You are cordially invited to participate in this event at the Third Global Forum on Human Resources for Health in Recife, Brazil. For more information, contact Kimberly Hirsh (khirsh@collaborativedev.com).

Motivating and Retaining Staff  
A Performance-Based Approach to Achieving Universal Health Coverage

November 10, 2013 (11:00 to 12:00)  
Atlante Plaza Hotel, Room 3  
Recife, Pernambuco, Brazil

SESSION OVERVIEW

Poor employee motivation is a major contributor to low-quality health services around the world, but a motivated, effectively-performing workforce is critical to achieving Universal Health Coverage. Performance-Based Financing (PBF), is designed to increase performance by offering incentive payments to healthcare facilities for achievement of pre-defined indicators. However, how those incentives are actually used and how they influence the motivation and performance of individual health workers is often treated as a black box. Ms. Hirsh and Dr. Fitch’s session will unpack that black box and demonstrate how offering incentive payments that make a difference in the lives and careers of employees can improve PBF outcomes.

PRESENTERS

• Ms. Kimberly Hirsh, HRH Practice Lead, Institute for Collaborative Development
• Dr. Nancy Fitch, PBF Practice Lead, Institute for Collaborative Development
• Dr. Fulgencio Sambola Estrada, Elizabeth Glaser Pediatric AIDS Foundation
• Dr. Kate Tulenko, IntraHealth International

SESSION AGENDA

• Panelists will share examples from their experiences implementing and evaluating PBF activities in various countries, describing how a well-designed PBF program can increase staff motivation, performance, retention and health outcomes overall, thus contributing to UHC.
• Participants will be invited to discuss integrating individual intrinsic motivators as design elements in PBF programs.
• Organizers will call for a global task force to further focus on promoting rigorous research and developing sound methodologies to tighten the link between PBF and improving performance and motivation of health workers.