



# ROLE PLAY-INCENTIVE

## *Role-play and Discussions On Incentive*

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### **Notes Slide 1:**

#### *Instructions:*

- During the coffee break, request participants willing to play a role and prepare the play*
- Prior to commencing the role-play, read or provide copies of the setting of the role play to the other participants*

## Background to Incentives Role Play

In a performance based financing setting, incentives are paid to service providers for the achievement of targets agreed upon. Payment is made regularly based on prearranged intervals, whether it is contracting in or out. *Cross Roads Health Initiative* is a service provider organization that has been contracted by the Ministry of Health to manage 50 health facilities. The entity is under contract to deliver the BPHS, however, there are certain indicators selected by health experts based on national health priorities to be paid for. *Cross Roads Health Initiative* therefore receives at the end of each validation period bonuses for satisfactory performance.

As a precondition for awarding the contract to *Cross Roads Health Initiative* some of the bonuses must trickle down to the staffs of the health facilities. *Gbangama Health Center* has just received its share of the quarterly bonus from *Cross Roads Health Initiative*. But how is distribution done at this center?

- Maima Dagba is the Officer In Charge of the health center. She has formulated her own distribution plan: The OIC takes 70% of the bonus and shares the rest among her staff.
- Morris Zoena is the Physical Assistant who does the consultations. He feels that the bonuses should be distributed respecting performance first, and then seniority. He is determined to confront the OIC.
- Famatta Wena is the only midwife at the center and performs all the deliveries at the center. She spends nearly all of her time at the center to be able to provide efficient service. She is obviously upset that she has put in a lot of time but got an unfair share of the bonuses. She is keen on making her case.
- Jonathan Wheagar is the cleaner and serves at security at the center. He believes he, too, deserves a just recompense for his hard work and dedication.

The entire staff is dissatisfied with the manner in which the OIC shares the bonuses. Displeased, the staff under the leadership of Morris, Famatta and Jonathan, have decided to meet with Madam Dagba.



## DISCUSSION ROLE PLAY-INCENTIVE

1. Describe what you saw in the role play.
2. Could this happen in real life?
3. Would you call it a risk when implementing Performance based contracting?
4. Who should be the recipients at the level of:
  - a. The contractor?
  - b. The health facility?
5. Who should be involved in it at each level and why?
6. If you were designing a PBC system for Liberia what would you recommend?
7. List 4 benefits of performance incentives.

### Notes Slide 3:

Discussion with the group, following the role play.