

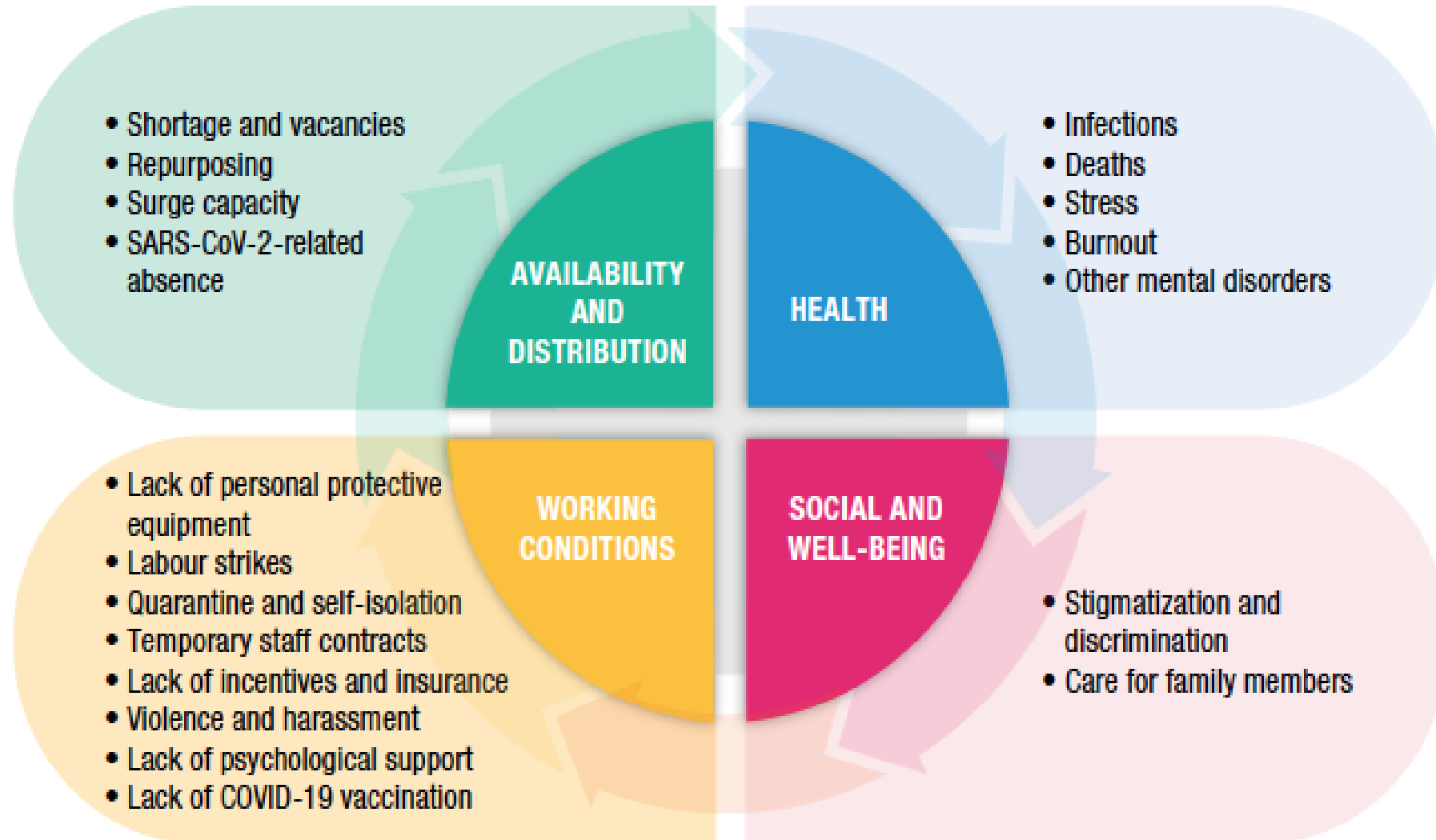
Fifth Global Forum on Human Resources for Health 3–5 April 2023

Protect. Invest. Together. 

Fifth Global Forum on Human Resources for Health Global Health and Care Workers Compact

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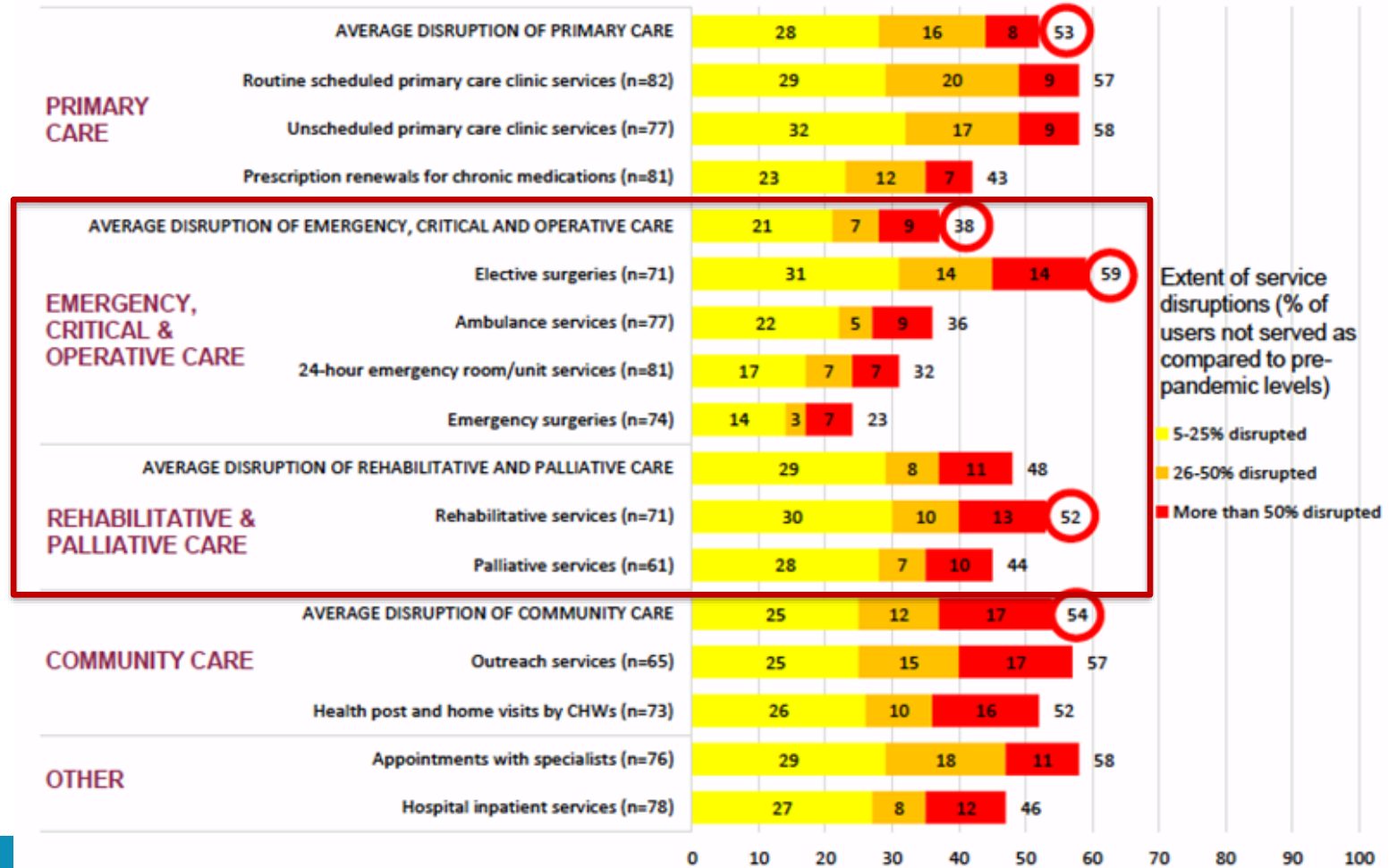
Impact of COVID-19 on health and care workers



....disruptions to essential health services



Percentage of countries reporting disruptions by service delivery setting (n=93)



Sources:
https://www.who.int/publications/i/item/WHO-2019-nCoV-EHS_continuity-survey-2020.1
https://www.who.int/publications/i/item/WHO-2019-nCoV-EHS_continuity-survey-2021.1
https://www.who.int/publications/i/item/WHO-2019-nCoV-EHS_continuity-survey-2022.1

WHA74.14:

Protecting, safeguarding and investing in the health and care workforce (WHA 74.14)

UNGA 74 (2019)

Political declaration of the high-level meeting on universal health coverage

WHA75.17:

Human resources for health: Working for Health and Global health and care worker compact



Global Health Care and Worker Compact

WHA74: Member State mandate to develop Care Compact

- Scoping review of all international instruments

Key informants (professional associations, institutions)

- Peer review
- Interviews: Frontline Health Worker Coalition; Global Health Workforce Network (Chair, Gender Chair, Youth Chair); International Council of Nurses; International Labour Organization; International Pharmaceutical Federation; Organisation for Economic Co-operation and Development; Public Service International; World Medical Association

WHO technical units

- Internal review & consultation

Member States

- Consultation

WHO Health Workforce secretariat

- Design of technical review & implementation database
- Support to Member States



<https://www.who.int/publications/m/item/carecompact>

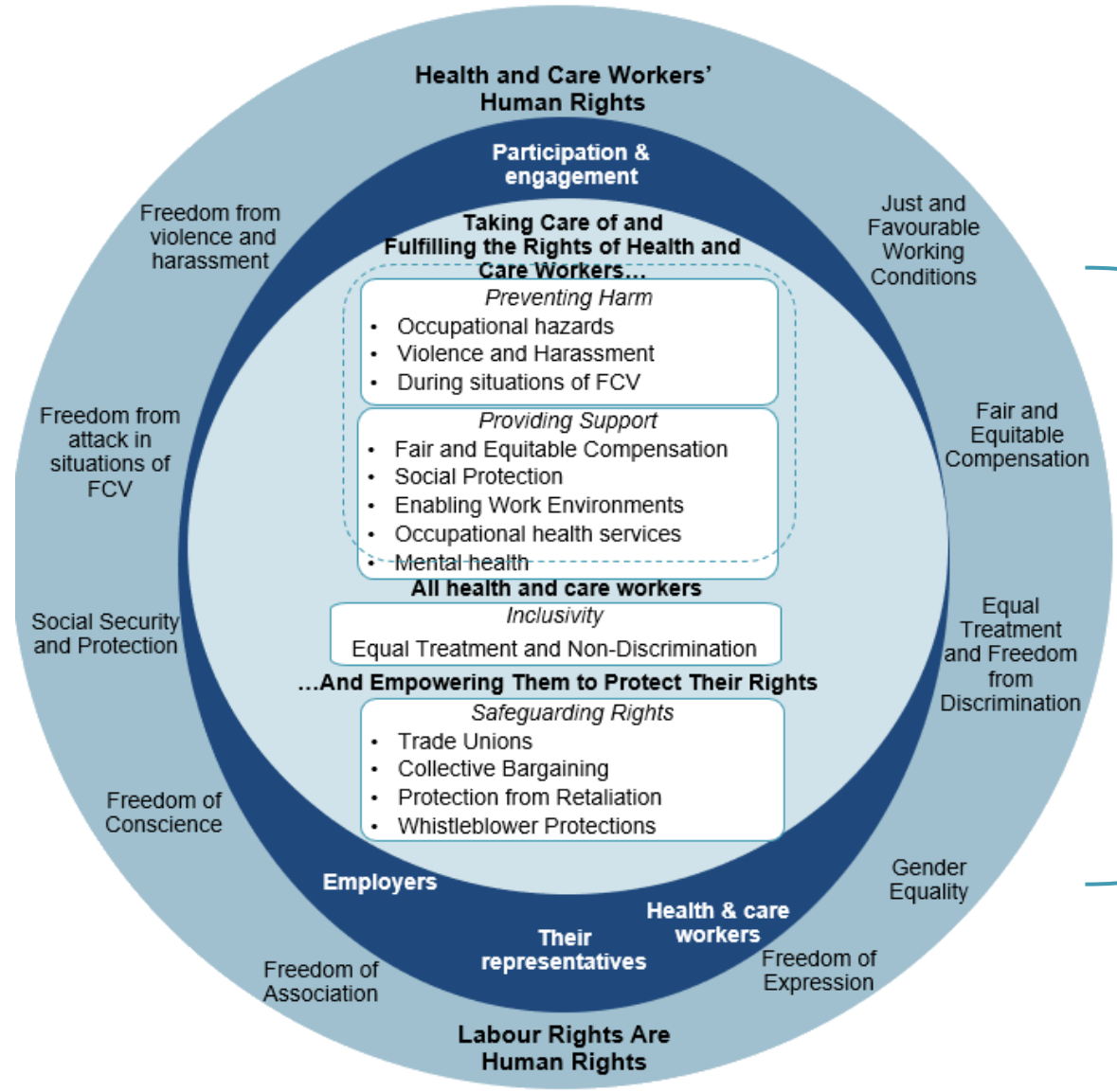


PREVENTING HARM

PROVIDING SUPPORT

INCLUSIVITY

SAFEGUARDING RIGHTS



Fulfilling the Population's Right to the Highest Attainable Standard of Health

- Available, Accessible Health and Care Services
- Respectful, Non-Discriminatory Care
- Safe, Quality Care

PREVENTING HARM

Area of Focus	Management actions	Policy recommendations (commitment)
Provision of health services	<ul style="list-style-type: none"> •Provide adequate PPE for all HCW •Ensure quality, accessible, affordable, confidential care for physical & mental needs •Ensure free care, treatment, occupational rehabilitation & support for diseases, injuries & other health conditions resulting from work •Offer diagnostic examinations, vaccination & other preventive care to for occupational diseases or other health conditions •Prioritize HCW for scarce health resources involving infectious or other diseases with workplace exposure risk 	<ul style="list-style-type: none"> •Establish the laws, regulations, & policies necessary to fulfill these commitments to health services •Promote peer networks & healthy lifestyle & other health programmes •Prioritize HCW for COVID-19 vaccines, testing, treatment, & care
Protection from violence & harassment	<ul style="list-style-type: none"> •Create & ensure safe & healthy working conditions that are violence- and harassment-free, especially for women health workers •Respect & fulfill rights to report violence & harassment & for self-removal from situations of danger •Provide confidential social, health, legal & other support for those who report •Remedy & prevent situations of violence •Create gender-responsive complaint & reporting mechanisms 	<ul style="list-style-type: none"> •Develop or strengthen laws, policies, & strategies to prevent workplace violence & harassment. •Enact requirements for employers to establish plans & actions to prevent violence & harassment •Ensure effective inspection, investigation, monitoring & enforcement mechanisms •Ensure fair remedies for those who have experienced violence or harassment •Provide guidance, information, tools & training programmes to educate HCW, employers & the public •Correct misinformation that may heighten the risk of violence against HCW & health infrastructure •Ratify ILO Convention 190 on Eliminating Violence and Harassment in the World of Work
Humanitarian situations	<ul style="list-style-type: none"> •Protect & prevent HCW, humanitarian workers, infrastructure, transportation & facilities from being targeted •Ensure that HCW, transport & facilities have clear & universal markings. •Provide compensation & support to victims •Contribute to data collection & reporting on attacks on health care & ensure independent investigations 	<ul style="list-style-type: none"> •Ensure that laws are consistent with Geneva Convention, including by reinforcing punishment for attacks on health care •Use diplomatic, political, & economic leverage, to ensure compliance to international human rights & humanitarian law during armed conflicts. •Train armed forces on IHL, ensure support & guidance to carry out their responsibilities •Reinforce accountability to military & criminal law for violations •Review and revise rules of engagement, training material and operational rules & guidance consistent with IHRL and IHL obligations



Area of Focus	Management actions	Policy recommendations (commitment)
Fair & equitable compensation	<ul style="list-style-type: none"> •Ensure just & fair remuneration for all HCW •Provide remuneration at levels comparable to other workers with similar or equivalent qualifications and responsibilities, taking into account cost of living •Encourage private, NGO and faith-based employers to adopt fair remuneration levels •Compensate HCW fairly for all working hours, including overtime & other entitlements •Ensure equal opportunity for promotion, greater remuneration & responsibility for all workers, particularly women & those traditionally excluded from advancement •Close the gender pay gap, end inadequate or non-existent compensation for care workers and others •Apply compensation, benefits, working hours and rest standards equally to all occupational groups, including those with higher gender composition •Financially and otherwise compensate public and care workers serving remote, hardship and HTRA and provide hazard pay •Recognize the value of unpaid health & care work 	<ul style="list-style-type: none"> •Review compensation & benefit structures to ensure fairness, equity & non-discrimination, present findings publicly, adjust government salary scales •Provide guidance & conduct audits to protect against unfair pay disparities & act to end discriminatory pay practices •Ensure that social protection policies extend to unpaid caregivers •Ensure social protection, public services and infrastructure for unpaid caregivers
Social protection	<ul style="list-style-type: none"> •Provide all HCW social security (health benefits for selves & families, disability & survivor benefits, paid maternity & parental leave, unemployment & old age benefits, & social security benefits when not working due to disability or child care) •Provide benefits including vocational rehabilitation for all HCW (including those volunteering for social service & health facilities) who are injured or become ill in the course of providing services 	<ul style="list-style-type: none"> •Review legislative & policy frameworks, develop staged plans & strengthen laws, regulations & policies for equitable distribution •Establish national social protection floors •Educate private household employers & ensure legal compliance to provide benefits to care workers •Recognize COVID-19 as a compensable occupational disease
Enabling work environment	<ul style="list-style-type: none"> •Ensure effective management with trained managers, supportive supervision, feedback exchange opportunities & clear job responsibilities •Provide health information, continuing professional development to maintain & build skills & competencies, lifelong learning & career advancement •Establish work environments that allow HCW to meet family responsibilities without fear of termination •Provide additional support to newly qualified HCW & those from marginalized groups 	<ul style="list-style-type: none"> •Strengthen health systems to provide required equipment, supplies, medicines & other technologies •Establish/strengthen policy frameworks to facilitate enabling environments for all HCW •Review/update HRH strategies & policies & align budgets to assure sufficient resources for enabling environments •Develop guidance for private, NGO & faith-based employers on establishing supportive work environments •Work with HCW associations & organizations to develop support networks



Area of Focus	Management actions	Policy recommendations (commitment)
Equal treatment & non-discrimination	<ul style="list-style-type: none"> •Provide inclusive and respectful work environments •Provide reasonable accommodation for people with disabilities •Enforce zero tolerance policies for discrimination •Establish or strengthen enforcement mechanisms, mechanisms to provide redress for grievances & to protect confidentiality. •Initiate or strengthen information & communication campaigns on non-discrimination laws •Increase the proportion of women in health & care leadership roles 	<ul style="list-style-type: none"> •Enact or strengthen anti-discrimination labour legislation •Ensure equal treatment & non-discrimination of HCW based on any UN treaty-recognized status (including but not limited to indigenous peoples, ethnic minority, disability, age, nationality, marital & family status, sexual orientation & gender identity, health status, place of residence, & economic & social situation) •Ensure equal labour & human rights (including but not limited to job choice, hiring, unionization, working conditions, remuneration & benefits, equal pay, social security, overtime, rest & working hours, leave with pay, sick leave, working conditions, professional development, career progression, work evaluation, job security, & protection from termination based on any status or condition) •Ensure women may return to same/equivalent position post-pregnancy & preclude employer questioning regarding pregnancy or planning as a condition of work
Right to unionize & collective bargaining	<ul style="list-style-type: none"> •Permit & protect the right to form & join independent & self-governing unions •Protect HCW & their representatives from prejudicial actions related to union activities •Prohibit HCW employment contingent on joining a union •Protect collective bargaining ability 	<ul style="list-style-type: none"> •Legislate right to join & form unions without threat of retaliation •Enact penalties for interfering with right to unionize •Enforce collective bargaining laws
Whistleblower protection	<ul style="list-style-type: none"> •Protect right to act for personal & public health & safety, in line with medical ethics •Protect from all retaliation or negative consequences any HCW who inform in good faith on any body or actor •Avoid seeking identifying information on whistleblowers who do not identify themselves •Do not punish anyone performing medically ethical health activities •Do not threaten, require or coerce HCW to disclose information about sick or wounded patients in their care •Do not oblige HCW to engage in any actions that may amount to torture or other cruel or degrading treatment 	<ul style="list-style-type: none"> •Ensure protection for providing information on employer breach of statutory, legal regulatory or policy requirements, including inadequate occupational health & safety, violence & harassment, unusual or unexpected health events, corruption & illicit or unethical actions •Review, develop & strengthen legal frameworks that safeguard whistleblowing rights •Educate HCW, employers & law enforcement on whistleblowing & non-retaliation rights •Provide appropriate penalties for breaching the confidentiality of whistleblowers

INCLUSIVITY
SAFEGUARDING RIGHTS


Enabling actions for safe, healthy, rights-respecting and supportive work environments

Establish national committees of HCW (gender, diverse, interdisciplinary, union, multidisciplinary) to advise at all levels on compact implementation & to monitor implementation

Develop national & local action plans to implement commitments & policy actions ICW HCW associations, representatives, non-health sectors, health workers in HTRA and underserved populations

Review laws, regulations, strategies & policies to ensure alignment with compact

Review/revise M&E frameworks and indicators & targets for alignment with compact, ICW full spectrum of HCW actors

Review budgets & allocate maximum resources to right to health & other human rights;

Increase budgets for HCW to meet commitments, including special attention to HCW in underserved & marginalized communities; make efforts to increase budget with each cycle

Develop guidance for private, NGO, faith-based HCW employers, including recommending meaningful HCW participation in all venues

Encourage meaningful participation of HCW in development of policies, strategies, plans, programmes and projects

Integrate compact elements in national health workforce strategies, including respecting the WHO Global Code of Practice

Strengthen regulatory ability to effectively enforce laws and regulations across sectors and to train regulatory authorities

Share the compact throughout government, HCW and their associations, and the public; especially with those without formal unions and in underserved areas

Support HCWs who lack formal organizations to develop associations or networks

Reinforce capacity building for existing unions, CSOs, global unions and others to this capacity; encourage coalition-forming



Let's turn policy into action
to care for those who care for us

<https://www.who.int/health-topics/health-workforce>
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