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.