

FOR NATIONAL ORGANIZATIONS REPRESENTING **HEALTH CARE PROFESSIONALS WORLDWIDE** 



# **STAND UP FOR POSITIVE PRACTICE INVIRONMENTS**









www.positivepracticeenvironments.org **#positivepracticeenvironments** 



## **INTRODUCING 'STAND UP FOR POSITIVE PRACTICE ENVIRONMENTS'**

### **EXPLAINS THE AIMS OF THE CAMPAIGN**

How it applies to all those connected to the health sector and how you can get involved to make a difference.



#### **EXPLAINS THE TOOLKIT**

Shows the materials and provides a clear framework on how they work together to build understanding, awareness and support of Positive Practice Environments.

## **USE THE TOOLKIT TO TAKE ACTION**

#### **PROVIDES IDEAS**

How you can use, share, build on and disseminate the campaign materials to influence positive action.

## **EXAMPLES OF POSITIVE ACTION AND OUTCOMES**

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#### SHARES HIGHLIGHTS

From our previous campaign around Positive Practice Environments.









World







## The World Health Organization estimates a shortage of 18 million health workers by 2030, leading to poorer health outcomes and health worker well-being.

The reasons are complex. A prevailing reason, however, is the poor quality of most healthcare work environments that are undermining health service delivery and driving health professionals away from their caregiving role and country.

Collectively, we need to change this.

## **INTRODUCING 'STAND UP FOR POSITIVE PRACTICE ENVIRONMENTS'**

## STAND UP FOR POSITIVE PRACTICE ENVIRONMENTS

a campaign initiated by the World Health Professions Alliance, and endorsed by the International Hospital Federation, aims to improve the quality of healthcare workplaces by:

- Raising awareness of Positive Practice Environments – health care settings that support excellence and decent work conditions.
- Identifying good practice.
- **Providing a number of tools**, including posters and fact sheets detailing evidence-based checklists, which can be used to establish Positive Practice Environments.
- Urging action from health professionals, managers, governments, policy and decision-makers, and community leaders.

Positive Practice Environments have been proven to attract and retain staff, improve patients' satisfaction, safety and health outcomes, and deliver cost-effective, people-centred health care services.



'Stand Up For Positive Practice Environments' provides a practical way to address the imbalance in labour supply: that is, by turning health care settings into healthy and supportive work environments. Quality and enabling workplaces will not only attract health professionals, but will encourage them to stay.

## **WORKING TOGETHER FOR A COMMON GOAL**

## Making a difference locally and creating positive change in regional and international health public policy is a collective effort -

one that relies on the experience and commitment of all those connected to the health sector.

'Stand Up For Positive Practice Environments' urges everyone to take positive action for a common goal: improved working conditions and environments for everyone, which lead to better patient outcomes.

- Health employers and managers including Human Resources departments are encouraged to drive Positive Practice Environments forward and apply the principles to their health care settings.
- Health professionals are reminded that they are part of the solution and can collaborate and campaign for change.
- Governments and policy leaders are urged to prioritize the Positive Practice Environments campaign and its goals.

## How you can get involved

Our national member organizations have an important role to play in amplifying our messages and sharing the information with their members, networks, governments, policy and decision-makers, and local communities. After all, you know better than anyone what's going on in your local health care settings, and we rely on your actions to make a difference. 'Stand Up For Positive Practice Environments' may already align with your existing campaigns around health workforce issues, and can become a part of your existing efforts.

Please use this toolkit to help drive the campaign to create quality workplaces for quality care, and share your positive examples with us to further strengthen the case for Positive Practice Environments on a global platform.

#### Email us at: info@whpa.org

### **About WHPA**

'Stand Up For Positive Practice Environments' is an initiative of the World Health Professions Alliance (WHPA). The WHPA speaks for more than 34 million health care professionals worldwide, assembling essential knowledge and experience from the key health care professions in more than 130 countries.

The WHPA was formed in 1999 and now brings together the global organizations representing the world's dentists, nurses, pharmacists, physical therapists and physicians. We work to facilitate collaboration among the health professions and major stakeholders such as governments and international organizations, including the World Health Organization. By working in collaboration, instead of along parallel tracks, patients and health care systems benefit.

## **About IHF**

The International Hospital Federation (IHF) is an international not for profit, nongovernmental membership organisation. Our vision is a world of healthy communities served by well-managed hospitals and healthcare services, in which all individuals can reach their highest potential for good health.

IHF members are hospitals and healthcare organisations worldwide, who have direct involvement in the provision of care. We provide our members with a platform for the exchange of knowledge, unique opportunities for global collaborations with different actors in the health sector and access to a vast network of hospitals for the sharing of best practices to the most commonly challenges faced by hospitals.



CAMPAIGN TOOLKIT

## The toolkit includes a variety of materials that have been organized into a simple framework for ease of understanding and use.

## **CAMPAIGN TOOLS**

1	DRAWING ATTENTION TO THE SCALE OF THE PROBLEM	Title: The global health workforce crisis means • Poster
2	UNDERSTANDING POSITIVE PRACTICE ENVIRONMENTS	Title: A Positive Practice Environment is • Poster • Fact sheet Title: Health professionals stay when they are • Poster
3	DELVING DEEPER INTO SPECIFIC ASPECTS OF POSITIVE PRACTICE ENVIRONMENTS	Title: Effective incentive systems help because • Poster • Fact sheet Title: Health professionals need health care information to • Poster • Fact sheet
4	ESTABLISHING POSITIVE PRACTICE ENVIRONMENTS IN YOUR WORKPLACE AND NATIONAL HEALTH SECTOR	Title: Turn health care settings into Positive Practice Environments by • Poster • Action list
5	ACTIVATING THE CAMPAIGN	<ul> <li>Campaign booklet for health employers, managers and professionals</li> <li>Press release for local and media engagement</li> <li>Social media content to spread the word online</li> <li>Campaign logo to personalize your own materials</li> </ul>

## Download the toolkit from: www.positivepracticeenvironments.org

It is available in English, French and Spanish.

The next few pages explain each of these areas further.

## **DRAWING ATTENTION TO THE SCALE OF THE PROBLEM**

## Today's global health workforce crisis is deadly serious.

Too many countries have desperate shortages of health professionals, leaving people with no access to health care.

Raise awareness about the urgency of the issue.



## **UNDERSTANDING POSITIVE PRACTICE ENVIRONMENTS**

## A Positive Practice Environment has the power to attract and retain staff, provide quality patient care and strengthen the health sector as a whole.

There are key elements in the workplace that have a direct positive impact on health outcomes and health worker well-being. These evidence-based characteristics include:

- **Professional Recognition and Empowement:** Improves performance and builds professional self-worth.
- Management Practices and Incentives: Enables and encourages health workers to stay in their jobs, in their profession and in their countries.
- Occupational Health and Safety: Keeps employees safe so they remain healthy, motivated and productive.
- Education and Information: Provides opportunities to learn, develop, progress and save lives.

Build understanding of Positive Practice Environments.

## A POSITIVE PRACTICE ENVIRONMENT IS...

...a health care setting that supports excellence, and decent work conditions, and has the power to attract and retain staff,

provide quality care & deliver cost-effective, people-centred health care services.

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BACKGROUND CONTEXT

About the global health workforce crisis

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Achieving Universal Health Coverage (UHC) is one of the targets the nations of the world set when adopting the Sustainable Development Goals in 2015.

UHC enables everyone to access the services that address the most significant causes of disease and death and ensures that the quality of those services is good enough to improve the health of the people who receive them.

However, there is a growing gap between the supply of health professional – the people who work in the medical profession and and the demonstration of the services. The World Health Organization estimates a shortage of Health Organization estimates a shortage of Health Organization estimates and social services and the services and social services and social services and social services and How to address the global health workforce crisis

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presisionals dway from their caregiving role documtry. adde working conditions are a feature of any health system around the world. any health system around the world. and the system of the system of an any argument of the system of a system of a clice ferviorinmental facilities. Such work, like and procifice foot of the cling the work, like and procifice foot of the cling the work, like and procifice foot of the cling the work, like and procifice foot of the cling the work, like and procifice foot of the cling the neutron of the system work and the system of the system of the facility of that, molivate and retain staff, see factors, when appropriately resourced,

se tactors, when appropriately resourced, a long way in ensuring an effective health ofessional workforce and, ultimately, e overall quality of health care delivery.



POSITIVE PRACTICE

HEALTHY AND SUPPORTIVE WORK ENVIRONMENTS BENEFIT EVERYONE,

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LICATION AND INFORMATION

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## A POSITIVE PRACTICE ENVIRONMENT IS...

# HEALTH PROFESSIONALS STAY WHEN THEY ARE...

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## DELVING DEEPER INTO SPECIFIC ASPECTS OF POSITIVE PRACTICE ENVIRONMENTS

## **Incentive systems**

Incentives are an important means of attracting, retaining, motivating, satisfying and improving the performance of employees. Retention issues are not exclusively due to financial compensation of health workers; there is evidence that a range of incentives is important if workers' motivation, behavior and performance are to be influenced. While some countries have implemented comprehensive incentive schemes to support the effective recruitment and retention of health professionals, others lag behind and must drastically improve their efforts.

Encourage evidence-based incentive systems.

## EFFECTIVE INCENTIVE SYSTEMS HELP BECAUSE...

...they improve performance, and enable and encourage health professionals to stay in their jobs, in their profession and in their countries assessing the quality of your practice environments.



SUPPORTIVE POLICIES ATTRACT AND RETAIN STAFF. AND LEAD TO BETTER PATIENT OUTCOMES.

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## EFFECTIVE INCENTIVE SYSTEMS HELP BECAUSE...

## EFFECTIVE INCENTIVE SYSTEMS

...they improve performance, and enable and encourage health professionals to stay in their jobs, in their profession and in their countries.

#### BACKGROUND CONTEXT

#### About the global health workforce crisis

The World Health Organization estimates a shortage of more than 18 million health workers by 2030.

The growing gap between the supply of health professionals and the demand for their services is recognised as an urgent issue for recognised as an urgent issue for professionals are key to meeting the ambitious targets defined for Universal Health Coverage and the Sustainable Development Goals. What is driving health professionals away? mbalances in labour supply stem from

ese include: poor human resource

animg and includes the standard by heavy wild add in the standard by heavy wild add, lack of professional autonomy; soften workplaces, and undra pay. s within this context that policy and ciaion-makers, planners, researchers id managers have turned their attention identifying evidence-based mechanisms at will be effective in improving the



STAND UP FOR POSITIVE PRACTICE FOR VIRONMENTS

Fact sheet

## **HEALTH PROFESSIONALS NEED HEALTH CARE INFORMATION TO...**

#### Poster

## HEALTH PROFESSIONALS NEED HEALTH CARE **INFORMATION TO...**

...teel empowered, build professional self-worth, learn, diagnose, educate the public and patients, and to save lives

STAND UP FOR POSITIVE PRACTICE

INFORMATION-DRIVEN WORKPLACES ATTRACT AND RETAIN STAFF, AND LEAD TO BETTER PATIENT OUTCOMES.

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## Health care information

Health professionals need health care information to learn, diagnose, educate the public and patients, and to save lives. They have a responsibility to keep themselves informed and up to date where adequate, relevant and reliable information is available. Where such information is not available, it is the responsibility of health managers, governments and the international community to provide it. Lack of tools to deliver health care - whether drugs, equipment or information - disempowers health professionals and severely reduces their sense of professional worth, pride and job satisfaction.

Fact sheet

#### HEALTH PROFESSIONALS **NEED HEALTH CARE INFORMATION TO**

...feel empowered, build professional self-worth, learn, diagnose, educate the public and patients, and to save lives.

#### BACKGROUND CONTEXT

What do we mean by health care

#### does health care information ct motivation?

er, the World Health Organization



Promote information-empowered Positive Practice Environments.

## ESTABLISHING POSITIVE PRACTICE ENVIRONMENTS IN YOUR WORKPLACE AND NATIONAL HEALTH SECTOR

Individuals can make a difference locally by taking a look at their health care work environments – its strengths and weaknesses, organizational climate and working conditions.

Using the evidence-based checklist provided, they can make the case for healthy, supportive work environments and promote their positive impact on staff recruitment/ retention, patient outcomes and health sector performance. Collectively, we can influence health public policy and practices at a local, regional and international level.

#### TURN HEALTH CARE SETTINGS INTO POSITIVE PRACTICE ENVIRONMENTS BY...

...using our evidence-based checklist to assess the quality of your practice environments, identify any deficiencies and develop strategies to address priority gaps.

#### BACKGROUND CONTEXT

About the global health workforce crisis

Today's global health workforce crisis is deadly serious. A solution to the global health workforce crisis Positive Practice Environments are health care settings that support excellence and decent work conditions. They have the power to attract and retain staff, improve patient's solitacion, solety and health

people-centred health care services. Health professionals are key to meeting the ambiou largels defined for Unive Development Goals. All health sector or beeting professionals, managers, pattern policy and decision-makers, and common policy and decision-makers, and common commitment and action to rearde ena workplaces to provide quality of care. Individuals can make a difference local



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## TURN HEALTH CARE SETTINGS INTO POSITIVE PRACTICE ENVIRONMENTS BY...

Join in commitment and action to create quality workplaces for quality care.

## TURN HEALTH CARE SETTINGS INTO POSITIVE PRACTICE ENVIRONMENTS BY...

...assessing the quality of your practice environments; identify any deficiencies and develop strategies to address priority gaps.

TAKE A LOOK AT YOUR HEALTH CARE WORK ENVIRONMENT To underlight language and

#### MAKE THE CASE FOR HEALTHY. SUPPORTIVE WORK ENVIRONMENTS

by promoting their positive impact on shaft recruitment/retention, potietit pulcomes and tecam suchs performance

ESTABLISH AND APPLY THE PRINCIPLES OF POSITIVE PRACTICE ENVIRONMENTS

CONTRACTOR DATE OF THE OWNER

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# POSITIVE PRACTICE

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## Raise awareness of the campaign and drive it forward using these additional tools.

There's a campaign booklet for health employers, managers and professionals, which is a tailored version of this one, a press release to engage the media, and social media content to help spread the word online. The campaign logo is also freely available to use and personalize your own materials around health workforce issues and Positive Practice Environments.

#### STAND UP FOR POSITIVE PRACTICE

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Release Date: Plante rate (Please insert location, e.g. Geneva, Sadzerland)

### 'Stand Up For Positive Practice Environments': An answer to the growing gap between the supply of health professionals and the demand for their services

- The Work learn Organization (WHO) estimates a shortage of 11 million health workers by 2030, leaving people with no access to health care.
   WHO highlights that countries at all levels of socioeconomic development face, to varying degrees, difficulties in the education, employment, deployment, referition, and performance of their workforce.
- and performance of their workforce. Policy makers, planeters and managers continue to seek effective means to recruit and relian staff. The World Health Professions Alliance reliaunches its Positive Practice Environmer Campagn in response to this deadly sensus issue for health and development worldwide.

Stand Up For Positive Practice Environments", a campaign initiated by the World Haaith Professions Aliance (WHPA), highlights the need for urgent action to address the global health wonderce crisis; bo many countries have despetale shortages of health professionals, impacting negatively on people's health outcomes and health worker well-berg. The reasons are complex. A prevailing reason, however, is the poor quality of most healthcare work environments that are undermining health service deviney and driving health professionals away from their caregoing role and country.

Positive Practice Environments – health care settings that support excellence and decent work conditions – have been proven to have the power to attract and retain staff, provide quality patient care and strengthment the health social sa e whole. That's why WHPA's workwide campaign is urging health professionalis, managers, governments, policy and decision-making, and community leaders, to "Stand Up For Positive Practice Environments."

The global debate on health workers and health care environments has been resing volume and needs to be addressed with urganicy. Stard U.B.For Positive Practice Environments' provides a practical way to address the imbalance in blocur scoper, that is, by turning health care settings into healthy and supportive work environmen Quality and enabling workplaces will not only attract health professionals, but will enclosing them to stay. ints has been rising in ents



Use them to amplify your campaign efforts.

## CAMPAIGN BOOKLET



## **STAND UP FOR JC** POSITIVE PRACTICE

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for health employers, managers and professionals



Social media profile covers 

Social media tiles are small bits of interesting content that can accompany social media posts to engage networks and communities quickly.

**Campaign Logo** 

## **STAND UP FOR** POSITIVE PRACTICE ENVIRONMENTS



**JC** POSITIVE PRACTICE

THE ENVIRONMENTS

# USE THE TOOLKIT TO TAKE ACTION

## All our member organizations, wherever they are in the world, and whatever challenges they might face from a country and professions' perspective, are working toward the same goal:

To represent the interests of health professionals by advocating for them and their crucial role, which translates into better health worker well-being and patient outcomes.

## **`Stand Up For Positive Practice Environments**' supports and shares this goal.

Although by no means an exhaustive list, this section provides suggestions on how you might use, share, build on and disseminate the campaign materials so that we can support each other and raise our collective voice – a voice that urges health professionals, managers, governments and community leaders to 'Stand Up For Positive Practice Environments'.



## CONFERENCES

#### Awareness-building:

Chair sessions, give keynote speeches and present on Positive Practice Environments in national meetings and forums.

#### Case studies:

Collect and share positive examples of Positive Practice Environments. Present it, publish it and talk about it.

#### Toolkit:

Whenever you go to conferences, display and distribute the campaign materials.

## **HEALTH CARE SETTINGS**

#### Awareness-building:

Run workshops and give talks to educate health managers and professionals on the benefits of Positive Practice Environments and how to implement them.

#### Campaign:

Encourage health professionals to put up posters in health facilities around the country...

#### Toolkit:

Disseminate the campaign toolkit – electronically and through other member touchpoints – and encourage health managers and professionals to use it to make the case for healthy, supportive work environments.

## **GOVERNMENT AND DECISION-MAKERS**

#### Awareness-building:

Sensitize governments in favour of Positive Practice Environments through relevant meetings and forums, and include sessions on Positive Practice Environments at national and regional levels.

#### Changes in policy:

Advocate with government and other key decision makers to mainstream Positive Practice Environments issues in its operations, and to introduce Positive Practice Environments in national policy.

#### Talk, talk, talk:

Continued open dialogue, and by pushing Positive Practice Environments consistently, will help make it a priority on the political agenda.

## THE MEDIA

#### Amplify your efforts:

Localize the press release by adding information about your health care sector and its workforce issues, and source quotes from high profile spokespeople and advocates of Positive Practice Environments.

#### Circulate the press release as broadly as you can.

#### Target newspapers, magazines, websites, news channels and radio shows.

If you have access to free airtime on TV or radio, harness it for Positive Practice Environments. For example, use it for Q&A sessions around Positive Practice Environments.

## YOUNG MEMBERS OF SOCIETY

## Do you have a young members group as part of your Association? If the answer is yes...

#### Agents of change:

They can act as agents of positive change at local, national and international levels.

#### Create opportunities for them to participate in your Positive Practice Environments activities.

Toolkit:

Encourage them to share the information and campaign toolkit with their networks.

## **ASSOCIATION PUBLICATIONS AND COMMUNICATIONS**

#### **Articles on Positive Practice Environments:**

Publish articles around Positive Practice Environments in your magazines and publications.

#### **Case studies:**

Collect and write positive stories about Positive Practice Environments.

#### Tools:

Use all the tools you have at your disposal, such as blogs and newsletters, to help spread the message as far and wide as you can.

## Pod and webcasts are a great tool for learning, and can help motivate and inspire action.

A podcast is an on-demand audio show. The recording is usually a conversation between a host and guest speaker, a panel discussion, or an individual sharing his or her views, and are listened to on a computer or portable digital devices.

A webcast is a conference or presentation that is distributed over the Internet. Participants can watch it live, or download a recording afterwards. They can also actively participate by sending questions to the speaker.

#### Awareness-building:

Create a series of dynamic pod or webcasts, each one looking at different aspects of Positive Practice Environments.

#### Content:

Tailor content to your health care sector. Example content, includes: explaining Positive Practice Environments, looking at evidence-based incentive systems, promoting information-empowered Positive Practice Environments, providing guidance on how to implement Positive Practice Environments, putting the spotlight on non-communicable diseases and the importance of Positive Practice Environments to diagnose and treat them, etc.

#### Toolkit:

Use these forums to drive participants to the campaign toolkit. Webcasts are usually supported with downloadable handout documents, therefore, present a great opportunity to distribute the materials.

## SURVEYS AND CONSULTATIONS

#### Approach your members:

Pose questions to your member base to understand their health care work environments and greatest concerns.

#### **Collect experiences:**

Build case studies of Positive Practice Environments highlighting best practice examples.

#### Take action:

Use the responses and case studies to make the case to government for Positive Practice Environments. The findings can also be integrated into many of the ideas covered in this section. For example, they can be included in your publications, built into the press release and shared in your pod or webcasts.

## FIND THE BEST PERFORMERS

#### Awards scheme:

Launch a Positive Practice Environments best practice award scheme, or link it to an existing scheme you might have.

#### Criteria:

The award scheme can have various categories, or one overall category that recognizes an individual or health care facility for their outstanding efforts in driving the Positive Practice Environments campaign forward.

#### Tell everyone:

Celebrate success and share best practice examples to help others improve the way they work - present it, publish it and talk about it.

## **SOCIAL MEDIA**

#### Social media platforms are a great way to connect with people far and wide.

Use them to raise awareness, spark conversations and to lead the conversation to positive action. In short, use them to **`Stand Up For Positive Practice Environments**'.

#### Advocate:

Show your support by using the campaign profile covers on your social media pages.

#### Content:

The social media tiles can accompany your social media posts. We have also provided some ready-made messages to help inspire you. Speak in your own voice to connect with your networks. Where you can, make it personal by sharing experiences that aid understanding of the issue.

#### Tag your posts:

Use the official campaign hashtags so others can find and join the conversation. #positivepracticeenvironments #StandUpForpositivepracticeenvironments



## **READY-MADE SOCIAL MEDIA MESSAGES TO GET YOU STARTED**

The World Health Organization estimates a shortage of 18 million health workers by 2030. #positivepracticeenvironments can change that. Find out how #StandUpForpositivepracticeenvironments www.positivepracticeenvironments.org

Strengthen practice environments and promote positive environments to support and retain health care professionals.

Download this toolkit to find out how you can #StandUpForpositivepracticeenvironments #positivepracticeenvironments

www.positivepracticeenvironments.org

There will be a shortage of 18 million health workers by 2030, leaving people with no access to health care. Let's #StandUpForpositivepracticeenvironments. Quality workplaces will not only attract health professionals, but will encourage them to stay. #positivepracticeenvironments www.positivepracticeenvironments.org

Make a commitment to #StandUpForpositivepracticeenvironments and help turn health care settings into healthy and supportive work environments. #positivepracticeenvironments

www.positivepracticeenvironments.org



**#StandUpForpositivepracticeenvironments** because improved working conditions and environments lead to better patient outcomes. **#positivepracticeenvironments** 

www.positivepracticeenvironments.org

Poor quality healthcare work environments are bad for patients, bad for health professionals, bad for everyone. We need everyone's commitment to **#StandUpForpositivepracticeenvironments. #positivepracticeenvironments** www.positivepracticeenvironments.org

**#StandUpForpositivepracticeenvironments** They have the power to attract and retain staff, provide quality patient care and strengthen the health sector as a whole. Learn more with the campaign toolkit. **#positivepracticeenvironments** www.positivepracticeenvironments.org

Health professionals need enabling environments and performance support to provide quality care. The World Health Professions Alliance is urging health professionals, managers, governments and community leaders to #StandUpForpositivepracticeenvironments.

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**#positivepracticeenvironments** 

www.positivepracticeenvironments.org

Non-communicable diseases (NCDs)  $\mathbf{O}$ kill millions of people each year. Positive Practice Environments help detect, screen and treat NCDs effectively. We need **#positivepracticeenvironments** to save lives. **#StandUpForpositivepracticeenvironments** 

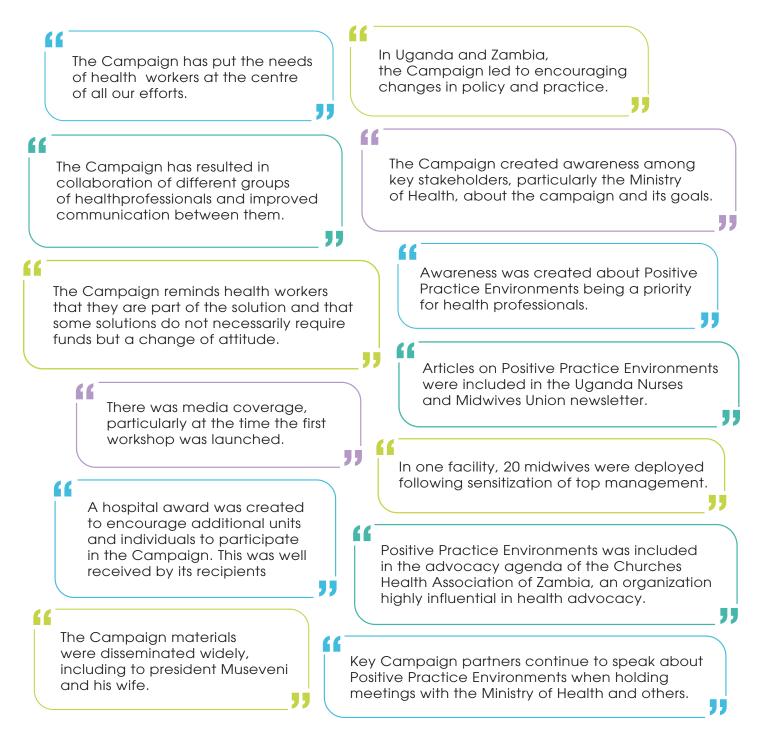
www.positivepracticeenvironments.org

# EXAMPLES OF POSITIVE ACTION AND OUTCOMES

## A Positive Practice Environment toolkit was first introduced by WHPA a few years back.

It focused on supporting three pilot countries: Morocco, Uganda and Zambia. A lot of the learnings from that pilot have been incorporated into this new campaign, which urges **EVERYONE, EVERYWHERE,** to drive the campaign forward.

Below are some highlights from the evaluation report compiled at the time.



Source: Positive Practice Environment Campaigns Evaluation Report written by Alice Schmidt for the Global Health Workforce Alliance, April 2012

## "

We hope our global platform and campaign helps to bring all relevant stakeholders together in commitment and action. It is essential if we are to succeed in creating sustainable health systems both now and for the future.

Otmar Kloiber, Secretary General, World Medical Association and 2020 WHPA Chair



Contact us if you need any further support or information at: info@whpa.org

Find us on social media:



www.positivepracticeenvironments.org #positivepracticeenvironments