

COUNTDOWN

Calling time on Neglected Tropical Diseases

TRAINING PACKAGE FOR FGS MONITORING AND SUPERVISION

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PURPOSE OF THIS GUIDE

- Outlines how to facilitate training on the monitoring and supervision sections of the FGS manual
- To be used by health system stakeholders across all levels of the health system and healthcare workers who design and implement monitoring and supervision activities for peers and collaborators
- Contains tips on facilitating and planning a monitoring and supervision process, what to supervise as well as the tools necessary to implement and support the supervision process

OBJECTIVES OF THIS GUIDE

- ✓ To understand how and when to use this training guide
- ✓ To develop skills in planning a monitoring and supervision activity for FGS
- ✓ To understand strategies used for supervision
- ✓ To effectively use the various tools needed for monitoring and supervision of FGS activities

ICE BRAKERS

What do you understand by monitoring?

What do you understand by supervision?

Why is monitoring and supervision important for the FGS intervention?

Discuss your responses

INTRODUCTION

Monitoring and supervision is described as:

The process of overseeing a person or activity to ensure safe and effective delivery of the activity / services

Includes sharing:

- **Knowledge and experiences between supervisor and supervisee**
- **Challenges faced by implementer / supervisee**
- **Support activities to help progress of supervisee and the programme / activity**

OBJECTIVES OF MONITORING AND SUPERVISION

- ✓ Understand why and when the supervision is important
- ✓ Identify what activities should be supervised
- ✓ Identify what strategies will be used to supervise each activity
- ✓ Identify and understand supervision tools and support for each person/ activity supervised

WHY AND WHEN SUPERVISION IS IMPORTANT

- Problem identification and solving
- Cross-learnings
- Motivation
- Support including logistical support
- Mentorship
- Monitoring of progress of activities
- Monitoring of outcomes
- Timing of intervention
- Maintain / protect health system routine activities



PERSONS / ACTIVITIES TO BE SUPERVISED

TRAINING

- Are the required staff cadres present?
- Are the right number of staff per cadre in attendance?
- Is the venue appropriate and conducive for training?
- Is the facilitator trained on FGS?
- Training language according to cadre

AVAILABILITY OF TOOLS

- Job aids and guides are available for all health workers
- Report and referral forms are available for all health workers
- Medicines are available for treatment

USAGE OF TOOLS

- Guides are applied appropriately
- Tools are used correctly

DATA COLLECTION

- Tools filled correctly
- Tools are kept safely and securely

STRATEGIES USED FOR SUPERVISION



ACTIVITY 1

List various strategies or ways in which supervision of FGS activities can be carried out in Liberia primary care.

For each strategy:

- Where can it be applied
- What are the advantages?
- What are the disadvantages?

1. DIRECT OBSERVATION

Person / activity supervised is observed on the spot

Advantages	Disadvantages
Gives room for real-life problem identification and solving	Requires a lot of logistics to capture activities in real-life practice
Boosts moral of person supervised	May be costly
Implements respect to the supervisor	
Increases acceptability of the programme or activity	
Usually considered best practice	

2. REVIEW OF RECORDS

Involved going through the registers and files of the person / activity supervised

Advantages	Disadvantages
More convenient, can be planned to fit programmes of supervisor and supervisee	Not time-sensitive, may miss real-life practical problems
Provides room for support on data capture and use	

3. DISCUSSION SESSIONS OR INTERVIEWS

- Involves sharing of experience on different aspects of the person / activity supervised
- It could be in the question and answer format or an open discussion
- Common strategy during daily debriefings and collaborative working sessions

Advantages	Disadvantages
Gives room for real-life problem identification and solving	May require a lot of planning and logistics
Good opportunity for voices of persons supervised to be heard and for them to participate in the decision making on what works best for them	May be costly
Boosts moral of person supervised	
Implements respect to the supervisor	
Increases acceptability of the programme or activity	
Could be used between peers	

4. PHONE CALLS AND SOCIAL MEDIA

Involves the use of modern facilities and / or the internet

Advantages	Disadvantages
Quick troubleshooting and problem solving even when the supervisor cannot be physically reached	Impossible with no network or bad network
Has many ways: phones calls, text messages, radio signals, WhatsApp and other social media	Difficult with lower levels literacy
Gives room for learning across settings	
Saves time as many can benefit from a single solution at the same time	

SUPERVISION AND SUPPORT TOOLS

SUPERVISION ROTA:

List showing when each member of the supervision team will be carrying out the supervision process.

No.	Name of County / District / Health Facility / Community	Supervisor responsible	Supervision strategies <i>e.g. phones calls, site visits</i>	Date previewed for supervision	Comments / actions
1.					
2.					
3.					

SUPERVISION AND SUPPORT TOOLS

SUPERVISION CHECKLISTS:

- Serve as a guide to which the supervisor will observe, review, or discuss details about activities carried out or persons carrying out activities in relation to FGS diagnosis, treatment, management and recording.



ACTIVITY 3

- Group participants into 3 (or 6) groups.
- Each group should have at least 1 representative from the health facility level, district / county level and national level
- Distribute all 3 checklists to each groups and participants should discuss each checklist separately

Feedback: Designate 1 person per group to discuss 1 checklist using the following questions

- How do you feel about using each of the checklists?
- How long does / will it take to go through?
- What went well?
- What did not go well?

KEY THINGS TO REMEMBER

- ✓ **Supervision should be a supportive activity** - try not to shout or belittle health workers in front of their colleagues or patients.
- ✓ **Supervision does not always have to be done by someone with more skills or seniority.** By discussing ideas and challenges with our peers we can learn new things and adapt our practice.
- ✓ Making supervision participatory can make it a **more rewarding experience** for all involved.
- ✓ **There are many methods of supervision that don't require travel to the health facility.** These can be trialed when resources are limited.