Why?
Why low performance?

Lack of opportunity
- Knowledge
- Time
- Equipment

Lack of motivation
...the workload becomes so big and as a result the doctors decide to rush in order to catch up with the big number of patients waiting.

*Doctor, urban*
I think what hinders our performance is the issue of **education**. Education especially for us the nurse assistants.

*Medical assistant, rural*
Honestly speaking, ... the nursing discipline does no longer exist. What was long held to be the call ... does no longer exist because there’s no longer love to the patients

Medical assistant, urban
HIGH WORKLOAD?
Caseload

- Average: 18.5 patients per clinician
- Large variation
High workload?

5.7 minutes per patient

45 patients (max)

18.5 patients (mean)

Hours per day

- consultations
- other activities
Test:
How much does workload reduce effort per patient?

- **Effort per patient**
- **Workload**
  - (Number of patients per clinician)

- No association
- Negative association
Result:
Caseload does not affect performance

Mæstad et al. (2010), Journal of Health Economics
LACK OF KNOWLEDGE?
Pre-service training
(among prescribers in the OPD)

- Clinical officer: 62%
- Nurse: 16%
- Clinical assistant: 4%
- Mch aide / Pub health nurse: 4%
- Attendants: 11%
- Doctor: 3%
Performance score by level of training

- Clinical officer and above: 0.22
- Nurse / Others: not shown
Knowledge vs. practice
performance in vignettes vs. performance in real patients
The know-do gap

Know-do gap: 42.1%
Why low performance?

Lack of opportunity

Knowledge
Time
(Equipment)

Lack of motivation
THANK YOU!