

**Strengths - Weaknesses - Opportunities – Threats Matrix**

**Social Work and Counseling Office-Tsabong Primary Hospital**

<b>Strengths: Everything good - Capacity and internal quality that can be used to improve the community</b>	<b>Opportunities: All the external possibilities that could be utilized to better the community</b>
-Space and staff are sufficient for more than one consultation at a time	-Develop more procedures, guidelines, consents and policies
-Transport can be requested for follow up or special trips	-Attend more govt. trainings relevant to social work
-Successful implementation of standard operating procedures	-Train other health staff on patient treatment and progression
-Unit has its own laptop that can be used to do local presentations and effective district outreach at other clinics and health posts	-Improve transportation scheduling so more remote clinics and health posts can be reached for social work and counseling
-Small staff is easy to manage and get everyone on the same page	-Due to organizational changes leaving clinics now under the hospital and DHMT, there are more opportunities for outreach to other villages
-Well-educated staff meets training requirements for counseling	
-Quality service manual developed together as a unit	
<b>Weaknesses: All the actual issues that bring us problems, deficiency and limitations at work</b>	<b>Threats: All the negative tendencies that could happen as an effect of some problem</b>
-Client follow up with those who only own a cell phone is difficult b/c switchboard operator must be present and available to help set up the connection	-Transfer is difficult to arrange out of this area so staff end up remaining much longer than they like, effecting attitudes and work performance
-A lack of proper infection control procedures by OPD allow counseling staff to be in close proximity to TB patients or those expected to be TB + for long sessions without proper ventilation	-Social workers experience emotional fatigue from seeing many difficult cases day after day which can affect their ability to provide sufficient and effective counseling
-No current and relevant umbrella policy guidelines for the hospital to refer complaining patients to	-Vast improvements are needed in the organizational culture and professionalism found within the hospital and DHMT
-Scheduling transport and pick up for home visits is difficult because staff need to visit an indeterminable amount of time	-Potential loss of counseling space when hospital has to absorb the rest of DHMT staff who previously had offices at the RAC
-Desk in main room provides a barrier between patients and staff	-Counseling on defilement cases is difficult because it has become culturally acceptable on many levels and some girls/families choose not to prosecute cases for various reasons
-No feedback system to allow patient suggestions on counseling	

**Areas/Activities for Development:**

Help develop a hospital policy for infection control; Help write a new umbrella policy for the hospital; Help social work office develop additional procedures, consent forms and a patient feedback system; Help social work office develop and deliver effective presentations on professionalism and positive work attitudes for hospital staff; Help develop outreach presentations on the issue of defilement and why it is a major concern to the welfare of girls; Design and implement a workshop on patient Motivational Interviewing to those in the district involved with counseling; Work with social work staff at primary hospital to develop a committee focused on violence prevention for men (since there is a shortage of outreach for men in this area).