

## Mediation Role Play – Health Clinic vs. Village Health Committee

**Directions:** Read or have two people act out the perspectives of party #1 and #2, the nurse and the village health committee leader, then try to reach a mediated agreement that addresses both parties' grievances.

**Goal:** Use mediation to try to arrive at an agreement between facility staff and village health committee to resolve the conflicts and improve health in the community. You may also consider taking relevant action outside of the mediation agreement.

### Party #1: Nurse in charge of MCH Aid

- MCH Aid is not on pay roll, and so the nurse is frustrated. Nurse gives her a bit of her own salary, or sometimes she will earn a small daily wage from a campaign (e.g. HIV, vaccination, etc.).
- Staff are frustrated with community's unwillingness to change behavior, and to support clinic. Staff would appreciate if community made some contribution to make up for MCH aid's lack of salary.
- The physical facility is in bad shape. Roof is leaking. Foundation is eroding. Bush around the facility is thick and unkempt. Staff would expect VHC to take care of these things.
- The community members are not using toilets, even though some are built in the village, and this results in a lot of diarrheal disease, including the death of 2 children last year.
- Staff have seen the mosquito nets given to community used as fishing nets.
- Drugs are sometimes not available at District Medical Store, and so staff have to buy them on open market, and then staff charge community members for the drugs.
- Staff not receiving transport allowance consistently from District Health office to be able to do outreach.
- *Feel free to add specific details, to show your frustration, etc.*

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### Party #2: Community leader from the Village Health Committee

- Facility staff are often both absent at the same time. Often, they don't inform anyone. Sometimes people travel a long distance to reach clinic with a sick child and then they meet the door locked.
- We heard about the new free health care policy that was launched, and yet we have reports that the nurses continue to charge money for basic drugs, such as malaria treatment for children under five.
- The staff do not speak with community members respectfully. They sometimes yell at patients.
- There are some outlying villages in the clinic region that the nurses have never visited, and so people there know very little about the clinic.
- *Feel free to add specific details, to show your frustration, etc.*

### Role Play: Community Paralegals

- The community, represented by the village health committee, has made complaints to you about the nurses in the Community Health Post. Complaints regarding absenteeism, unlawful charges, attitude, and lack of outreach.
- The 2 staff members have made complaints to you as well:
  - About insufficient support from the ministry-- one nurse is not even on payroll, drugs are sometimes not available at medical store, funds for outreach not forthcoming.
  - And also about the community's attitude—failure to use toilets and bed nets causing increased sickness, failure to make repairs to facility, failure to support and encourage the nurses.
- You have called a mediation meeting with the two. **Role play reaching an agreement between both parties that will improve health in the village.**