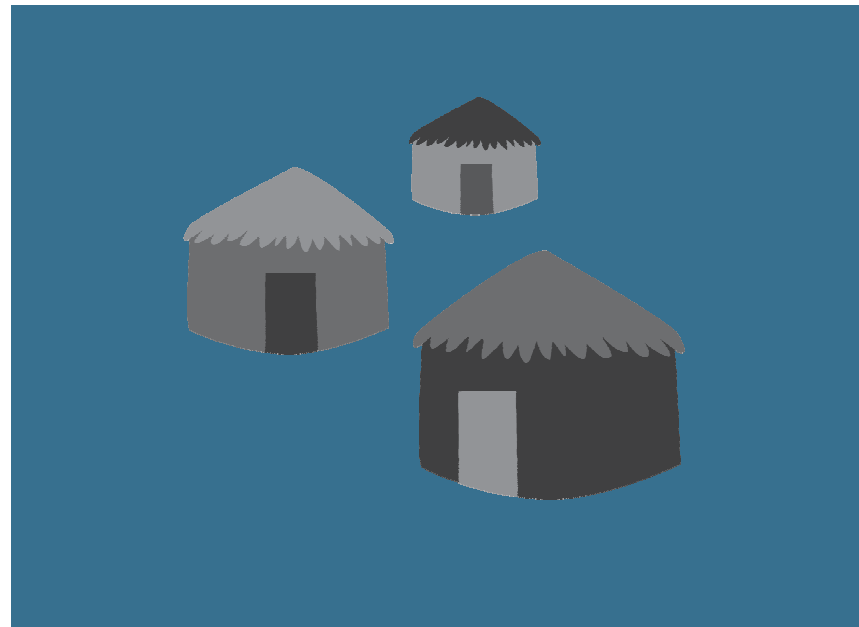


Institutionalizing Community Health Conference



27-30 March 2017 | Johannesburg, South Africa



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A woman wearing a red backpack and a patterned dress is walking on a dusty, rocky path. In the background, there are simple brick buildings and a large pile of rocks.

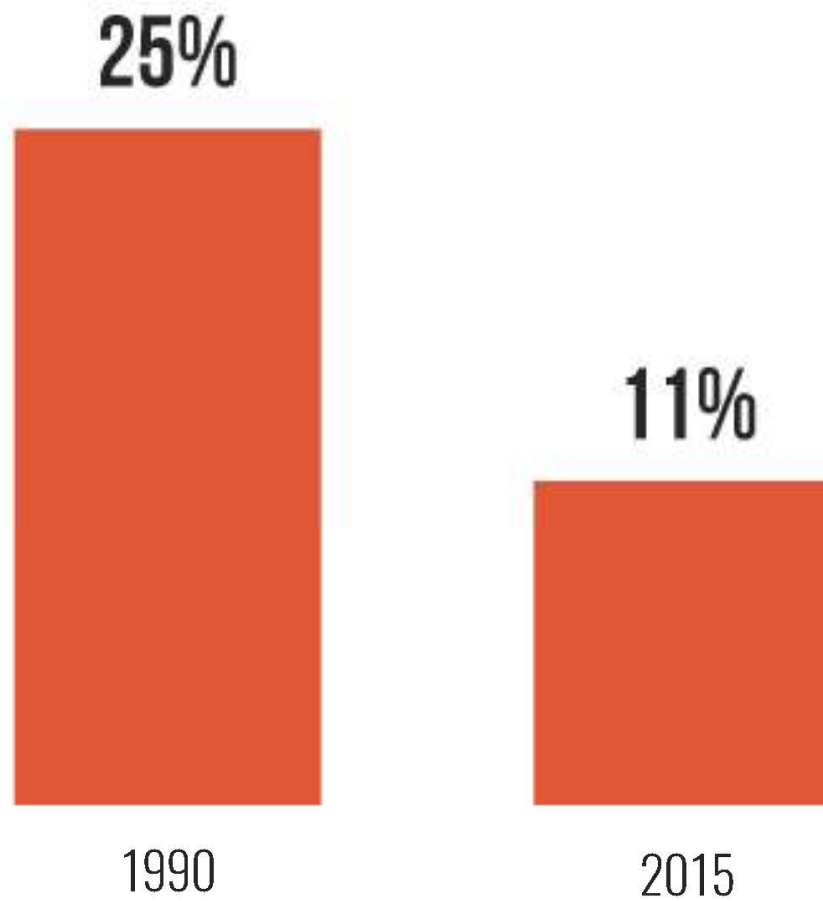
360° Supervision

Within the ProCCM Framework



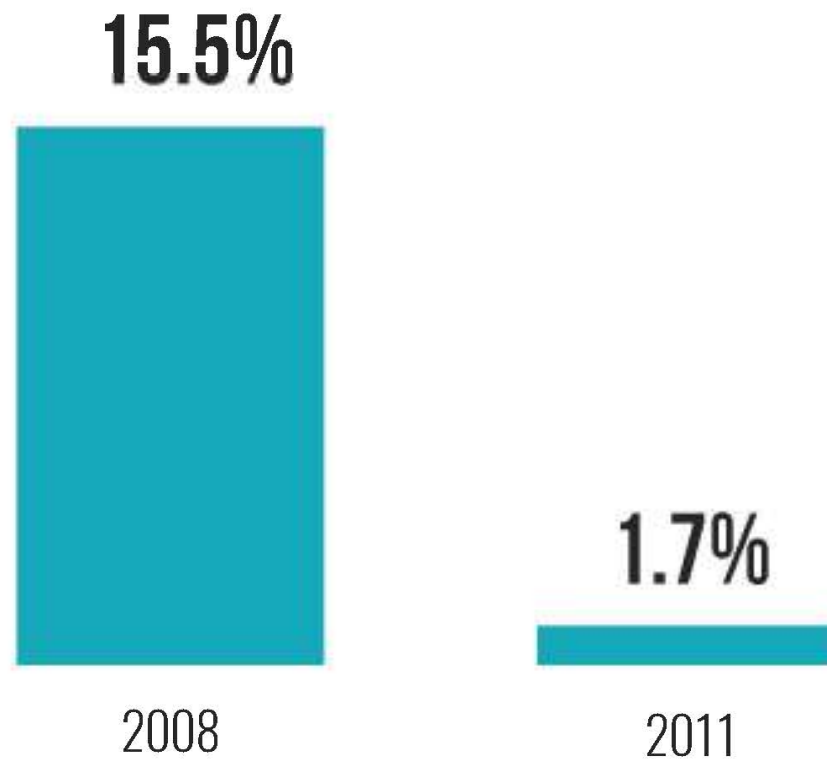
Ministère de la Santé
et de l'Hygiène Publique

Child Mortality In Mali



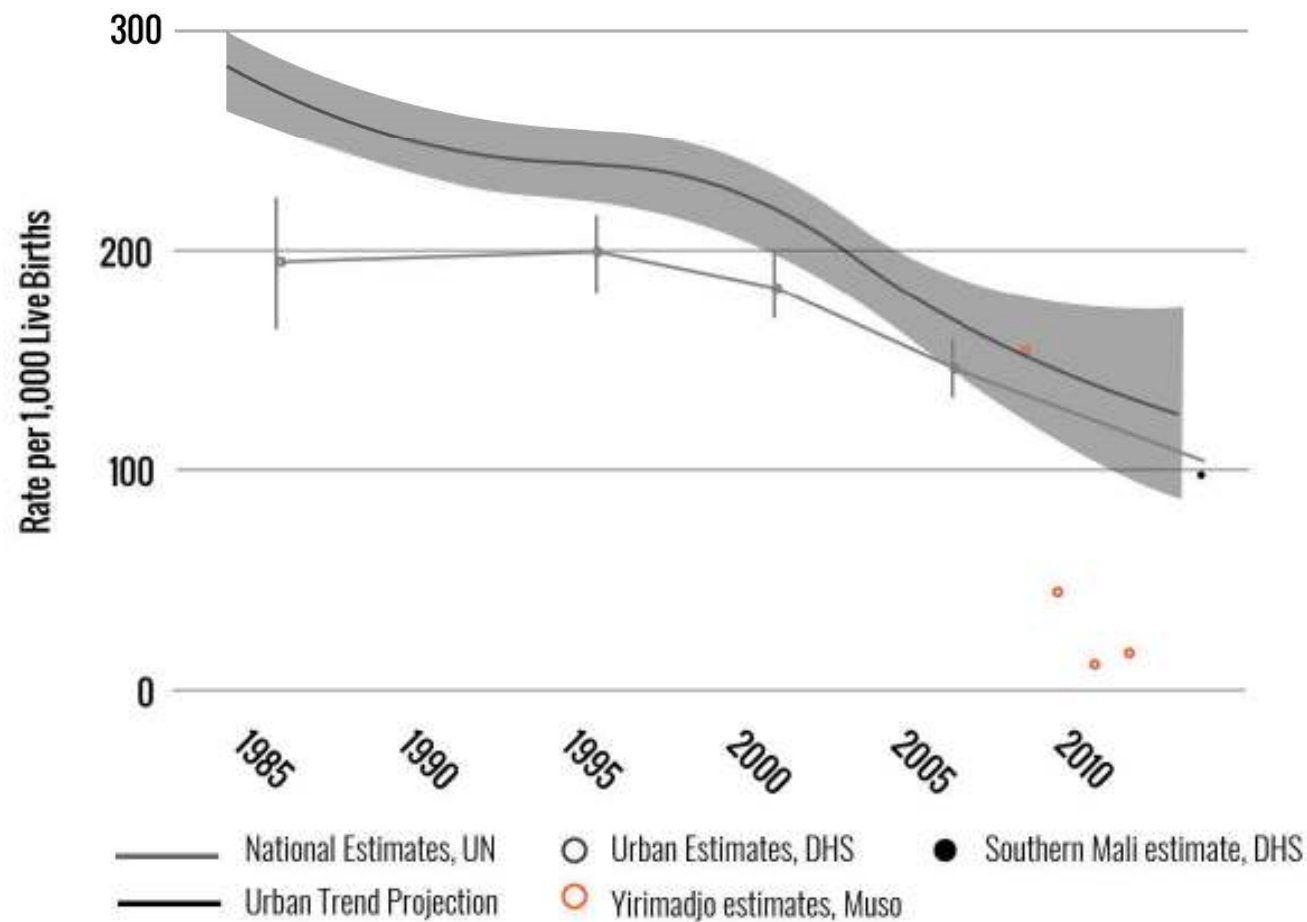
Source: You D, et al, on behalf of the United Nations Inter- agency Group for Child Mortality Estimation (2015) Levels and Trends in Child Mortality: Report 2016.
Available:
http://childmortality.org/files_v20/download/IGME%20Report%209_8%20LR%20Web.pdf Accessed 2015 Sep 22.

Child Mortality With Pro-CCM

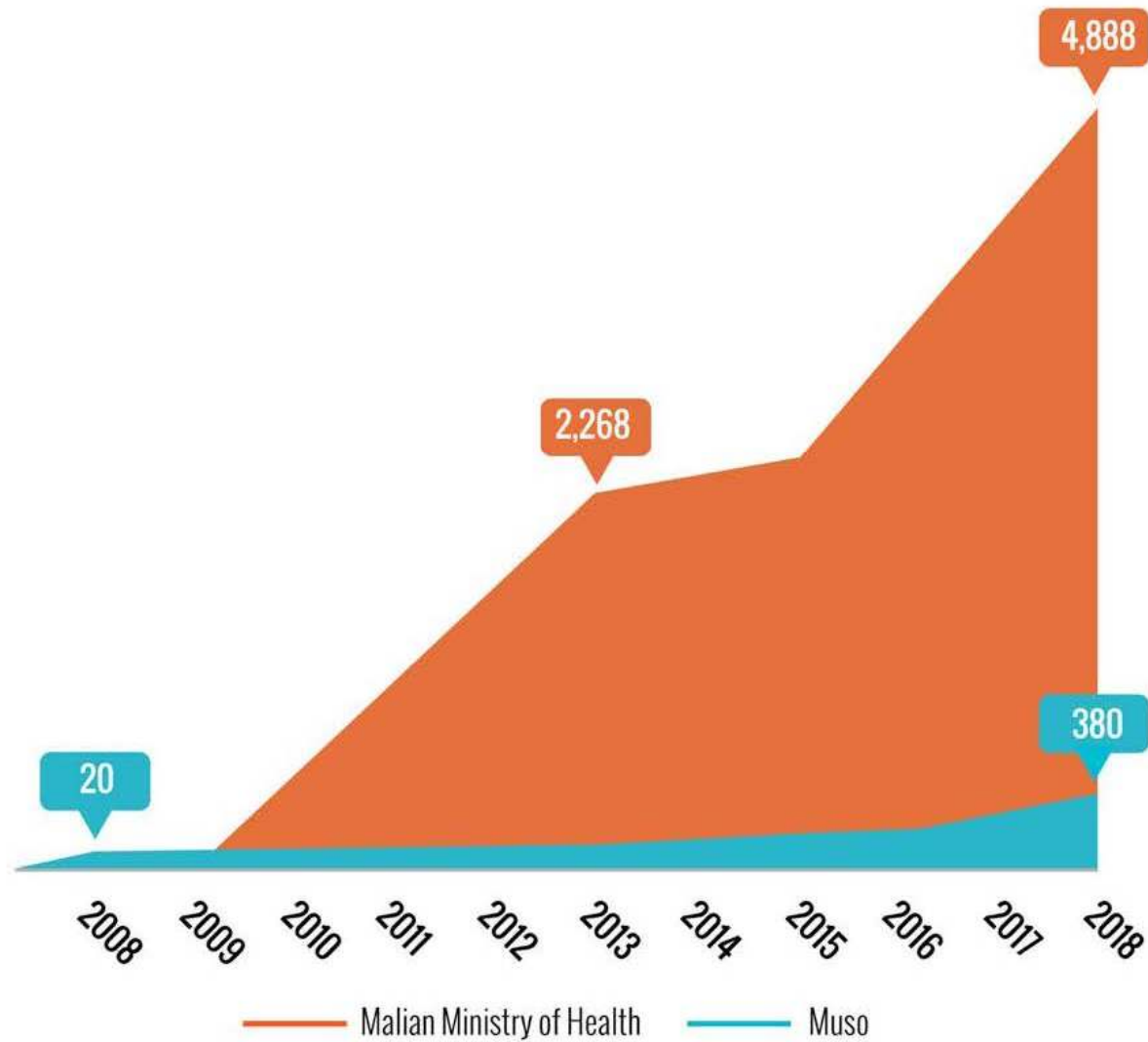


Source: You D, et al, on behalf of the United Nations Inter- agency Group for Child Mortality Estimation (2015) Levels and Trends in Child Mortality: Report 2016.
Available:
http://childmortality.org/files_v20/download/IGME%20Report%209_8%20LR%20Web.pdf Accessed 2015 Sep 22.

Comparative Child Mortality Rates



Mali's National CHW Scale-Up



TIME MATTERS

Barrier Mapping Study

Social Science & Medicine 75 (2012) 1786–1792



Contents lists available at SciVerse ScienceDirect

Social Science & Medicine

journal homepage: www.elsevier.com/locate/socscimed



Hidden costs: The direct and indirect impact of user fees on access to malaria treatment and primary care in Mali

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ABSTRACT

About 20 years after initial calls for the introduction of user fees in health systems in sub-Saharan Africa, a growing coalition is advocating for their removal. Several African countries have abolished user fees for

iCCM

ProCCM

THE MODEL



PROACTIVE SEARCH

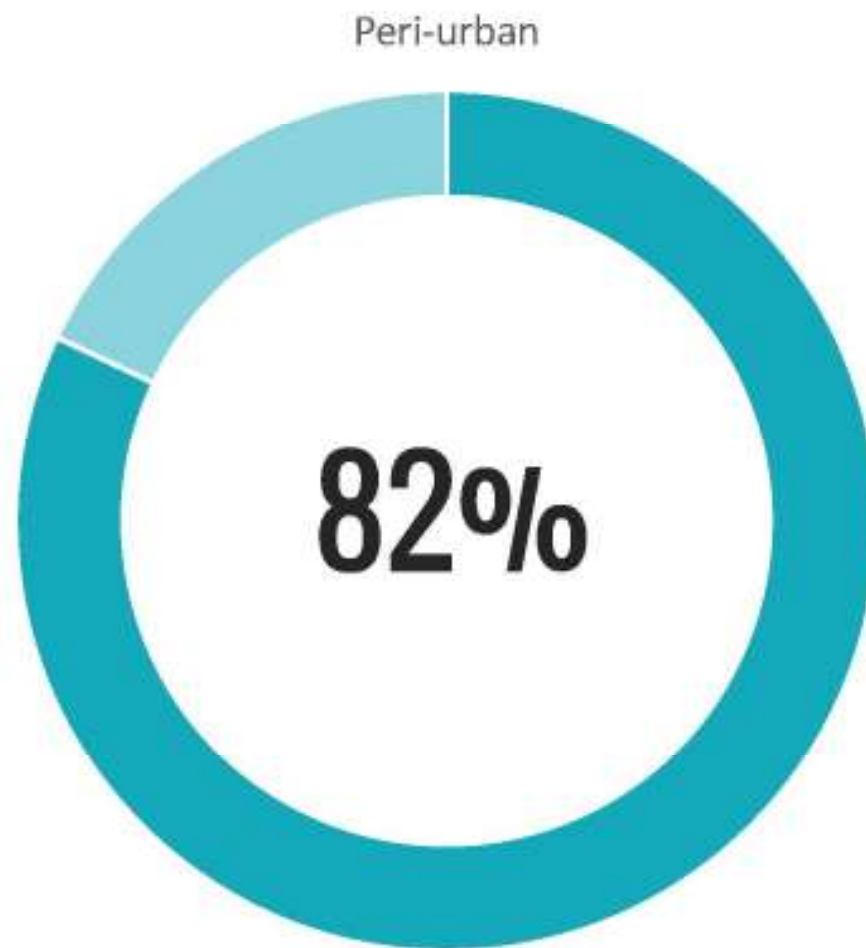
THE MODEL



THE MODEL



**Patients treated
by CHWs within
24 hours**

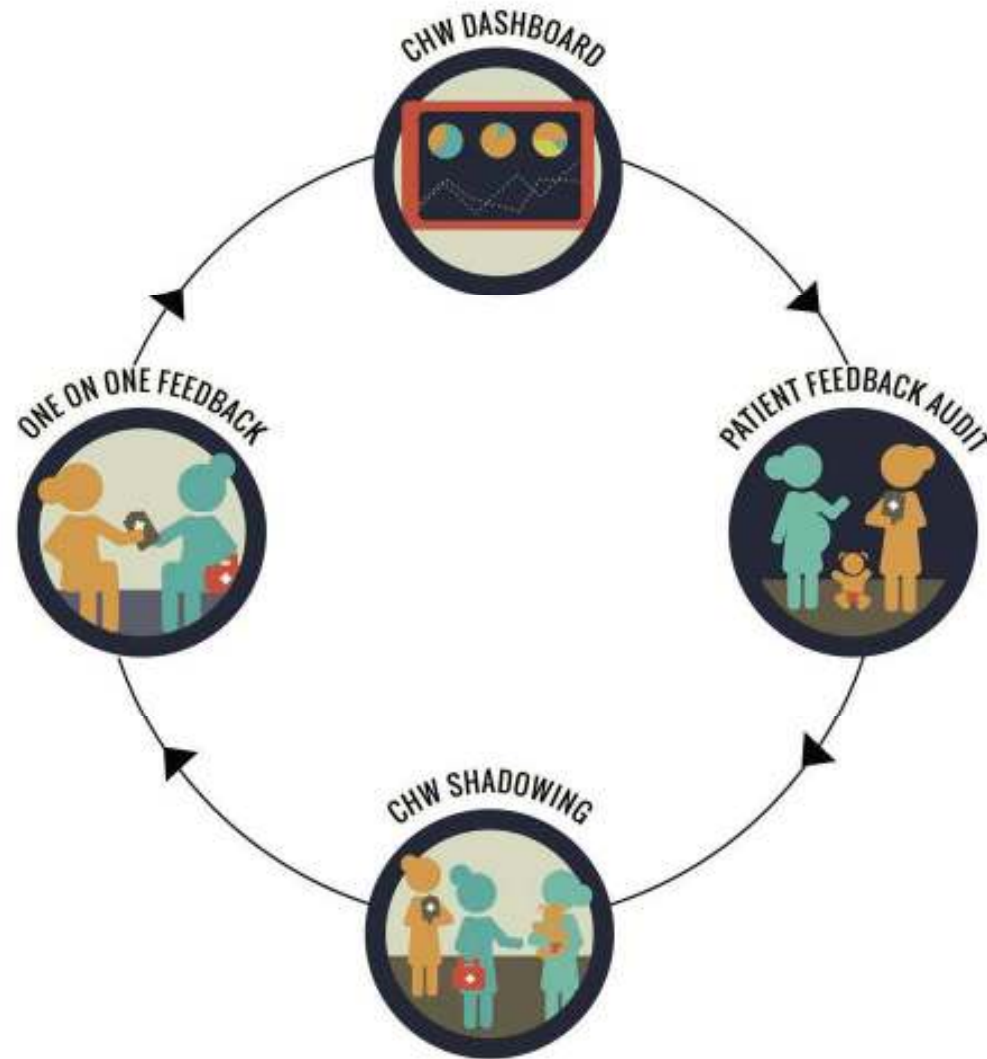


Improving CHW Performance

Our CHWs are the vanguard of Muso's model. Can supervision with mobile health tools help CHWs continuously improve the quality, speed, and quantity of services they provide?

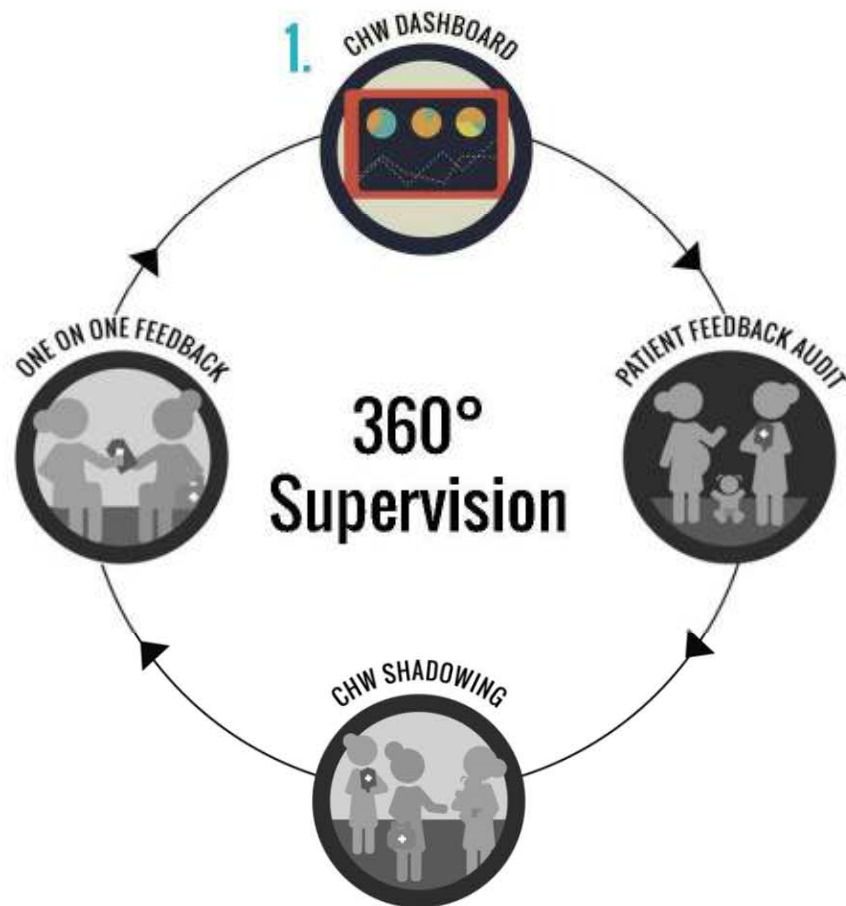
360° Supervision

Muso uses a 360° Supervision system to actively and regularly mentor Community Health Workers for improved performance, including quantity and quality of care. A dedicated cadre of CHW Supervisors each support 15 to 20 CHWs with monthly one-on-one sessions in their villages. Each 360 Supervision visit includes four parts:



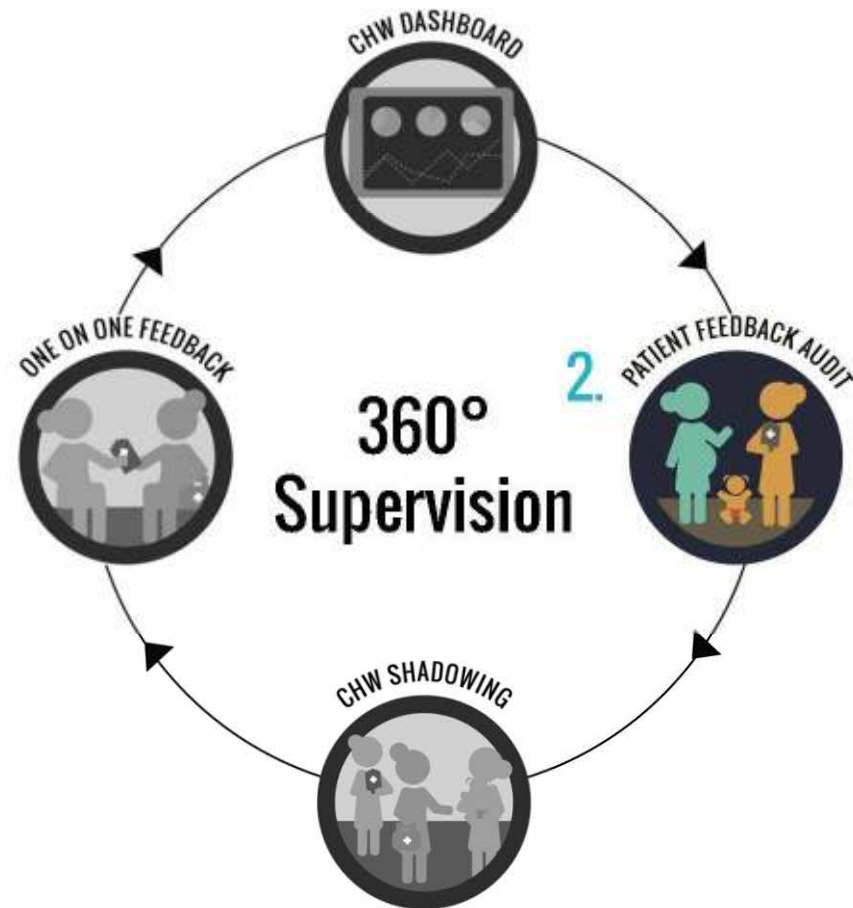
1. CHW Dashboard

Supervisor reviews data analytics summarizing CHW performance along three metrics: quantity, speed and quality of care.



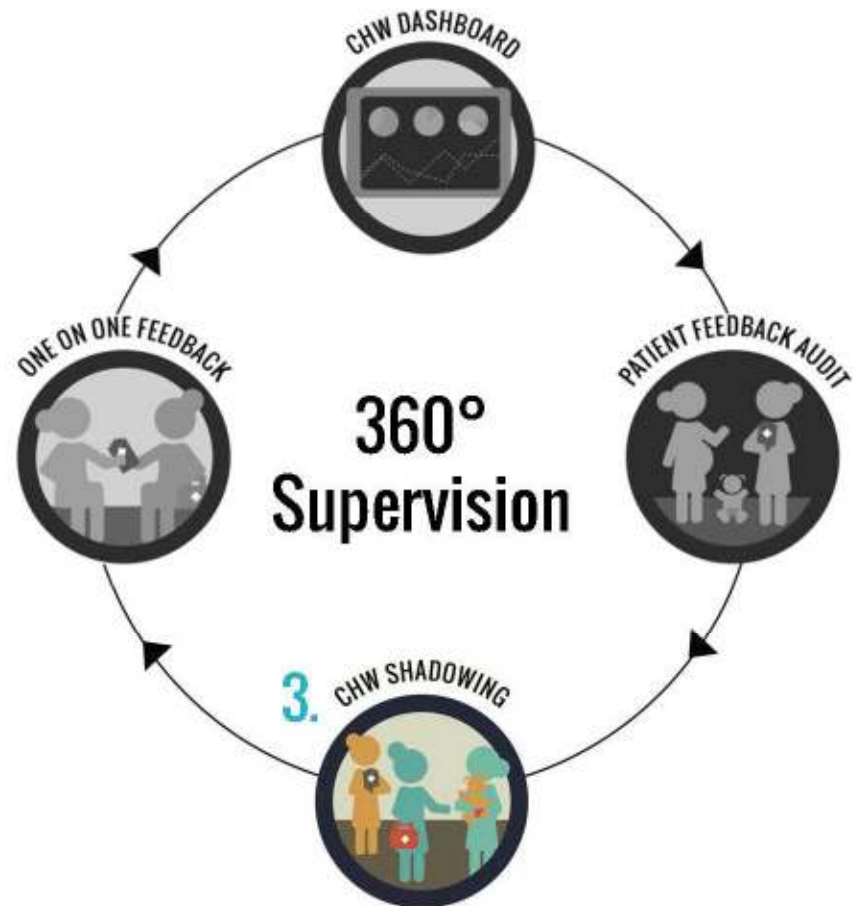
2. Patient Feedback Audit

Supervisor reviews data analytics summarizing CHW performance along three metrics: quantity, speed and quality of care.



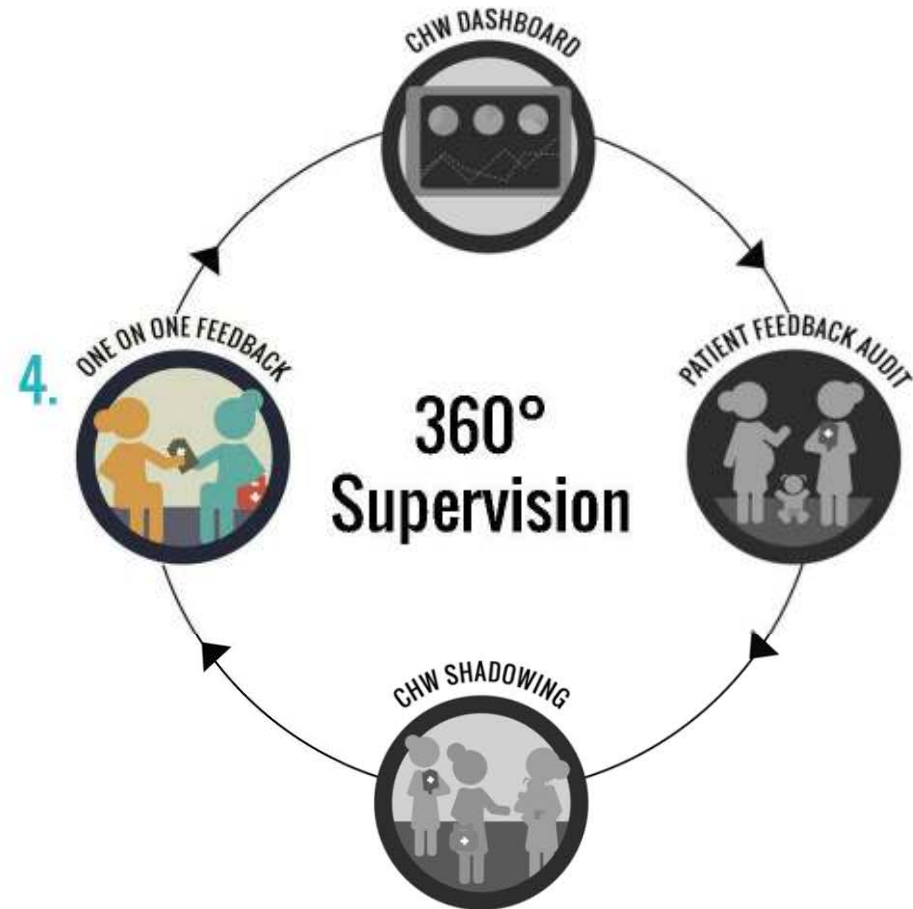
2. CHW Shadowing

Supervisor directly observes as the CHW provides care during home visits.

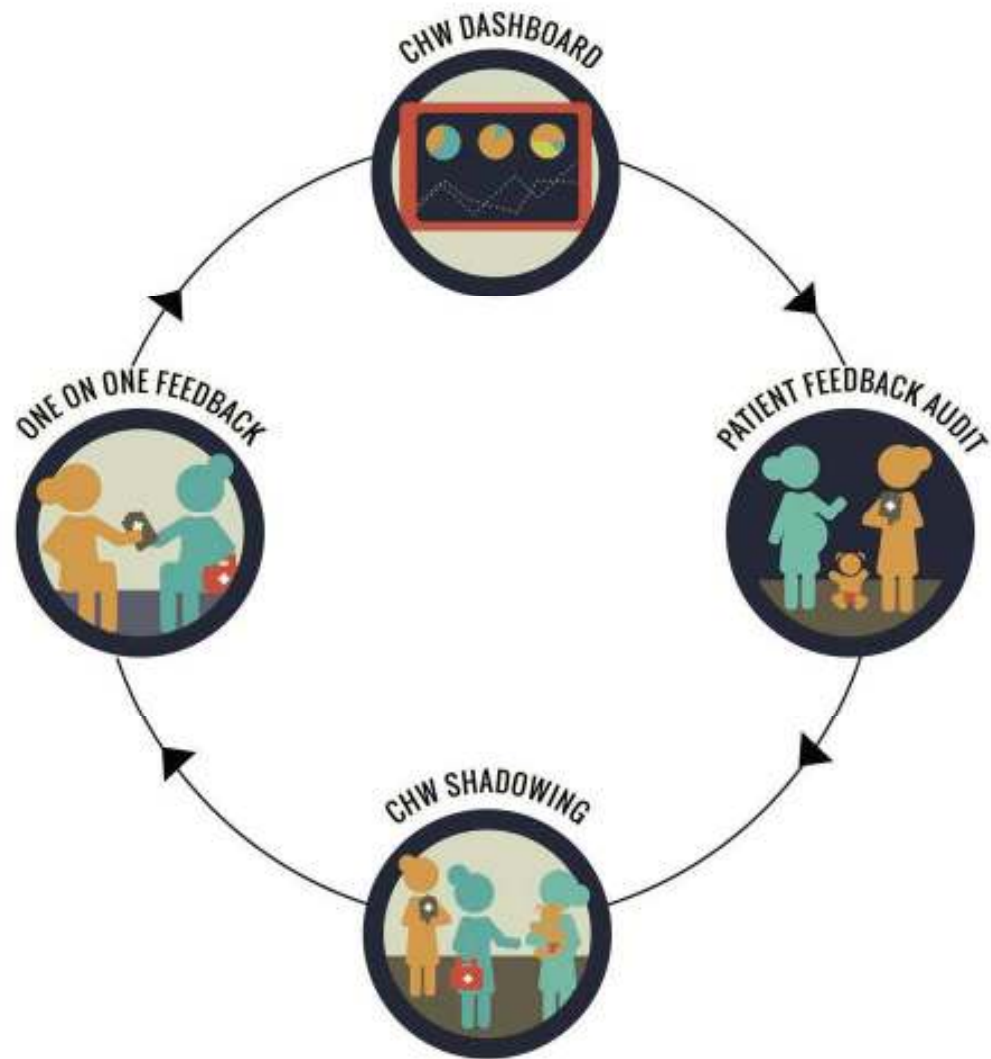


One on One Feedback

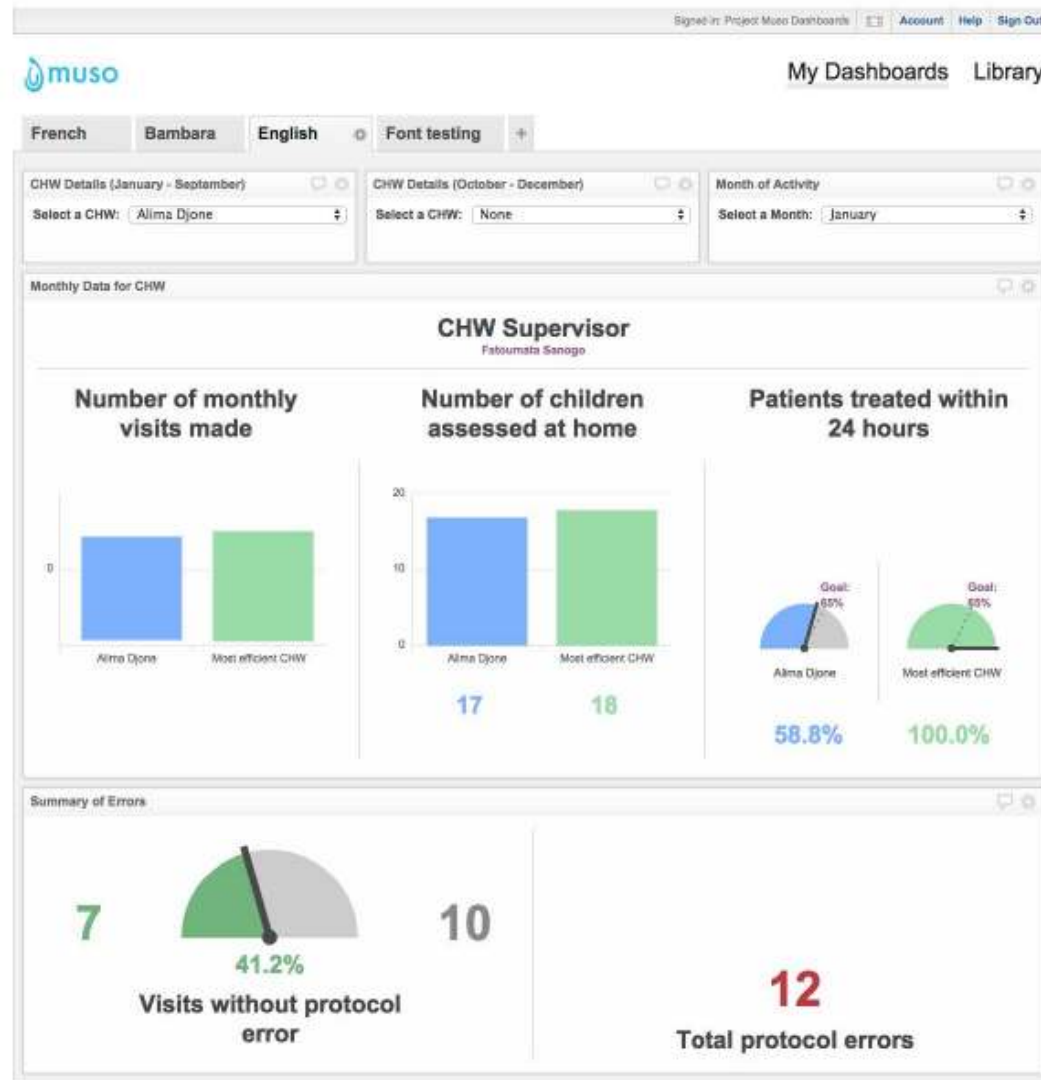
Supervisor and CHW sit down together to set goals and identify areas of strength and improvement.



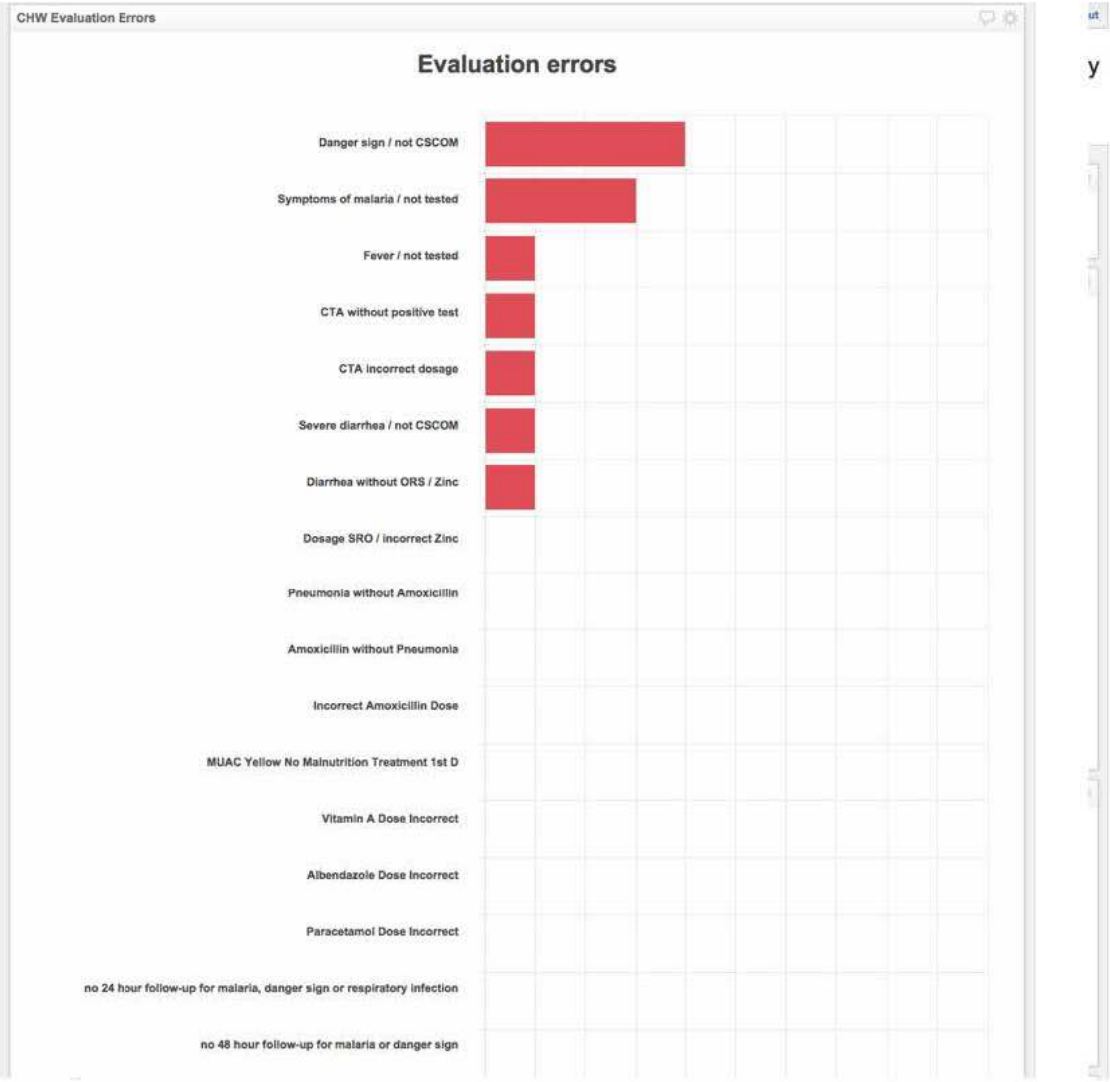
360° Supervision



CHW Dashboard



CHW Dashboard



Android-Based CHW App



The smartphone screen shows the 'Assess Patient' interface. At the top, there is a red header bar with a close icon and the text 'Assess Patient'. Below this, the word 'Cough' is displayed in blue. The first question is 'Does the patient have a cough?' with radio button options for 'Yes' (selected) and 'No'. The second question is 'How long has this cough lasted?' with radio button options: 'less than 3 days', '4 days - 1 week' (selected), '1 - 2 weeks', '2 - 3 weeks', and '3+ weeks'. The third question is 'Is there chest indrawing?' with radio button options for 'Yes' and 'No' (selected). A 'Next >' button is located at the bottom right.

Assess Patient

Cough

Does the patient have a cough?

☒ Yes ☐ No

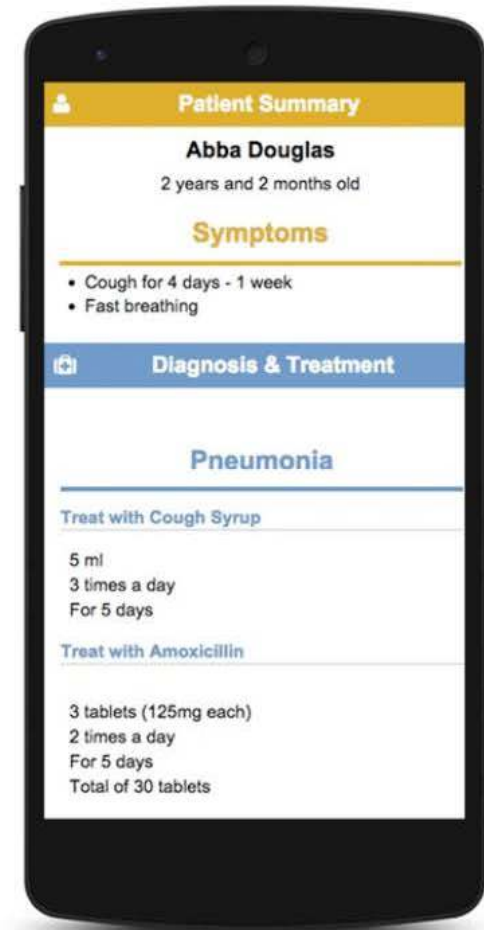
How long has this cough lasted?

☐ less than 3 days
☒ 4 days - 1 week
☐ 1 - 2 weeks
☐ 2 - 3 weeks
☐ 3+ weeks

Is there chest indrawing? Required

☐ Yes ☒ No

Next >



The smartphone screen shows the 'Patient Summary' interface. It has a yellow header bar with a person icon and the text 'Patient Summary'. The patient's name 'Abba Douglas' and age '2 years and 2 months old' are listed. Below this is a section titled 'Symptoms' with a list: 'Cough for 4 days - 1 week' and 'Fast breathing'. A blue header bar with a camera icon and the text 'Diagnosis & Treatment' follows. The diagnosis 'Pneumonia' is shown in blue. Under 'Treat with Cough Syrup', the instructions are '5 ml', '3 times a day', and 'For 5 days'. Under 'Treat with Amoxicillin', the instructions are '3 tablets (125mg each)', '2 times a day', 'For 5 days', and 'Total of 30 tablets'.

Patient Summary

Abba Douglas
2 years and 2 months old

Symptoms

- Cough for 4 days - 1 week
- Fast breathing

Diagnosis & Treatment

Pneumonia

Treat with Cough Syrup

5 ml
3 times a day
For 5 days

Treat with Amoxicillin

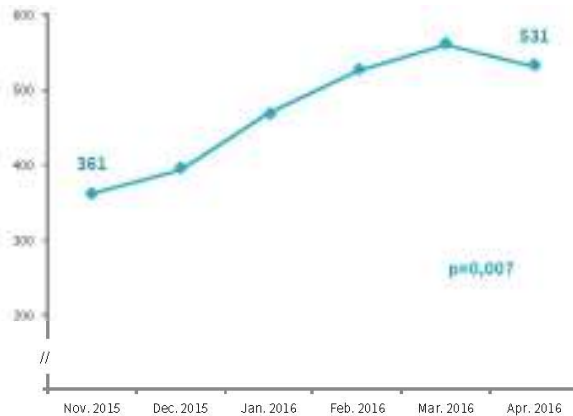
3 tablets (125mg each)
2 times a day
For 5 days
Total of 30 tablets



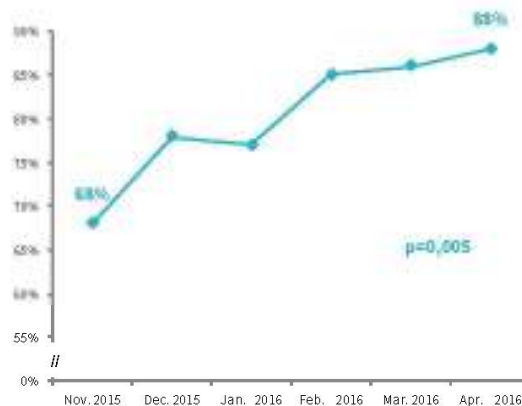
Testing the Model

CHW performance was evaluated on three key indicators: the quantity (number of households visited), the quality (the proportion of children treated without protocol error), and the speed (the proportion of children treated within 24h of symptom onset) of care delivered.

Quantity



Speed



Quality of Care



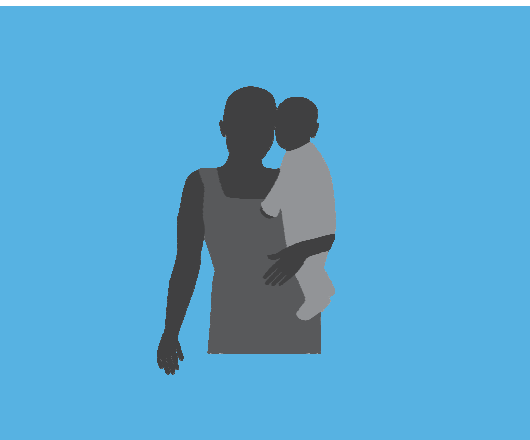
The Cost

Scale-up of the 360° Supervision Model

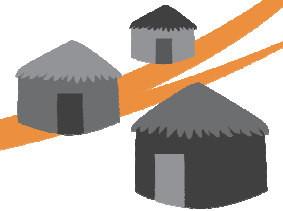
	Initial Cost	Annual Costs
Cost of the Model	Motorcycle Tablets Training	CHW Salary Fuel Motorcycle insurance Replacement equipment Communication Package Ongoing Training
Total Scale-up (1 Supervisor: 18 CHWs)	419,763,111 FCFA 123 FCFA per person covered	831,682,224 FCFA 245 FCFA per person covered

- The performance of 75 CHWs, measured on three key indicators: Quantity, Speed and Quality of Care saw a linear improvement ($p < 0,01$)
- Other supervision models did not result in universal supervision coverage
- Integrated into the National Plan, the 360° Supervision Model would cost 363 FCFA per person covered by the plan in the first year and 245 FCFA in subsequent years

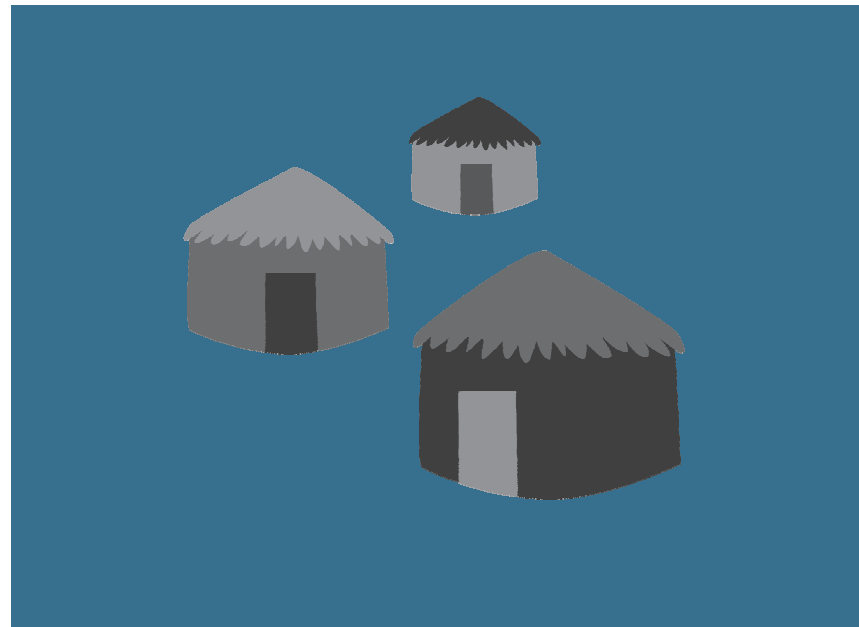




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