

Delivering a Holistic Data Collection Framework for Health Workforce Management

Overview

Healthcare workers are at the core of any health system, especially during unprecedented health care scenarios, and are a significant part of national health workforce management.

The National Health Workforce Accounts (NHWA) framework devised by the World Health Organization (WHO) aims to improve health workforce data and evidence for countries pursuing sustainable development, universal health coverage and other health care goals.

Client Requirement

The client, a federal healthcare authority and provider of healthcare services in the UAE, has a twofold objective, first, identify possible gaps in the country's health workforce, second, implement an evidence-based approach using health workforce data for formulating new worker regulations and policies.

Creating a health workforce profile for the first time around health workforce composition, education, expenditure, governance, policies, and IT systems is challenging, especially when data in the public and private sectors is spread across the seven emirates.

CitiusTech Solution

CitiusTech established a Data Collection Framework (DCF) that would allow the client to collect and manage data effectively and calculate core indicators from the NHWA framework defined for each pertinent area within the health workforce.

CitiusTech conducted the following activities for developing the DCF:

- Established data requirements based on key data elements related to quantitative indicators
- Developed questionnaires based on qualitative / capability indicators
- Collaborated with stakeholders to collect responses
- Conducted comprehensive analysis and confirmation of obtained data
- Calculated NHWA indicators for the data obtained, and published a report containing certified indicator values
- Provided recommendations on key challenges faced and improvement areas related to the NHWA indicator data

Value Delivered

- Published the **1st Annual NHWA UAE Report** and benchmarked UAE against global workforce indicators
- Identified potential gaps across health workforce numbers, regional distribution, training, skills, regulations, financial expenditure, and IT systems
- Enabled key policy makers with capability indicators data for better decision making
- Provided **structured information framework** to identify future workforce needs around health worker recruitment, retention, training, and localization
- Built a framework to improve epidemiology training programs and International Health Regulations (IHR) reporting for developing readiness to deal with possible future pandemics
- Provided recommendations to improve continuous learning for CPD, in-service training and transformative education areas
- Analyzed and provided recommendations for 'Human Resources for Health Information Systems' (HRHIS) to **report** and **track health workforce data** effectively

About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to healthcare technology companies, providers, payers and life sciences organizations. With over 4,000 professionals worldwide, CitiusTech enables healthcare organizations to drive clinical value chain excellence - across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), predictive analytics & data science and digital engagement (mobile, IoT). CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, platforms, proficiencies and accelerators. With cutting-edge technology, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare organizations worldwide.

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