept secure against unauthorized processing damage and loss- all the documents that consists of patient data should be kept safely to prevent any misuse

## Things to remember :

- All records, files, manuals, equipment's, forms, consumables, materials, supplies, cell phones, computer programs, and other materials should not be used or carried outside the premises without the employer's permission
- Consent must be taken from all individuals before any services are provided
- Services must be delivered appropriately following the standard operating procedures
- Ethical procedures to be followed at all times

### Facilitator notes:

Tips for protecting people, data and property:

- All records, files, manuals, equipment's, forms, consumables, materials, supplies, cell phones, computer programs, and other materials should not be used or carried outside the premises without the employer's permission- it is very important to safeguard the data, the patients and property and either three should not be handled or moved without permission of the person in-charge (employer).
- Consent must be taken from all individuals before any services are provided
- Services must be delivered appropriately following the standard operating procedures
- Ethical procedures to be followed at all times

# Any questions?

**Facilitator notes:**

Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.



# PROTECTION OF PEOPLE, DATA AND PROPERTY

---

- Data must be kept confidential
- Data must be adequate, relevant and non-excessive
- Data must be processed in accordance with the right of the subject
- Data must be kept secure against unauthorised processing damage and loss
- All data and property of the PHC should not be used or carried outside the premises without the employer's permission
- Consent must be taken from all individuals before any services are provided
- Services must be delivered appropriately following the standard operating procedures
- Ethical procedures to be followed at all times

## 2.19 Knowledge of equipment and procedures

Use presentation 2.19 as a teaching tool for this topic

### What is knowledge of equipment and procedures?

Having an extensive understanding of practices that need to be followed to operate equipment and carrying out specific procedures without deviating from their specific protocols (Refer to **flyer 2.19**)

### Why is having knowledge of equipment and procedures important?

Having the required knowledge of the equipment and procedures allows for safe handling, efficient use and helps to establish a benchmark for the quality of care and services being provided.

### Tips:

- Well-versed with the Standard Operating Procedures for the equipment and procedures you are involved in
- Make notes on how to use specific equipment and carry out procedures
- Observe demonstrations
- Ask for help when required
- Practice using equipment and carrying out procedures before using them with patients (under supervision)

**Note:** Do not use any equipment or carry out procedures without being well-versed with their specific SOPs and protocols.



## Presentation 2.19 Knowledge of equipment and procedures



### Care delivery skills

### Knowledge of equipment and procedures



## What is knowledge of equipment and procedures ?

Having an extensive understanding of practices that need to be followed to operate equipment and carrying out specific procedures without deviating from their specific protocols

### Why is it important ?

- Ensures safe handling of equipment
- Efficient use of equipment
- Procedures are carried out in an appropriate and safe manner
- Helps to establish a benchmark for the quality of care and services being provided

#### Facilitator notes:

What is knowledge of equipment and procedures?

Having an extensive understanding of practices that need to be followed to operate equipment and carrying out specific procedures without deviating from their specific protocols

Why is it important?

Having the required knowledge of the equipment and procedures allows for safe handling, efficient use and helps to establish a benchmark for the quality of care and services being provided.

# Things to remember :

- Well-versed with the Standard Operating Procedures for the equipment and procedures
- Notes on how to use specific equipment and carry out procedures
- Observe demonstrations
- Ask for help when required
- Practice using equipment and carrying out procedures (under supervision)

## Facilitator notes:

### Tips :

- Be well-versed with the Standard Operating Procedures for the equipment you use and all the procedures you are involved in. It is important that you know how to use each set of equipment appropriately and in a safe manner.
- Ensure you have some easy to understand and useful notes that you can refer to from time to time on how to use specific equipment and carry out certain procedures
- Observe demonstrations by others on how equipment should be used and procedures carried out before you use the equipment or carry out certain procedures yourself
- Ask for help when required – preferably from a supervisor, otherwise a colleague who is well versed with how to use the equipment or carry out a specific procedure
- Practice using equipment and carrying out procedures before using them with patients (under supervision)

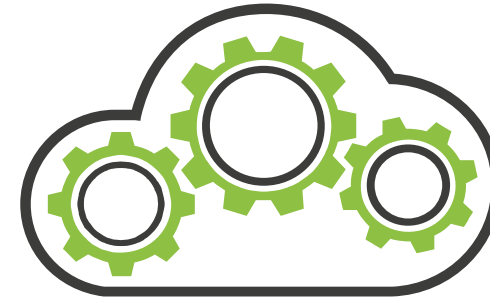
# Any questions?

**Facilitator notes:**

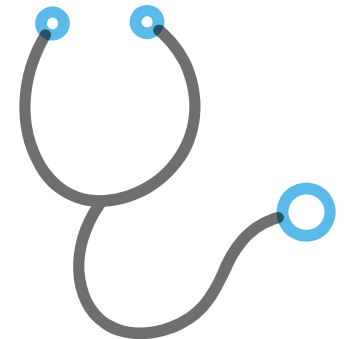
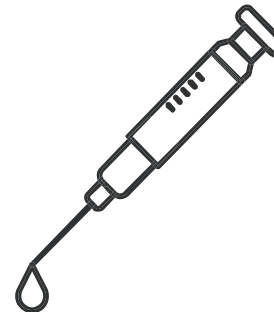
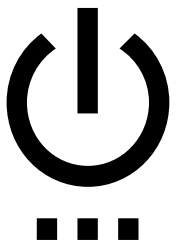
Ask participants if they have any questions – in case they do, refer back to the slides and explain the concept using the examples provided.



# KNOWLEDGE OF EQUIPMENT AND PROCEDURES



- Well-versed with the SOP for the equipment and procedures
- Notes on how to use specific equipment and carry out procedures
- Observe demonstrations
- Ask for help when required
- Practice using equipment and carrying out procedures (under supervision)



# **ANNEXURES**

A large, solid orange shape that forms a wide, shallow V-shape or a stylized mountain range, pointing upwards towards the center of the page. It occupies the bottom half of the image.

## Problem solving form

# Problem solving

NAME:

DATE:

PROBLEM:

OPTION 1:

OPTION 2:

OPTION 3:

SOLUTION:

