Workload Indicators of Staffing Need

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WISN tool

Analytical planning tool to:

- Determine how many health workers are required to cope with actual workload in a given facility
- Estimate staffing required to deliver expected services of a facility based on workload
- Calculate workload and time required to accomplish tasks of individual staff categories
- Compare staffing between health facilities and administrative areas
- Applicable to all personnel categories
  - Medical staff
  - Paramedical staff
  - Non-medical staff
WISN Implementation Process
Phases of the WISN process

1. Mobilizing commitment to WISN study
2. Determining the objectives and focus
3. Co-organizing with country and local stakeholders, WISN Training of Trainers workshop
4. Designing the implementation strategy
5. Developing an operational plan and budget
6. Formalizing the implementation groups
7. Orienting and training the implementation groups
8. Roll-out WISN study
9. Validating WISN results
10. Using WISN results
The WISN implementation process is driven by the:
- Steering Committee, approves and manages the work plan, budget
- Technical Task force, responsible for the implementation of the approved WISN work plan
- and the Expert Working Group, defines workload components and sets activity standards
Setting up the implementation groups

Three groups are needed to implement WISN:

- **Steering Committee**
  - Approves implementation strategy, work plan and budget
  - Monitors and supervises implementation
  - Considers WISN results for management action

- **Technical Task Force**
  - Implements approved WISN strategy and plan
  - Applies WISN method and analyses findings, with systematic follow/up throughout the whole process
Setting up the implementation groups

- **Expert working group(s)**
  - Provides expert knowledge for key steps of WISN method
  - Defines the main workload components and sets activity standards for the selected health occupations and determine the workload components
  - Two types of expert groups (depending on your WISN strategy)
    - Based on staff category (ies)
    - Based on the health facility type
WISN methodology
Steps of WISN methodology

• Determine priorities for WISN application
• Estimate Available Working Time
• Define Workload Components
• Set Activity Standards
• Establish Standard Workloads
• Calculate Allowance Factors
• Determine WISN-based staff requirements, analyse and interpret results
WISN methodology

The WISN methodology is based on the health worker’s workload, with activity (time) standards applied for each workload component and the health worker’s available time.

Staff required based on WISN = (A x B) + C
### Example:
WISN analysis as baseline for decision-making

<table>
<thead>
<tr>
<th>Staff category: Midwife in a health centre in Wisnela province</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health centre</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>A</td>
</tr>
<tr>
<td>B</td>
</tr>
<tr>
<td>C</td>
</tr>
<tr>
<td>D</td>
</tr>
</tbody>
</table>
WISN resources

- WISN user manual
- WISN Software manual
- Set of case-studies
- HRH Observer issue – Selected WISN implementation experiences
- WISN tool
- Join the online WISN community at [https://mednet-communities.net/wisn](https://mednet-communities.net/wisn)
Using WISN results
Multilingual version 2.2.170.1

> Start WISN study
> Open an existing study
> Build summary report
> Build institution report

ENG  FRA  ESP

WHO Health Workforce page
Help  About

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> Iniciar estudio WISN
> Abrir estudio existente
> Crear informe resumido
> Crear informe institucional

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As of October 2017, WISN Mednet CoP
Thank you