Community Health Worker Supervision

Maximizing Effectiveness and Retention

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Peer Supervision

- **Objectives:** Using peers, such as other CHWs, to aid in supervision of CHWs
- **Prerequisites:** Functioning and accessible HC, travel resources, appropriate tools
- **Benefits:** Strong feedback component, peer to peer learning, problem solving. Also potentially scalable but requires district/local support
- **Challenges:** Types and numbers of CHWs in proximity. Peer-based training and materials. Facilitation skills. Monitoring and evaluation (Quality control)

Community-based Supervision

- Objectives: Engaging the community in expectation-setting, role development and recruitment. Also, in providing feedback and guidance to CHWs
- Prerequisites: moderate to high community engagement in health or in another sector; access to data; authority to incentivize or sanction for performance
- Benefits: cost-saving; improved impact; direct response to community needs
- Challenges: managing linkages to health sector; clinical quality management; PHC management at a local level

Most Effective and Innovative Interventions

- Use of peer assessments, group assessments, self-assessments, community-assessments, and combinations of these
- Use of checklists; and
- Focus on problem-solving at the supervisor, provider, or community levels
- Group supervision focused on goal setting and problem-solving
- Engaging stronger peers to support weaker peers through on-the-job training and mentoring
- Community monitoring of health worker performance; and
- Onsite visits from supervisors, with periodic self-assessments (recorded and shared with a supervisor) and regular phone calls from a supervisor.

Future Generations/Peru

Brief overview:

External Supervision from Health Center or District Health Office with Community Facilitators

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Helen Keller International/Burkina Faso

Brief overview:

Group supervision with VHCs

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CORE Group Polio Project/ India

Brief overview:

Peer supervision and use of coordination meetings

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Wrap up and Take-away

- Supervision is challenging, but ripe for innovation
- Supportive supervision has several objectives: design/implement to meet objectives
- Adapt to local environment, use of data for improvement, and engagement of resources (human: groups, peers, communities) to share the responsibility
- Effective supervision requires time, resources, and careful planning and monitoring of implementation

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