

Facilitative Supervision for Improving the Quality of FP/RH Services

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Session Objectives

1. Define facilitative supervision
2. List the fundamentals of care
3. Describe ACQUIRE's approach to strengthening supervision systems
4. Describe the benefits of facilitative supervision



Facilitative Supervision (FS)

- Emphasizes mentoring, joint problem-solving, constructive feedback and two-way communication between supervisors and supervisees



Fundamentals of Care

1. CHOICE

Ensuring informed and voluntary decision making

2. SAFETY

Assuring safety for clinical techniques and procedures

3. QUALITY

Mechanism for ongoing quality assurance and management



Strengthening Supervision Systems: ACQUIRE's Approach

- Developed, tested, and adapted curriculum to different services and settings (FP/RH, Integrated FP/HIV services)
- Incorporated FS in pre-service training curricula
- Conducted leadership workshops
- Training for all levels of supervisors (off- & on-site, medical & non-medical)



Strengthening Supervision Systems: ACQUIRE's Approach (2)

- Build local training capacity in FS
- Develop tools & establish mechanisms for monitoring & evaluation (M&E)
- Introduce related tools & approaches to improve quality of care and provider performance
- Advocate for supportive policy changes



FS Curriculum (Selected Topics)

- Quality of care
- Data for decision-making
- Leadership and communication skills
- Links between supervision and other support systems
- Practice supervisory visits



Results and Benefits of FS

Azerbaijan

Bolivia

Bangladesh

Cameroon

Uganda



Teambuilding in Bolivia



Action Plans in Azerbaijan



Supervisors' New Attitudes and Practices

- Inform staff about upcoming supervisory visits
- Provide constructive feedback
- Participate in COPE[®] exercises & support staff in their QI efforts
- Conduct regular staff meetings to discuss issues for improvement
- Consider staff as internal customers



Supervisors' New Attitudes and Practices (2)

- At the end of the supervisory visit, meet with the staff to discuss findings and to help develop an action plan

“My attitude towards service providers has changed. It has enabled me to focus on systems....I have become creative in using available resources to ensure clients are served.... It has helped me to be able to give constructive feedback without hurting anybody...”

Manager, TASO Mbale Center, Uganda





**“I was the biggest problem to my staff. Now I am different. I support my staff in their QI efforts”
Manager, Douala FP Center, Cameroon**



Changes in Organization of Work

- Off-site supervisors conduct regular supervisory visits
- On-site supervisors apply medical monitoring checklists to assess quality of services
- Supervisors provide coaching
- Supervisors organized visiting surgeons to provide weekly access to sterilization services
- Discuss and analyze service statistics with the staff



Uganda – Plans from Medical Monitoring



Changes in Organization of Work (2)

- Redistributed contraceptive supplies based on local demand
- Conduct educational sessions for clients in 3 languages (vs. just one language)
- Rearranged facility to ensure privacy and confidentiality during counseling
- Use medical monitoring assessment to identify staff's learning needs



Facilitated Use of QI and PI tools and Approaches

- Medical monitoring is being conducted
- Supervisors support COPE[®] activities and participate in exercises
- QI activities institutionalized
- Community COPE[®] will be introduced this year
- FS skills trainings for national level MOH staff



Facilitated Policy Changes

- Supervision Guidelines being updated/developed
- National Strategy for FP/RH developed
- Infection Prevention Guidelines adapted and institutionalized by NGOs
- National Strategy for Quality under development



Improved & Integrated Health Systems

- *Human Resources* – job descriptions revised
- *Training* - providers are linked with training resources based on needs
- *Finance* – advocacy among communities for funding of health services



Improved & Integrated Health Systems (2)

- *Logistics* – contraceptive supplies ensured; improved inventory systems
- *M&E* – medical monitoring checklists adapted and used, findings analyzed and action plans developed, service statistics forms adapted/updated



Analyzing Areas for Improvement in Bangladesh



Benefits to Supervisors

- Feel more welcomed by staff because they help staff to solve their problems, rather than criticize them for their faults
- They have the satisfaction of working as a team member, watching staff learn and grow and seeing quality improve
- Facilitative supervisors gain a reputation as leaders and enablers



Benefits to Staff & Clients

- Staff feel empowered to solve routine and simple problems
- “Supervision is more humanized” – *provider in Bolivia*
- “The doctor was very good. She said: ‘I will take care of everything. You are all my patients and I have a lot of love for my patients’” – *client in Bolivia*

