

LEADING FOR EQUITY
SESSION FOUR: SHARING STORIES AND LEARNING FROM OUR COLLEAGUES

In this workshop, you will:

1. Share experience and results of Improvement projects with other districts
2. Practice effective presentation of improvement activities and results
3. Update Action Plans with practices learned from other districts

Sharing Stories

Everyone likes to hear a good (short) story. Participants will share the stories of what they have done and get feedback from peers in small groups.

Important Reminders about submission

- Aim for 5 minutes for the total presentation time
- No slides are needed. You can use posters or record a video ahead of time.
- Use a quote from someone who was affected so that the story has an emotional impact
- Submit your poster or video [here](#) by **April 24th**

Prepare a compelling persuasive story that gives numbers. Important stakeholders with resources are attending.

KEY STORY ELEMENTS:

- **THE CHALLENGE**
- **THE ACTIONS TAKEN**
- **THE RESULTS**
- **WHAT'S NEXT**

1. THE CHALLENGE

- *What is our group's purpose, what do we care about?*
- *What is the vision of what we want to accomplish in our district?*
- *What was the Challenge we faced?*
 - *"How can we achieve THIS RESULT in the face of THESE obstacles?"*

2. THE ACTIONS TAKEN

- *What is our team doing to address this challenge?*
- *How did we include our stakeholders and what resources did they contribute?*
- **Monitoring Progress** *What was our process for collecting data?*
- *How did we monitor the progress of different demographic groups?*

3. THE RESULTS – What happened?

- *What was our overall baseline? What results did we achieve (if any)?*
- *What were the baseline and results for different demographic groups?*
- *What have we learned from the actions we took?*
- **What was the impact** of this on people's lives and health
How did working with others on this challenge make a difference?

4 . WHAT'S NEXT?

- *How can we communicate progress with stakeholders to get resources?*
- *What is our plan for continuously tracking progress?*
- *What have we learned about leading for equity that we can use to take on a new challenge?*

LEADING FOR EQUITY
SESSION FOUR: SHARING STORIES AND LEARNING FROM OUR COLLEAGUES

Example of a Success Story:

A Story from Ethiopia:

IMPROVING RATE OF PROVIDER-INITIATED HIV COUNSELING AND TESTING (PIHCT)

The Challenge

“How to increase PIHCT to 80% in light of the shortages of test kits, heavy workloads, and low morale of health workers?”

In March 2010, the Arsi Negele Health Center gave 80% of all outpatient clients provider-initiated HIV counseling and testing (PIHCT), an incredible number when you consider that just three years earlier only about 3% were tested. What affected this change?

When the rate was only 3%, only suspected cases were offered testing. Then, in July 2007, the Ethiopian government expanded its strategy to allow free HIV testing for all, and all outpatients at health facilities should be offered PIHCT. Despite this strategy change, the rate at Arsi Negele rose only slightly—7% in the first year of the new policy and up to 23.9% by late 2009.

Bokona Dhaba, Head of the health center, explained that the *“Staff wasn't motivated enough to achieve improvements. We knew of the new policy, but there were still shortages of test kits. And if one of the outpatient health officers or nurses ran out of kits, they wouldn't do anymore, even if more kits were available elsewhere in the health center.”*

Actions Taken

The health center staff and the team created a shared vision. One nurse explained that *“the shared vision raised motivation among the staff, increased team spirit, and created a feeling of ownership of the work and individual responsibility for their work.”*

Now, when one of the outpatient health officers runs out of testing kits, he or she will seek out additional kits. One went so far as to drive to another site to acquire more supplies. They noted that the health center went from being one chronically late with reporting its numbers to the zonal office, to being one of the timeliest.

Results

In addition to achieving a PIHCT rate of 80%, the health center has also seen an increase in the overall number of clients due to improved customer service and outreach to the community.

The health center has also been able to open a new outpatient department to receive additional clients. Mr. Dhaba said, *“Now, I trust everyone to take ownership of their role and I make certain to provide acknowledgment to everyone for their commitment. The improvement in morale has been dramatic.”*

LEADING FOR EQUITY
SESSION FOUR: SHARING STORIES AND LEARNING FROM OUR COLLEAGUES

You can read another story example here: [New “Leadership Development Program Plus” Yields Results in Prevention of Mother-to-Child Transmission of HIV in Nigeria.](#)

We understand that in the Nigeria example, the teams had 6 months to work on their results.

We realize that in this program you are still in the early months and may not show dramatic results like this yet.

We are happy to hear about any milestones you have reached, such as involving stakeholders and getting resources, including support for data collection.