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Supervising Illiterate Community Health Workers in South Sudan to Deliver Integrated Community Case Management Services for Newborns and Children

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Introduction

Importance of community-based supervision research:

- Lack of documentation
- Evidence supports only facility-based supervision
- Community health workers need to be competent to administer treatments

South Sudan

Fragile state

High rates
of maternal
and newborn
mortality



High rates
of poverty
and illiteracy

Utilizes huge
community-based platform



Background

Project: Mother and Child Health Transformation (MaCHT), USAID-funded Child Survival and Health Grants Program 2010-2014

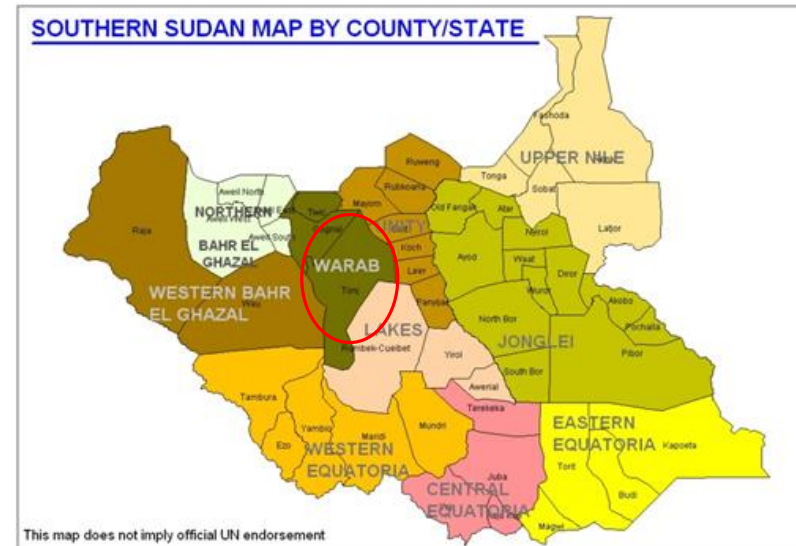
Location: Gogrial East and Gogrial West counties, Warrap State, South Sudan

Total Population: 148,000 people of the ethnic agro-pastoral Twic Dinka tribe.

Barriers: decades of conflict, poor infrastructure, and vast logistical, social and political hurdles

Maternal Mortality Ratio: 2,054 per 100,000 live births: the highest in the world.*

1 qualified midwife per 30,000 people *



Objectives



The objectives of this study are to describe and assess a supervision model for illiterate CHWs providing care to mothers, newborns, and children in Warrap State, South Sudan.

Intervention

Concept of Supervision

Three-function supervision model:

1. **Formative Supervision** – improve instruction, skills development, and knowledge retention
2. **Normative Supervision** – address skills and equipment management
3. **Restorative Supervision** – support, reduce burn-out, and improve satisfaction

Components of a three-function interactive model

	Field supervisor	Central supervisor
Formative	<p>Weekly visits during three-month training period: coach each CHW when problem areas are identified.</p> <p>Continuing education topics at monthly meeting (e.g. vaccination).</p> <p>Monthly visits after training period</p>	<p>Three-month training period</p> <p>Suspended after training period</p>
Normative	<p>Weekly visits during three-month training period: test components of the algorithm, check recording forms and condition of medication/ equipment.</p> <p>Monthly visits after training period</p>	<p>Review of weekly reports with immediate feedback.</p> <p>Suspended after training period</p>
Restorative	<p>Weekly visits during three-month training period: report positive feedback from community and health facility.</p> <p>Monthly meetings.</p>	<p>Weekly teleconference, sharing of information, on-site support. Joint identification of solutions to problems in practice.</p> <p>Suspended after training period</p>

Formative Tools

- CCM Pilot Manual Flipchart
- Newborn Health Recording Form
- Child Health Recording Form
- Weekly Checklist for OR Supervisors

Normative Tools

- CHW Skills Certification Test
- Supervision Checklist

Restorative Tools

- Referral form

Findings

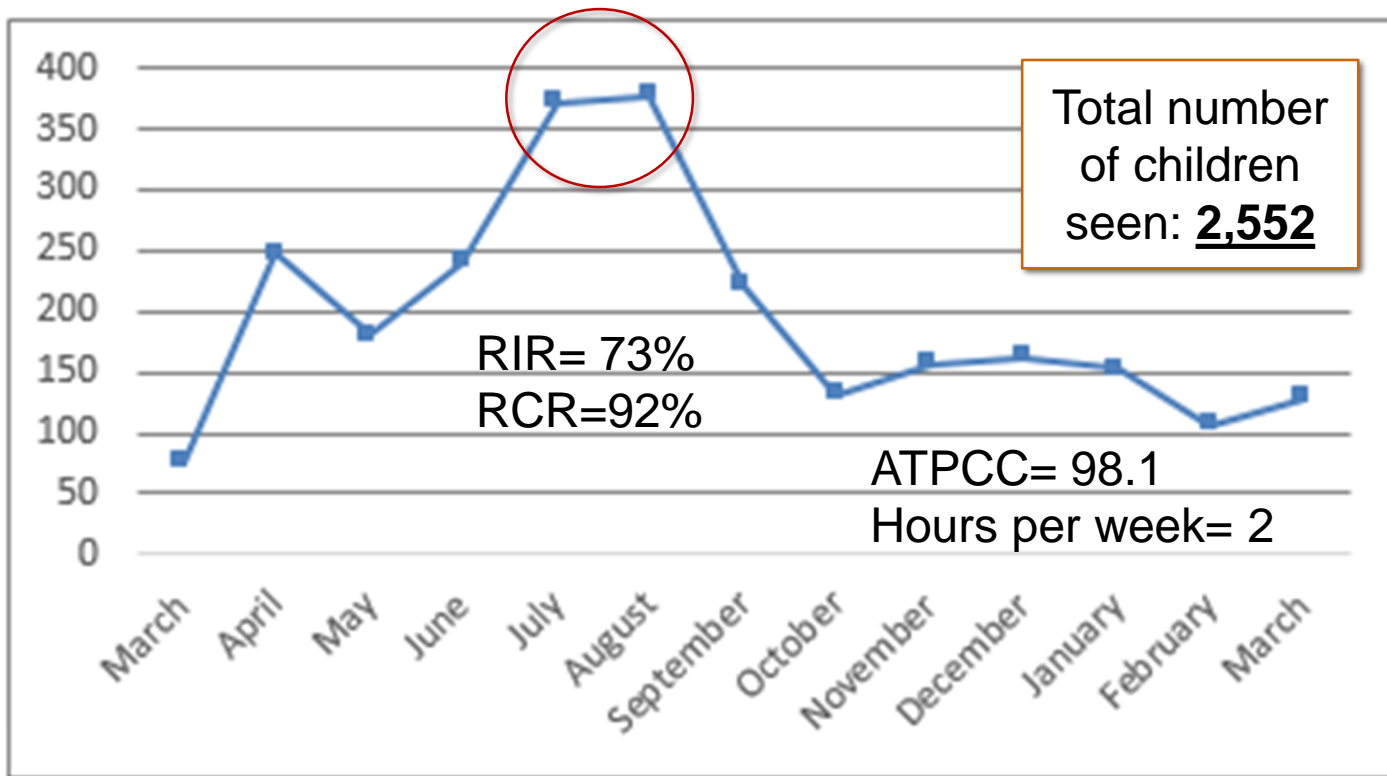


Figure 1. Frequency of children visited during a thirteen-month period, March 2013- March 2014. Kuac South, South Sudan.

Findings

- 75% completion rate for supervision visits
- 87% of CHWs were accredited as competent to deliver iCCM-Plus after 12 weeks
- Only 7% discrepancy between illness classification and treatment
- Registration completion rate 92%
- Zero stock-outs

Discussion

What do our results mean?

- Quality of training and ongoing mentoring are appropriate given the level of formal education among participants
- Formal education may not necessarily be a predictive criterion for performance among community health workers
- CHWs are effective in at improving key MNCH practices
- A supervision process within a community case management strategy is important
- Supportive supervision immediately after training is key to ensuring skill and competency

Recommendations

- Supervision should be integral to Community Health Workers programs
- Future studies should involve a control group
- If volunteer CHWs can provide quality care and improved access to care in developing countries in a highly cost-effective manner as supported by evidence-based research, their place in health care system structures can be formally established





Questions?
