Working together for Health

Social dialogue-
examples of good practice

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What is social dialogue?

• All types of negotiation, consultation, exchange of information between or among representatives of governments, employers and workers

• Issues of common interest relating to economic and social policy

• A tool of good governance

• Finding a common voice
Enabling conditions

- Strong, independent representative workers' and employers’ organisations
  - technical capacity; access to the relevant information

- Political will and commitment
  - to engage in good faith in social dialogue, by all parties.

- Respect for the fundamental rights
  - freedom of association and collective bargaining (C87; C98)

- Appropriate institutional support

- Social partners’ mutual recognition as equal partners
Bargaining approaches

- **Positional model**
  - Adversarial culture
  - Pre-determined positions
  - Main focus: to give as little and to get as much as possible

- **Mutual gains model**
  - Appreciation of one’s own and the other parties’ interests and needs
  - High level of information exchange
  - Promote shared interests and reconcile different or conflicting interests
  - Problem solving
  - Main focus: interests of each side are addressed
Good practice example: EU sectoral social dialogue

- European Sectoral Social Dialogue Committee for the Hospital and Healthcare Sector
  - established in 2006

- Social partners:
  - European Public Services Union (EPSU)
  - European Hospital and Healthcare Employers’ Association (HOSPEEM)

- Adopted joint documents and agreed on joint work programmes for their implementation.
EU sectoral social dialogue: Joint documents

- Guidelines & Good Practice Examples "Ageing Workforce Healthcare Sector" (2013);
- Framework of Action on Recruitment and Retention (2010);
- Multi-sectoral Guidelines to tackle third-party violence and harassment related to work (2010);
- Framework agreement on the prevention from sharp injuries in the hospital and healthcare sector (2009);
Good practice example: Brazil
Decent work agenda in the health sector

• Ministry of Health and social partners negotiated and signed a protocol for the National Negotiation Table for the National Health System (November 2015)

• *Decent Work Agenda for health workers in the national health system*

• Four priority action areas:
  – Generate more and better jobs in the national health system (SUS);
  – Strengthen health workforce management;
  – Strengthen dialogue and negotiation of working conditions and labour relations in the SUS;
  – Combat all forms of discrimination at work, with special attention to gender, race and ethnicity.
Good practice example: Philippines
Multi-stakeholder approach to monitoring the Code

- **Lead:** Department of Health (DNA) & Department of Labour and Employment
- **Collaboration with:** WHO-WPRO and ILO-Manila
- **Stakeholders involvement:**
  - Government sectors
  - Trade unions
  - Hospitals
  - Private recruitment agencies
  - Professional associations
Good practice example: Philippines
Multi-stakeholder approach to monitoring the Code

Process:

- Framework on partnership;
- Development of methodology, adjustment of the National Reporting Instrument to source country relevance;
- Orientation sessions for stakeholder groups;
- Data, information collection; consolidation; draft country report;
- 2 multi-stakeholder participatory assessment workshops: discussion & validation; finalization of country instruments and report;
- Duration: March to June 2012