

Instructions for *Integrated CHSD / DEOH / NHPD Supervision Tool – Community*

This document provides instructions for filling out the Integrated CHSD / DEOH / NHPD Supervision Tool – Community. This document should be thoroughly reviewed before supervision begins, and should be kept with the person filling out the Integrated Supervision Tool throughout the visit in case they forget any instructions or do not know what to do during a particular section or situation.

Fill in the first section with all available data, including the county, health district, and community you are in, and the date you are conducting supervision.

County	<input type="text"/>	H. District	<input type="text"/>	Community	<input type="text"/>
Month	<input type="text"/>	Day	<input type="text"/>	Year	<input type="text"/>
CHA ID	<input type="text"/>	CHSS ID	<input type="text"/>		
CHA	<input type="text"/>	Sex	<input type="radio"/> M <input type="radio"/> F	CHSS	<input type="text"/>
				Sex	<input type="radio"/> M <input type="radio"/> F
Data Collector Name	<input type="text"/>		Data Collector Position	<input type="text"/>	

Introduce yourself to the CHA in the community, and make sure you write down their name, ID number, and sex in this section. If there is more than one CHA in the community, speak with all CHAs. Make sure you speak with each CHA separately and privately, just you and the CHA, and fill out one form per CHA. Also, write down the name and ID number of the CHSS that supervises the CHA. Do not forget to write down your own name and position.

SECTION A

1. Community Engagement

Interview the CHA.

- Ask the questions in this section directly to the CHA.
- For question 2.2 (“Do you know the function of the CHC?”), if the CHA says yes, ask them to explain briefly to you the function of the CHC, to make sure they know it. If the CHA says yes to this question but cannot explain the function of the CHC to you, fill in the N bubble.

2. Supply Chain

Conduct on the spot verification with the CHA and his/her supply box.

- Ask the CHA to go get their supply box, or go with the CHA to where they keep their supply box. Ask them to open their supply box, and make sure they have all commodities listed on the form (3.1a – 3.1q) in stock. You do not need to count any of the items – just make sure there is at least one of each item listed. If there is at least one of the item, fill in the Y bubble for that item. If there is zero of any item, that item should be considered out of stock. Fill in the N bubble for that item. For each item that is out of stock, ask the CHA on what date they ran out of the item, and mark it in the boxes next to that item on the form. If the CHA does not know the exact date, fill in the month and year only.

2.1) Does the CHA have all of the following in stock? Fill in the appropriate bubbles. A commodity is in stock if there is at least one of the items in the box (zero items = stock out)	If no, date when stocked out:		
2.1a) Microlut (OCP)	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1b) Microgynon (OCP)	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1c) Male condoms	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1d) Female condoms	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1e) Disposable gloves	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1f) ACT 25/67.5 mg tablet	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1g) ACT 50/135 mg tablet	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1h) Artesunate 100 mg suppository	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1i) Amoxicillin 250 mg dispersible tablet	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1j) ORS 20.6/1L sachet	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1k) Zinc sulfate 20 mg scored tablet	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1l) Paracetamol 100 mg dispersible tablet	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1m) MUAC strap	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1n) Dispensing bags	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1o) Safety boxes	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1p) Functional ARI Timer	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:
2.1q) Rapid diagnostic test	<input type="radio"/> Y <input type="radio"/> N	Month:	Day: Year:

If there is 1 male condom in the box, or 5 male condoms in the box, or any number of male condoms other than 0, fill in this bubble.

If there are 0 male condoms in the box, fill in this bubble.

- Ask the CHA on what date they were last restocked by the CHSS. If they do not remember the exact date, fill in the month and year only.

3. Supervision

Interview the CHA. *Find a place to talk with the CHA in private, just the two of you.*

- Ensure that you are talking in private with the CHA, just the two of you.
- Ask the CHA question 3.1 directly.
- For question 3.2, ask to see the CHA's workplan for the month. If it is updated or mostly updated for the current month, fill in the Y bubble. If it is not updated or mostly not updated, fill in the N bubble.
- Ask the CHA questions 3.3 – 3.7 directly. **Tell the CHA that you will not tell the CHSS what their answers to these questions are, and ask them to please answer honestly. Make sure they know that there will be no repercussions for them and their job based on their answers to these questions.**
- For question 3.7, we are trying to understand whether the CHA is being asked to travel to the facility to turn in their reports, or if the CHSS is retrieving their reports in the community. Ask the CHA where they turned in their last Monthly Service Report. If the Monthly Service Report was collected within the CHA's community, fill in the "Community" bubble. If the Monthly Service Report was collected anywhere outside the CHA's community, including the facility or a different community, fill in the "Outside of community" bubble.

4. Incentives

Ask the CHA these questions. *Find a place to talk with the CHA in private, just the two of you.*

- Ensure that you are still talking in private with the CHA, just the two of you.
- Ask the CHA questions 4.1 – 4.5 directly. **Tell the CHA that you will not tell any of their supervisors what their answers to these questions are, and ask them to please answer honestly. Make sure they know that there will be no repercussions for them and their job based on their answers to these questions.**

5. Monitoring & Evaluation

Sit with the CHA at home and ask him/her to bring the Community Based Information Systems (CBIS) form booklets.

- Sit with the CHA at home and ask him/her to bring the Community Based Information Systems (CBIS) form booklets. Look through their CBIS form booklets and see if there are at least 3 blank pages in each booklet. For each form booklet, if the CHA has the form booklet and there are blank pages in the back, you do not have to count all of the blank pages, just count up to 15 and fill in the Y bubble. If the CHA has the form booklet but there are less than 15 blank pages in the back, fill in the N bubble. If the CHA does not have the form booklet at all, fill in the N bubble. For example, if the CHA has his or her CBIS Household Registration booklet but does not have his or her Module 4 forms, fill in these two bubbles.

5.1) Are the following form booklets in stock with at least 3 blank forms?			
5.1a) 1.1 CBIS Forms-Household Registration	<input checked="" type="radio"/> Y <input type="radio"/> N	5.1d) 2 CBIS Forms-Module 2 forms	<input type="radio"/> Y <input type="radio"/> N
5.1b) 1.2 CBIS Forms-Routine Visit	<input type="radio"/> Y <input type="radio"/> N	5.1e) 3 CBIS Forms-Module 3 forms	<input type="radio"/> Y <input type="radio"/> N
5.1c) 1.3 CBIS Forms-Referral & MSR	<input type="radio"/> Y <input type="radio"/> N	5.1f) 4 CBIS Forms-Module 4 forms	<input type="radio"/> Y <input checked="" type="radio"/> N

- Check that the CHA is equipped with all of the job aids presented on the form under question 5.2. If the CHA has a job aid and it is in color and laminated, fill in the Y bubble next to that job aid. If the CHA has a job aid but it is not in color or it is not laminated, fill in the N bubble next to that job aid. If the CHA does not have a job aid at all, fill in the N bubble next to that job aid. For example, if the CHA has all job aids in color and laminated except for their Module 3 job aid, or the Module 3 job aid is not in color or laminated, fill in the bubbles as shown below.

5.2) Are you equipped with the following job aids? <i>Check that they are in color and laminated. If job aids are present but not in color and/or not laminated, the "no" bubble should be filled in.</i>			
5.2a) Module 1 Job Aid	<input checked="" type="radio"/> Y <input type="radio"/> N	5.2c) Module 3 Job Aid	<input type="radio"/> Y <input checked="" type="radio"/> N
5.2b) Module 2 Job Aid	<input checked="" type="radio"/> Y <input type="radio"/> N	5.2d) Module 4 Job Aid	<input checked="" type="radio"/> Y <input type="radio"/> N
5.2e) BCC Tools	<input checked="" type="radio"/> Y <input type="radio"/> N		

- Ask the CHA if they have been trained in Module 3. **Only if they have been trained in module 3**, open the CHA's CBIS form booklet 3 (Sick Child Management) and select 3 completed forms. For each form, answer questions 5.3 – 5.5 and fill in the appropriate bubbles. For question 5.3, only fill in the Y bubble if there are Household IDs for every single visit (if there is even one Household ID missing, fill in the N bubble). For question 5.4, only fill in the Y bubble if all rows are marked with correct/incorrect treatment by the CHSS (if there is even one row without correct/incorrect treatment marked, fill in the N bubble). For question 5.5, only fill in the Y bubble if all the bolded boxes at the bottom of the form are filled (if there is even one bolded box that is not filled, fill in the N bubble). For example, if the first completed form you select has a household ID for every visit, but is missing correct/incorrect treatment data for one row, and the bolded boxes at the bottom are all filled, fill in the bubbles as shown below.

<i>Open CBIS booklet 3 Sick Child Management & select 3 complete forms.</i>	Form 1	Form 2	Form 3
5.3) Is there a Household ID for every visit?	<input checked="" type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N
5.4) Are all the rows marked with correct/incorrect treatment by the CHSS?	<input type="radio"/> Y <input checked="" type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N
5.5) Are the bolded boxes at the bottom of the form being filled?	<input checked="" type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N

6. Service Delivery

Ask the CHA questions 6.1 - 6.3, and then randomly select 5 households to ask question 6.4.

- Ensure that you are still talking in private with the CHA, just the two of you.
- Ask the CHA which modules they have been trained in and fill in the appropriate bubbles. For question 6.2, go to *Annex A. Sick Child Scenarios*.

Annex

Ask the CHA these questions and mark their answers on the Integrated Supervision – Community form. The CHA may choose only one answer, and the CHA is allowed to use their job aid to help them answer the questions.

Module 1

How often should you visit each household for routine visits?

- A. Once a week
- B. Once a month
- C. Once every three months
- D. Once a year

If the CHA has been trained in Module 1, ask them the question for Module 1.

Read all the text under the Module 1 heading, including the answer choices.

Fill in the bubble for the answer the CHA selects here. The CHA may select only one answer.

6.2) Go to the Annex and read the 4 questions to the CHA. The CHA is allowed to use their job aid during the scenarios. Please fill in the correct bubble for the answer the CHA gives.			
Question 1:	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	Question 2:	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
Question 3:	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	Question 4:	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D

- Repeat the steps above for each module the CHA is trained in. If the CHA has been trained in Module 2, ask them the question for Module 2; if the CHA has been trained in Module 3, ask them the question for Module 3; if the CHA has been trained in Module 4, ask them the question for Module 4.

“Have the CHA read this sentence: Zinc 20mg helps to reduce the severity and duration of diarrhea in a child so that the child can begin to recover from the illness.”

6.3) How well did the CHA read the sentence?	Read entire sentence <input type="radio"/>	Read part of sentence <input type="radio"/>	Can't read sentence <input type="radio"/>
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- Ask the CHA to read this sentence out loud to you. Decide how well the CHA read the sentence.

If the CHA could read the entire sentence to you out loud, fill in this bubble.

If the CHA could read part of the sentence, or they could read the sentence but there were some words they could not read, fill in this bubble.

If the CHA could not read the sentence at all, or could only read one or two words of the sentence, fill in this bubble.

- Once you have finished question 6.3, tell the CHA that you will walk around the community alone. Randomly select 5 households in the community. Go to each household and ask if the CHA has visited the house in the past month. Ask the households this question alone, without the CHA present. For each household, fill in Y or N. For example, if the first household you ask tells you that the CHA visited their house this month, fill in this bubble.

	Client 1	Client 2	Client 3	Client 4	Client 5
6.4) Has the CHA visited your house in the past month?	<input checked="" type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N	<input type="radio"/> Y <input type="radio"/> N

7. Recruitment

Find a place to talk with a community leader in private, just the two of you.

- Find a place to talk in private with the community leader, just the two of you, for questions 7.1 and 7.2. Ask the questions directly to the community leader. **Tell the community leader that you will not share their answers to these questions with the CHA.**

SECTION B

Identify three persons who visited the health facility in the last three months and ask the following questions.

1. Health Education & Outreach

- For this section, ask the CHA who in the community has visited the health facility in the last 3 months and ask if you can talk to those people. Find 3 people who have visited the health facility in the last 3 months. First talk with one person (Client 1) in private, just the two of you, and ask them all the questions in the section. Then talk with the second person (Client 2) in private, just the two of you, and ask them all the questions in the section. Then talk with the third person (Client 3) in private, just the two of you, and ask them all the questions in the section.

SECTION C

Interview 1 CHA or a Natural Leader and walk around/observe the community.

1. Vector Control

- For this section, find the CHA or the community leader again. Walk around the community with the CHA or natural leader and observe the community. Ask the CHA or community leader questions 1.1 – 1.3 and fill in the appropriate bubbles.

2. Sanitation & Waste Management

- Ask the CHA or community leader questions 2.1 – 2.9.
- Walk around and observe the community to help you answer questions 2.1, 2.5, and 2.9. Observe whether the community is open defecation free, whether community members are practicing hand washing, and if the sanitary condition of the community is satisfactory.

3. Water Quality

- Ask the CHA or community leader questions 3.1 – 3.5.

4. Food Safety

- Identify 1 – 3 cookshops and ask the cookshop owners questions 4.1 – 4.3. If there is only one cookshop in the community, only fill in the bubbles for Client 1. If there are only two cookshops in the community, only fill in the bubbles for Client 1 and Client 2. If there are three or more cookshops in the community, fill in the bubbles for Client 1, Client 2, and Client 3.

SECTION D

Ask the CHA to mobilize the community to conduct an onsite health talk. Complete the section D questionnaire while he/she is conducting the talk. Each question should get one score of 1-4 according to the following metrics.

- Ask the CHA to mobilize the community to conduct a health talk. Complete all questions in this section while the CHA is conducting the talk. Score each question on the scale below.

Excelled	Pretty good but missed opportunities	Attempted but could improve	Didn't do it at all
1	2	3	4