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.
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