



CQUIN Tools Lab: The Ngiyakuzwa Person-Centered Care Toolkit

Shawn Malone, Project Director, Men's PULSE

smalone@psi.org +27 81 038 1862



CQUIN 8th Annual Meeting | December 9-13, 2024 – Johannesburg, South Africa

Many patients, particularly men, cite the clinic experience as a barrier to care, but the clinic is often not supportive or empowering for providers either

Patient barriers

The clinic can be an unfamiliar space that men in particular feel awkward in navigating.

Counselling is often scripted, one-directional and overly technical. It does not surface or address individual issues.

Healthcare providers may show empathy only up to the point that a patient is 'compliant'.

Some providers view men as 'a problem', which can then reflect in their demeanor and communication style.

Provider barriers

Understaffing

Ambitious targets

Time spent on reporting and admin

Pressure to 'push the bench'

Stockouts and shortages

Inadequate infrastructure

Poor teamwork

Lack of appreciation

Lack of discretion

Inadequate training and capacity development

Person-centred care models rooted in monitoring and enforcement will not solve these problems. We need solutions providers can embrace.

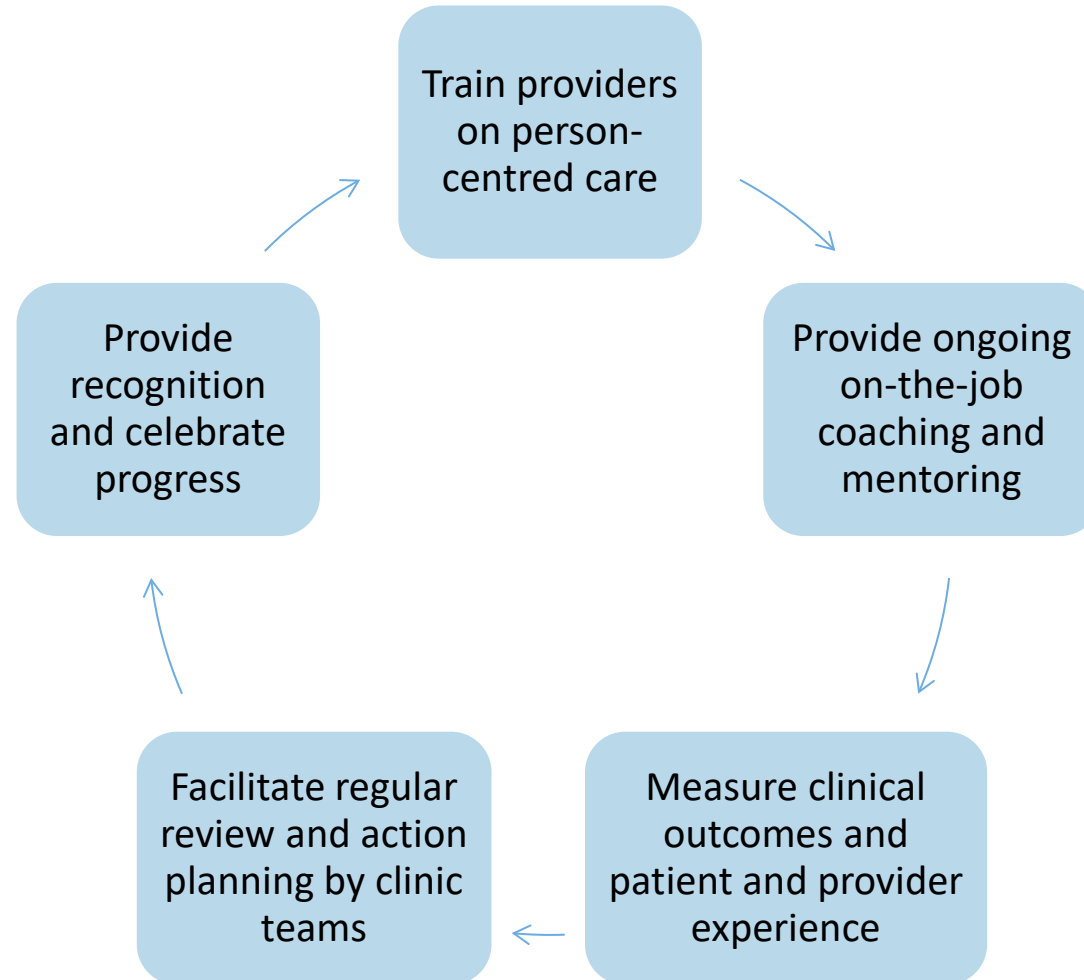
Providers identified areas of training and support that would enable person-centred care:

Empathy	Mental Health
Insight	Teamwork
Communication	Supportive Supervision

Providers also had suggestions on how best to deliver it:

Focus on practical knowledge and skills	Avoid once-off training—break it into ‘small bites’
Employ mentors who have walked the same journey (i.e., nurses)	Avoid full-day, off-site training—rather slot into the clinic routine
Make feedback constructive, not punitive	Avoid training of select team members and a ‘cascade’ approach

The model employs an ongoing process of training, coaching, mentoring, practice, feedback, reflection, recognition, and action planning



We piloted the model in 8 public facilities over 18 months and observed improvements across a range of indicators

Healthcare provider survey

Statement (% agree or strongly agree)	Baseline	Endline	Change
Overall, I feel satisfied with my job.	58%	82%	+24
I feel motivated to work as hard as I can.	69%	83%	+14
My job gives me a feeling of accomplishment.	70%	82%	+12
I feel good about the team I work with.	77%	80%	+3
I feel recognised and appreciated when I perform my work well.	69%	80%	+11
Suggestions from team members on how to improve things in this clinic are usually taken seriously.	36%	63%	+27
I have access to the training I need to perform well in my role.	57%	71%	+14
I get good guidance and support from my supervisor.	70%	79%	+9

Patient survey

Question (% yes)	Baseline	Endline	Change
Did the nurse greet you in a way that made you feel welcome and comfortable?	90%	99%	+9
Did the nurse use words you could easily understand?	87%	100%	+13
At the beginning of your consultation did the nurse introduce her/himself by name?	49%	75%	+26
Did the nurse ask about how you are feeling?	77%	94%	+17
Did the nurse explain what they would be doing today before getting started?	77%	94%	+17
Did the nurse ask if you had any questions or concerns?	57%	96%	+39
Did the nurse listen carefully to what you said?	82%	99%	+17
Was your privacy respected during your visit?	81%	98%	+17
Did the nurse ask you if you are having any difficulties taking your medication?	51%	91%	+40
Did the nurse explain your blood results in a way that was clear to you?	45%	96%	+51


The toolkit includes 16 one-hour training modules, including a variety of interactive exercises

Empathy Unit 1a Ngiyakuzwa



What Is Empathy and Why Does It Matter?

Mental Health Unit 2a Ngiyakuzwa



Mental Health and Well-Being

Unit 3a Communication Ngiyakuzwa



How to communicate better

Unit 4a Teamwork Ngiyakuzwa



What makes a strong team?

Unit 5a Ngiyakuzwa

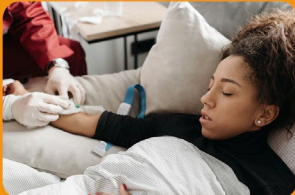


Understanding men

OM Unit 1 Ngiyakuzwa

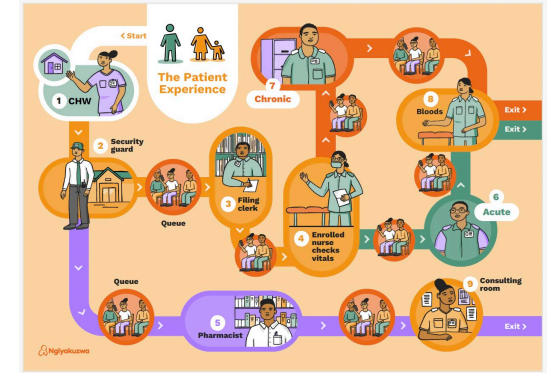


Supportive Supervision



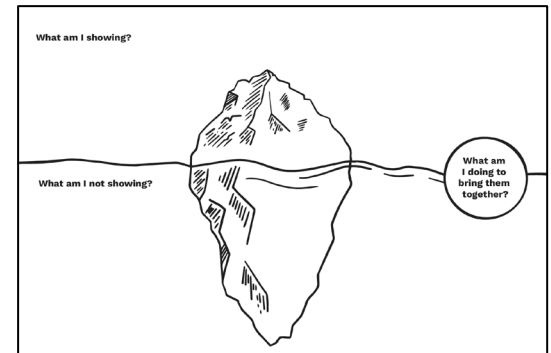
Let's talk about a time you were sick yourself.

- How did you want that person who was helping you to act toward you?
- How did you want them to make you feel?
- How did you **NOT** want them to make you feel?
- Do you think they really understood how you were feeling?
- What do you think they could have done better in terms of your feelings?



It can help to remember your PEARLS!
These are all strategies that you can use to be more affirming with your patients

- Partnership** Let's work together to find a solution to this problem. We will figure this out together.
- Empathy** It sounds like this situation has been very frustrating for you. I can see that you are dealing with a lot.
- Apology** I'm sorry that you've been waiting so long. I'm sorry that you had a bad experience the last time you were here.
- Respect** I'm proud of how hard you have been working. I give you a lot of credit for having the courage to come back.
- Legitimation** The way you are feeling is completely normal. Many people have felt the same way when facing this challenge.
- Support** You don't have to deal with this alone. I'm here to help you in any way I can.



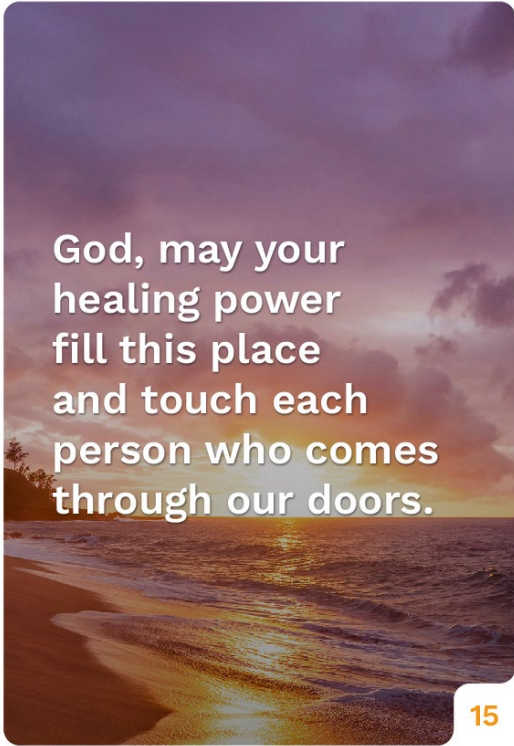
We supplemented the training materials and activities with behavioural 'nudges' aimed at reinforcing a person-centred mindset

Daily prayers



God, give us
the vision to see
when someone
is worried or
hurting and
to give words
of comfort
and support.

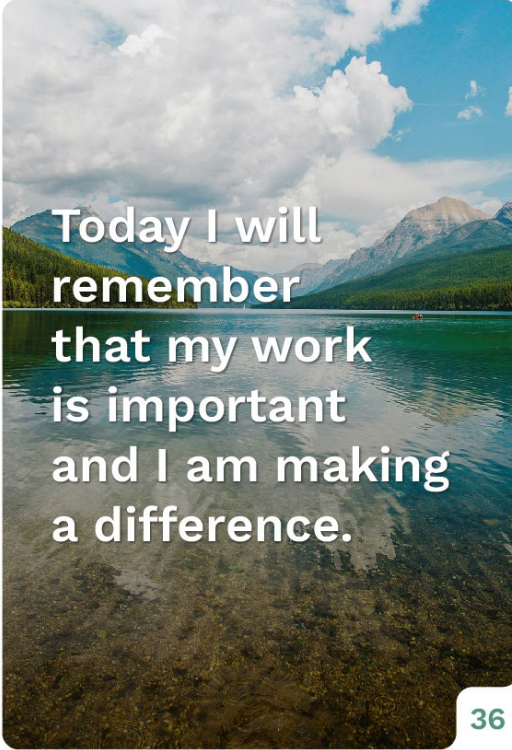
8



God, may your
healing power
fill this place
and touch each
person who comes
through our doors.

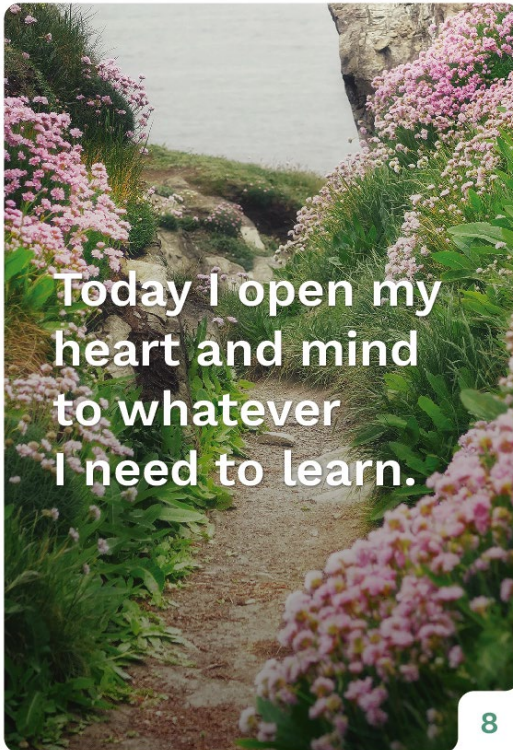
15

Daily intentions



Today I will
remember
that my work
is important
and I am making
a difference.

36



Today I open my
heart and mind
to whatever
I need to learn.

8

We introduced 'feel-good stories' to help providers see person-centered care as feasible and normative

We designed lapel stickers as positive visual prompts for both providers and patients

Feel-Good Stories

Instructions for the facility manager

▶ The first time you do this activity, you might want to explain a bit about why you're doing it. Feel free to use your own words, but you might say something like:

- Sometimes our minds get stuck on the negatives—what is going wrong, what is stressing us, etc. But if we look for the good, we can always find it! And taking a moment to focus on the positive can help us to feel more motivated and encouraged.
- This activity aims to help us do that. It's about sharing stories of things that have made us feel good about our work—whether it involves a patient, a colleague, or someone else.
- We'll call these feel-good stories, since they're meant to help us feel good about each other and our work.


▶ Then (and in subsequent weeks) you might say something like:

- Who has a feel-good story to share with us from the past week? It can be anything, big or small, that made you smile or feel good about your work.

Give people a few moments to think—some people need time to gather their thoughts. Don't be afraid of the silence.

If no one volunteers, you might try leading with your own story to 'break the ice'. As this activity becomes a habit, it should get easier.

When the first story has been shared, you can either invite additional stories if time permits or thank the person and close.

 Nginyakuzwa

Your health comes first.

What's on your mind today?

Talk to me.
I'm here for you.

I'm glad you're here today.

Any questions?
Please ask me.

If you're happy,
I'm happy.

You matter to me.

You can ask me anything.

We also developed patient-facing materials to encourage patient agency, engagement, and feedback

Questions about
your medication?



Please ask us.
We're here to help.



When I'm not sure
about something, I ask.



My nurse is here
for **anything**
I want to know.



The best part of
someone's day is
knowing that they
made a difference.

If someone at this clinic helped
you today, please tell them!

They will be so happy to hear it.

Just a simple
"thank you" can
make someone's day.

If someone at this clinic gave you
good care today, please tell them!

They will be so happy to hear it.

If you're interested, we're available!

An electronic version of the toolkit is available free of charge.

In addition, we also have a limited number of paper-based toolkits available as samples.

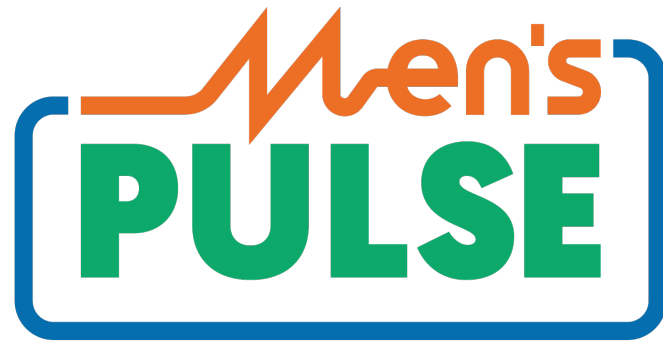
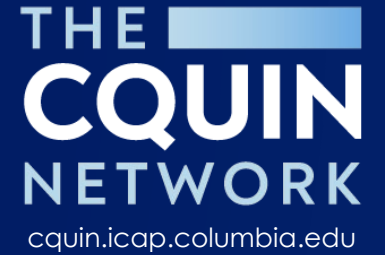
We are also available to provide training and technical assistance to anyone who may be interested in implementing the model in whole or in part.

**We are happy to connect with anyone interested in exploring the model further.
Please do not hesitate to reach out!**

Contact: Shawn Malone, smalone@psi.org, +27 81 038 1862



Thank You!



Promoting Upscaling
of Last-Mile Solutions
for Engaging Men

