

The PHC teamwork in ambulatory PHC service delivery in Africa

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Introduction

- Primary Health Care is essential health care made universally accessible to individuals and families in the community.
- Ambulatory entail the provision of care on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention, and rehabilitation services ().
- To attain such self-reliance requires full community participation in the planning, organization, and management of Primary Health Care.

PHC team in Africa

Primary care teams are ideally multidisciplinary and may include

- Family doctors
- Nurses and Midwives
- Community health workers
- Physician assistants
- Rehabilitation workers
- Nutritionists
- Care managers
- Social workers
- Pharmacists
- Dentists
- Traditional healers and support staff.
- ALL professionals concerned with health issues.**

(WHO, 2015)

- Teams and teamwork are a vital part of every primary care practice.
- Enhancing interprofessional team care has been a key element of primary health care (PHC) reform in many countries ()
- More comprehensive care can be provided by health professionals from multiple disciplines working together as a team ()
- Interprofessional team-based care - improve quality of care

Teamwork in PHC

- Reducing health care costs - due to a lower number of hospitalizations
- Satisfying patients' needs
- Ensuring continuity of care
- Using human health care resources more efficiently
- Increasing job satisfaction of health providers

Ways That Improve Teamwork

- patient care teams
- practice leadership,
- finance,
- health information technology (HIT),
- quality improvement (QI)
- and risk management teams

An Effective Team

- A real team
- A compelling direction.
- An enabling structure
- A supportive environment
- Competent coaching

WAY FOWARD

- **Empowered people and communities.**

- People and communities as advocates

- co-developers of health and social services

- People as self-carers and caregivers

- Participate in planning, intervention and monitoring to their own health

Multidisciplinary team

Summary

- Teamwork innovations can promote better communication, relationships, and greater satisfaction of the workforce.
- However, they can also contribute to conflict if professionals have poor understanding of each other's roles.
- Roles need to be clearly articulated and negotiated if team innovations are to have the desired effects.

- Thank you
- ASANTE SANA