



9. ASHA Support and Supervision

- For ASHA to be effective and for her skills to be updated, she needs both on-the-job support and refresher trainings.
 - Each ASHA will be supported in the field by an ASHA facilitator.
 - The ASHA facilitator will interact with ASHA at least twice if not thrice a month.
 - At least one of these interactions will be in the form of a “mentoring” visit to the hamlet where she provides her services. This would focus on mentoring or on-the-job training.
- Another one or two interactions would be in a local review meeting. This could be held at Gram Panchayat (GP) level, or at the sector level or even at the block level.
 - Each of the facilitators will have a clear protocol of activities to follow for the mentoring visit to the ASHAs and for the review meetings. The purpose of these interactions are:
 - a Collecting health related information as observed by ASHA and information on what work ASHA is doing.
 - b For providing support to the ASHA to manage the health problems they encounter.
 - c For providing training and refresh or update their knowledge and skills.
 - d For helping ASHAs plan their work.
 - e For building up mutual solidarity and motivation.
 - f For troubleshooting problems, especially as regards payments and addressing grievances.
 - g For refills to their drug kit
 - The Medical Officer In-charge of the block PHC/CHC should attend at least one monthly meeting of all ASHAs in the Primary Health Centre (PHC) area, to review work progress.