



Challenging the health process, fixing the hurts in St Vincent and the Grenadines: TEACHING NOTES

The notes were designed to provide a means for the lecturer and students to derive a full understanding of the case and to assist with the preparation for class participation.

- What should be the driving force for action in this case?
- What set of issues should be given priority?
- How should the process commence?
- What will be the likely outcome if there is no consensus from the major stakeholders?
- Taking everything into consideration whose interest should come first: the interest of the doctors, the nurses, the policy position of the government or the people?

Learning objectives

The learning objectives were designed to ensure that the students have a full understanding of issues:

- Relating to change management specific to technical and non-technical positions i.e. matters dealing with the considerations for line and staff functions.
- The implementation of change management discipline within a health culture.
- How to create a win –win situation with powerful professionals in an environment of limited budgetary allocation.
- The dynamics of real world human resource considerations
- The matter of functional co-operation and how to build alliances in sensitive environment.

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Reading List to Assist with Case Theory

Kouzes, J. & Posner, B. (1987) *The Leadership Challenge: How to get extraordinary Things done in organizations*. San Francisco. Jossey-Bass Publishers.

McLaney, E. (1991). *Business Finance for Decision Makers*. London. Pitman Publishing

Meredith, J. & Mantel, S. (1989). *Project Management: A Managerial Approach*. New York. John Wiley & Sons.