


**AN OUTCOMES EVALUATION OF THE WELLNESS CENTRE FOR HEALTH CARE WORKERS IN SWAZILAND**



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R Kevin Mallinson, PhD, RN, AACRN, FAAN  
Principal Investigator

U.S. Fulbright Scholar 2012 – 2013  
Kingdom of Swaziland




Sub Saharan Africa has 25% of the global burden of disease...



but has <3% of the world's health care workforce.


~ 27% of the Swazi population is HIV infected



Seroprevalence: 49% for 25 – 35 y.o. males & females

In 2004, HCWs were overwhelmed, stressed, and traumatized

- high rates of patient morbidity & mortality
- declining resources
- colleagues ill & dying



Demoralized and losing hope

Leaving Swaziland  
... or leaving the profession

**HCWs were feeling undervalued**

**They were reluctant to seek health care**

- no confidentiality
- queuing up with clients
  - undermined professional respect and trust
- stigmatizing to access HIV or ART services
- health care was an unwelcome expense

**Wellness Centre for Health Care Workers**  
Official Opening: Sept 2006




**Centre Services for HCWs and Dependents**

**Primary Care**

- non-urgent illnesses
- non-communicable diseases (HTN, diabetes, etc)

**HIV Counseling & Testing, pre-ART, and ARVs**


**TB screening and treatment**

**Outreach Activities**

- Home Care visits
- recruit clients, educational programmes, etc.

**Outcomes Evaluation Study**

A mixed-methods design of first 6 years of Centre:

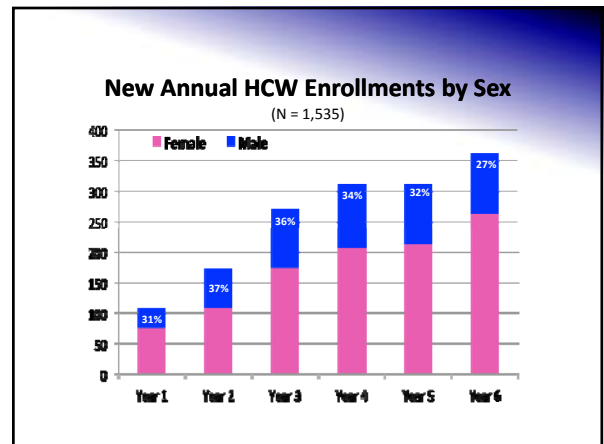
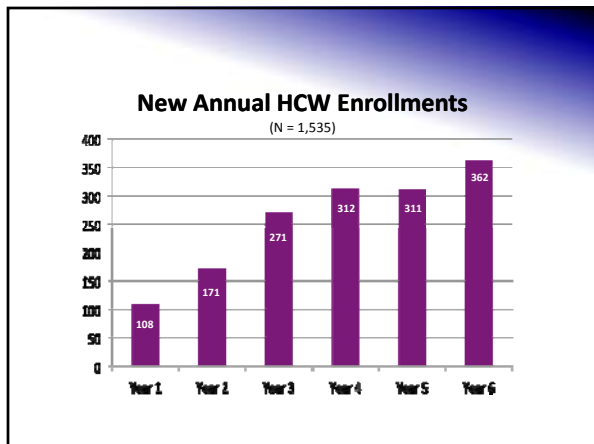


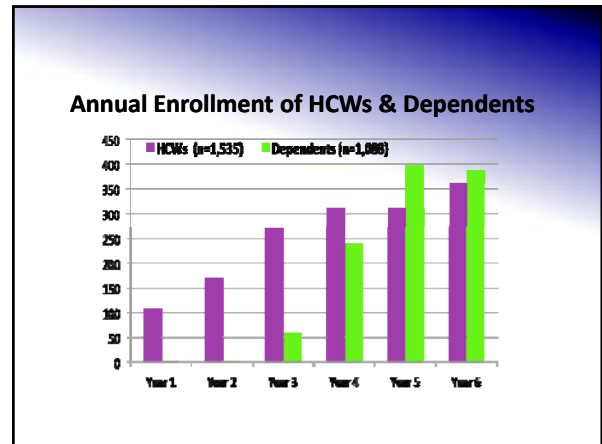
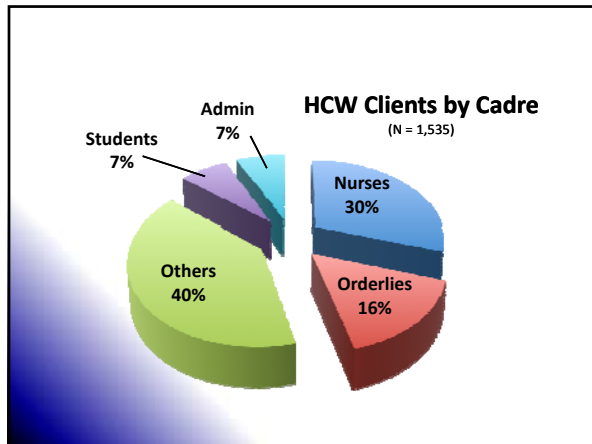
**Medical files typed into a database**

- demographics
- group comparisons
- cohort analyses

**Qualitative interviews conducted**

- HCW clients (n = 21)
- Wellness Centre staff (n = 9)





**What the database doesn't tell us yet...**

- How many Centre clients have died each year
- Average CD4 counts at enrollment; CD4 changes
- Percentage of HIV-infected clients on ARVs
- Numbers of pregnant clients who used PMTCT
- and more ...

**Lessons to be Learned**

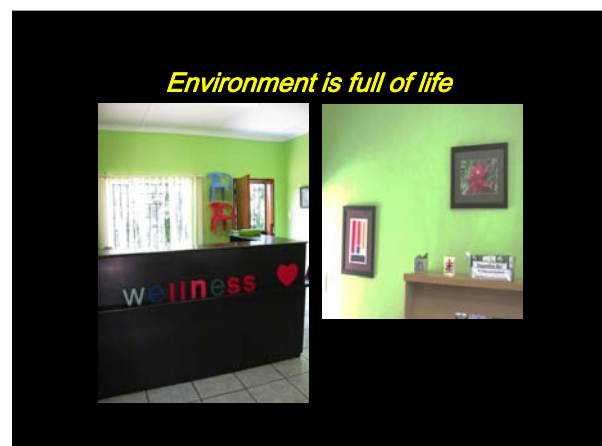
- Design a database to meet evaluation needs
- Conduct a pilot evaluation after initiation
- Engage staff in all aspects of design / evaluation
- Monitor and improve quality of documentation
- Align databases to communicate effectively

**Qualitative Interviews**

*What has been your experience at the Wellness Centre?*

Conducted in SiSwati by professionals

- Informed Consent, voluntary
- audiotaped for accuracy
- translated into English for analysis



***Environment is full of life***



*clean, comfortable  
beautiful  
inspiring and motivating!*



***Centre Staff is Warm and Engaging***

*There is a difference, my brother. The staff is friendly here...there is confidentiality.*

*They attend you fast here and you're able to go back to work.*



*I am always free to ask the nurses...if you want to ask some question, they listen and respond.*

*They explain everything to us...*



*...without rushing...without getting impatient...*

*I appreciate the attention they give to me.*



*It's not like other health facilities where they don't discuss your health issues with you...*

*... they explain [my] illness and how to prevent ...  
I always feel better afterwards.*

*They have a sense of humour...*



*I feel at home here and always free in spirit.*

*The garden is a good idea...teaches and motivates us to grow our own gardens...*



*...this place for us – as health care workers – which is so beautiful...*




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*This is our hope now.*

Wellness Centres



- Swaziland
- Lesotho
- Malawi
- Zambia
- Uganda
- and
- Ethiopia (soon)

*Funding for the Outcomes Evaluation Study*



Barnes-Jewish Hospital Foundation

*Questions? Comments?*