GUIDELINES

HEALTH MANPOWER PLANNING

P. HORNBY

D. K. RAY

P. J. SHIPP

T. L. HALL



WORLD HEALTH ORGANIZATION GENEVA 1980

GUIDELINES FOR HEALTH MANPOWER PLANNING

A COURSE BOOK

BY

P. HORNBY

Management Sciences for Health, Kathmandu, Nepal

D. K. RAY

Division of Health Manpower Development, World Health Organization, Geneva, Switzerland

P. J. SHIPP

Institute of Manpower Studies, University of Sussex, Brighton, Sussex, England

and

T. L. HALL

School of Public Health, University of North Carolina, Chapel Hill, NC, USA



World Health Organization Geneva 1980 Comments on experience in using these guidelines are welcomed. They should be addressed to:

Health Manpower Planning Division of Health Manpower Development World Health Organization 1211 Geneva 27, Switzerland

ISBN 92 4 1541563

© World Health Organization 1980

Publications of the World Health Organization enjoy copyright protection in accordance with the provisions of Protocol 2 of the Universal Copyright Convention. For rights of reproduction or translation of WHO publications, in part or *in toto*, application should be made to the Office of Publications, World Health Organization, Geneva, Switzerland. The World Health Organization welcomes such applications.

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the Secretariat of the World Health Organization concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by the World Health Organization in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

The authors alone are responsible for the views expressed in this publication.

ACKNOWLEDGEMENTS

A great contribution to the preparation of these guidelines was made by the collaborative effort of many staff members of the World Health Organization, in particular at the WHO Regional Office for South-East Asia, in New Delhi, and at WHO headquarters in Geneva. The participants in several national or inter-country seminars and workshops (in Bangkok in 1977, Barbados in 1979, and Kathmandu in 1980, for instance) also provided invaluable comments on earlier drafts. They are too numerous to mention individually here, but we acknowledge with gratitude their contribution to the improvement of this book.

In the final preparation of the guidelines, Mr Kiran Shrestha was the typist, Mr Krishna Man Shrestha was responsible for the graphics and Mrs Barbara Hornby coordinated the preparation and edited the manuscript.

We also wish to acknowledge with gratitude the financial contribution of the United Nations Fund for Population Activities towards the preparation and publication of the guidelines.

PREFACE

The main social target of the World Health Organization and of its Member States is the attainment by all the peoples of the world by the year 2000 of a level of health that will permit them to lead a socially and economically productive life. However, such is the present inequality in the health status of the world's people, and in the resources for health available to them, that in order to reach this declared target there must be both a redistribution of health resources to where they are most needed and a change in how those resources are used.

Of all the resources for health, the human resources are assuredly the most important, for all forms of health care depend upon a body of trained health personnel. To bring about the required changes in the development and utilization of this manpower, systematic and integrated planning is needed that takes into account the knowledge, skills and attitudes required by all categories of health personnel, the numbers needed in the different categories, and their effective deployment.

In many countries, too little attention has been paid to health manpower planning, and sometimes, when plans have been developed, they have proved inadequate. The purpose of this book is to help countries to acquire a cadre of manpower planners by presenting a basic course for the training in this field of health service administrators and educators, whether they occupy positions at the national, provincial, or local level. It is expected that some of them will become teachers of manpower planning in their turn. These guidelines are expected also to contribute to the formulation of actual health manpower plans as they provide a set of procedural steps that planners may wish to follow.

CONTENTS

			Page
ACKNOWL	4		
PREFACE	5		
INTRODUC	7		
PRE-COU	17		
SESSION	1:	Health Manpower Planning	21
SESSION	2:	Ten Steps to Health Manpower Planning	47
SESSION	3:	Health Manpower Situation Report on Existing Manpower and Services	71
SESSION	4:	Future Supply of Manpower	95
SESSION	5:	Manpower Requirements - Quantity, Quality and Distribution	127
SESSION	6:	Mismatches Between Supply and Requirements	165
SESSION	7:	Solving Mismatches	189
SESSION	8:	Organizational and Management Problems	227
SESSION	9:	Manpower Strategy and Outline Plan	251
SESSION	10:	Detailed Health Manpower Development Plan	271
SESSION	11:	Implementation and Monitoring	293
SESSION	12:	Concluding Session	317
END-OF-	331		
BIBLIOG	337		

Note: For convenience during the course, the Learning Materials and the Exercises have been given a distinct pagination within each Session. Session 6, for instance, runs from page 165 to page 188; within that span, the pages with the Learning Materials and Exercises will be seen to carry the dual paginations 171-186 and 6.1-6.16.

GUIDELINES FOR HEALTH MANPOWER PLANNING

A COURSE BOOK

BY

P. HORNBY

Management Sciences for Health, Kathmandu, Nepal

D. K. RAY

Division of Health Manpower Development, World Health Organization, Geneva, Switzerland

P. J. SHIPP

Institute of Manpower Studies, University of Sussex, Brighton, Sussex, England

and

T. L. HALL

School of Public Health, University of North Carolina, Chapel Hill, NC, USA



World Health Organization Geneva 1980 Comments on experience in using these guidelines are welcomed. They should be addressed to:

Health Manpower Planning Division of Health Manpower Development World Health Organization 1211 Geneva 27, Switzerland

ISBN 92 4 1541563

© World Health Organization 1980

Publications of the World Health Organization enjoy copyright protection in accordance with the provisions of Protocol 2 of the Universal Copyright Convention. For rights of reproduction or translation of WHO publications, in part or *in toto*, application should be made to the Office of Publications, World Health Organization, Geneva, Switzerland. The World Health Organization welcomes such applications.

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the Secretariat of the World Health Organization concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by the World Health Organization in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

The authors alone are responsible for the views expressed in this publication.

CONTENTS

			Page
ACKNOWL	4		
PREFACE	5		
INTRODUC	7		
PRE-COU	17		
SESSION	1:	Health Manpower Planning	21
SESSION	2:	Ten Steps to Health Manpower Planning	47
SESSION	3:	Health Manpower Situation Report on Existing Manpower and Services	71
SESSION	4:	Future Supply of Manpower	95
SESSION	5:	Manpower Requirements - Quantity, Quality and Distribution	127
SESSION	6:	Mismatches Between Supply and Requirements	165
SESSION	7:	Solving Mismatches	189
SESSION	8:	Organizational and Management Problems	227
SESSION	9:	Manpower Strategy and Outline Plan	251
SESSION	10:	Detailed Health Manpower Development Plan	271
SESSION	11:	Implementation and Monitoring	293
SESSION	12:	Concluding Session	317
END-OF-	331		
BIBLIOG	337		

Note: For convenience during the course, the Learning Materials and the Exercises have been given a distinct pagination within each Session. Session 6, for instance, runs from page 165 to page 188; within that span, the pages with the Learning Materials and Exercises will be seen to carry the dual paginations 171-186 and 6.1-6.16.

ACKNOWLEDGEMENTS

A great contribution to the preparation of these guidelines was made by the collaborative effort of many staff members of the World Health Organization, in particular at the WHO Regional Office for South-East Asia, in New Delhi, and at WHO headquarters in Geneva. The participants in several national or inter-country seminars and workshops (in Bangkok in 1977, Barbados in 1979, and Kathmandu in 1980, for instance) also provided invaluable comments on earlier drafts. They are too numerous to mention individually here, but we acknowledge with gratitude their contribution to the improvement of this book.

In the final preparation of the guidelines, Mr Kiran Shrestha was the typist, Mr Krishna Man Shrestha was responsible for the graphics and Mrs Barbara Hornby coordinated the preparation and edited the manuscript.

We also wish to acknowledge with gratitude the financial contribution of the United Nations Fund for Population Activities towards the preparation and publication of the guidelines.

PREFACE

The main social target of the World Health Organization and of its Member States is the attainment by all the peoples of the world by the year 2000 of a level of health that will permit them to lead a socially and economically productive life. However, such is the present inequality in the health status of the world's people, and in the resources for health available to them, that in order to reach this declared target there must be both a redistribution of health resources to where they are most needed and a change in how those resources are used.

Of all the resources for health, the human resources are assuredly the most important, for all forms of health care depend upon a body of trained health personnel. To bring about the required changes in the development and utilization of this manpower, systematic and integrated planning is needed that takes into account the knowledge, skills and attitudes required by all categories of health personnel, the numbers needed in the different categories, and their effective deployment.

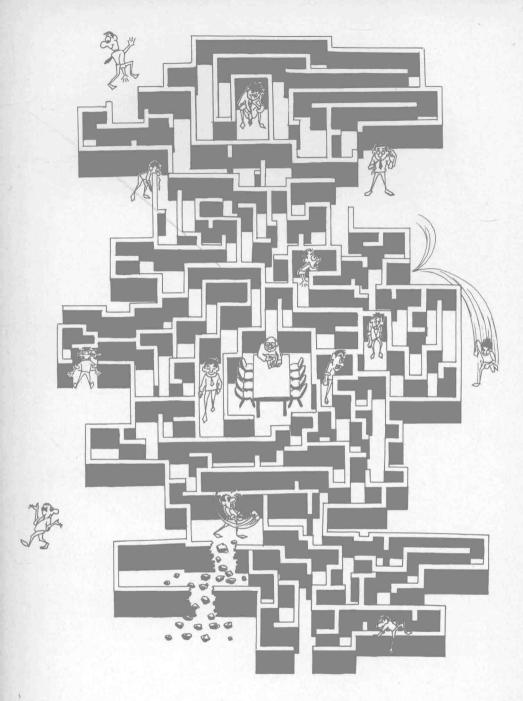
In many countries, too little attention has been paid to health manpower planning, and sometimes, when plans have been developed, they have proved inadequate. The purpose of this book is to help countries to acquire a cadre of manpower planners by presenting a basic course for the training in this field of health service administrators and educators, whether they occupy positions at the national, provincial, or local level. It is expected that some of them will become teachers of manpower planning in their turn. These guidelines are expected also to contribute to the formulation of actual health manpower plans as they provide a set of procedural steps that planners may wish to follow.

THE COURSE

SUMMARY

Manpower is the most precious resource of a country. Without trained manpower, other resources cannot be properly used and this is even more true in the health sector than in many other sectors. In many countries, not enough attention is paid to planning for manpower and in part this is due to a lack of health manpower planning specialists.

Health manpower planning consists of determining how best to produce, deploy and use manpower in the right numbers and with the right skills to perform health service functions. This course aims at strengthening health manpower planning in countries by disseminating its principles and planning methods by means of workshops. Workshop participants are from health, education and related sectors who make plans and decisions on matters related to health manpower development. This course consists of twelve half-day sessions and emphasizes group work. The training should as far as possible take place just before an actual health manpower planning exercise.



WIERS TO START ?

OBJECTIVE

The objective of the course is to facilitate the training of health service managers, planners and educators who can apply the principles and methods of health manpower planning. Within this objective, the Guidelines can be used for two purposes:

- To facilitate the further education of senior staff to cover the principles, methods and uses of manpower planning. After the course, these participants will be able to direct and monitor the activities of a manpower planning team so as to be able to plan strategies for the correction of discrepancies between manpower supply and manpower needs of health services, in the framework of the resources and the infrastructure available.
- To facilitate the training of other health service staff in the application of the principles and techniques of health manpower planning. After the course, these participants will be able to specify the information needed for manpower planning calculations and be able to perform these calculations.

INTRODUCTORY MATERIAL

Manpower is the most precious resource of a country. Whatever other resources there are, without trained manpower they can neither be exploited nor properly used. The role of trained manpower is even more important in the health sector than in many other sectors. The provision of health care depends primarily on trained health manpower, and salaries and wages usually consume more than two-thirds of health budgets.

Role of manpower in health services more crucial than in many other sectors.

Notwithstanding the great importance of manpower to the health sector, relatively little attention is paid to manpower planning. This leads to waste of resources, e.g. hastily constructed health facilities lying idle owing to a lack of trained manpower, or rapidly expanded education facilities that produce more manpower than the services can absorb. Manpower, as compared with other resources, has unique characteristics that make planning for it complex. Manpower cannot be stored for future use and is not freely substitutable as are machines because of considerations of motivation and attitude. Hence, manpower planning must be done systematically, in the light of the availability of a complex array of facilities and resources and taking account of the basic and national characteristics of different types of manpower.

In many countries, not enough attention is paid to manpower planning.

One of the factors that has hindered the growth of manpower planning is the lack of trained planners. Since manpower is needed at all levels of the health services, there must be an awareness of the need of planning, and there must be planning itself at all levels - national, regional and local - although the details of planning will be different at each level. One way to rectify the shortage of planners is to train systematically in manpower planning both health service administrators and teachers, the former because they plan the use of manpower and the latter because they produce manpower.

Lack of trained health manpower planning specialists has hindered the development of manpower planning.