

IMPROVED FACILITY-BASED INTEGRATED SUPPORTIVE SUPERVISION: GAINS ON HEALTH SYSTEM STRENGTHENING IN OYO STATE

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Introduction

- Nigeria is a high-burden country, accounting for approximately 1 in 4 of the estimated 232 million malaria cases worldwide (1).
- The need for supportive supervision as an intervention to improve performance is heightened by low capacity, inadequate skills, and poor management of the health workforce. Supervisory mechanisms in the state were irregular and not integrated.
- The US President's Malaria Initiative for States supports integrated supportive supervision (ISS) visits to health facilities (HFs) to support health system strengthening in Oyo State.
- The objectives of the ISS were to measure the quality-of-service delivery at the facilities, assess the functionality of various systems, and update and improve the capacity of health workers.
- The ISS is conducted by state teams comprising of senior level officers who have been trained on supportive supervision.

Methods

- Quarterly visits to HFs were made using an electronic checklist that covers infrastructure, basic equipment, human resources, essential drugs, and service delivery for the malaria program.
- Visits were preceded by a planning meeting and based on poor performance revisits were conducted.
- 1,625 HFs were visited between September 2020 and December 2022, and 69% were revisited.
- The process involved reviewing records including HF registers, case files, and various documents and conducting on-the-job training of providers to improve identified knowledge gaps.
- Feedback was given to the facility and action points are jointly agreed upon. Issues needing higher level support are raised to state government for further interventions.



Figure 1. Well-arranged commodities in a general hospital

Results

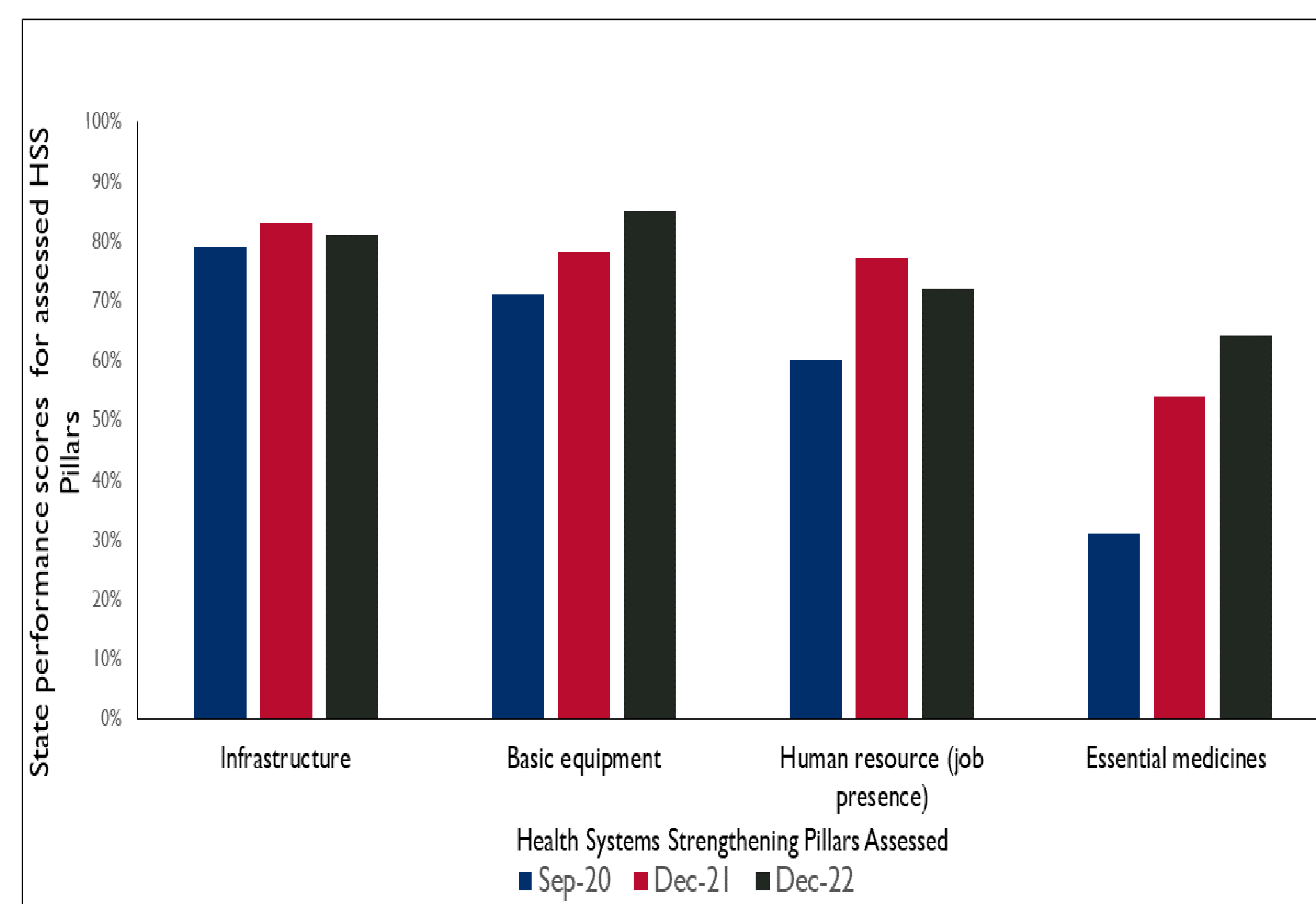


Figure 2. Performance scores between September 2020 and December 2022 in Oyo State HFs

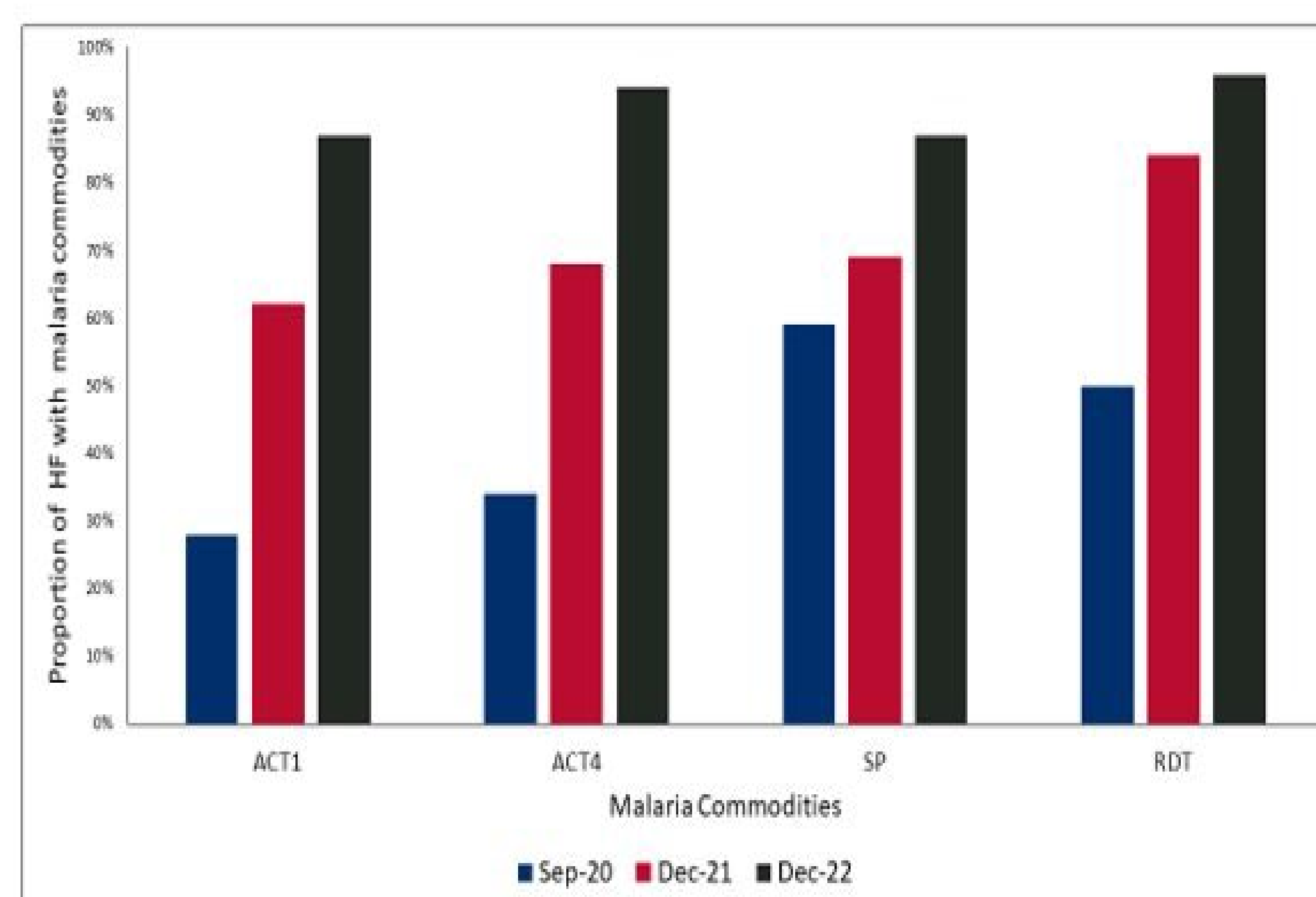


Figure 3. Stock availability between September 2020 and December 2022 in Oyo State HFs

A Pearson correlation coefficient test between number of visits and performance shows a strong positive correlation for infrastructure ($r=.94$) ($p<0.01$), basic equipment ($r=.91$) ($p<0.01$), essential medicine ($r=.81$) ($p<0.01$), and human resource ($r=.93$) ($p<0.01$), thus revealing that the more visits to the facilities, the better the improvement in performance.

Discussion

- The ISS process supports and improves the service delivery process through on-the-job capacity building, better communication, and jointly resolving identified issues.
- Further mentoring improves individual and collective performance of health care providers (2).
- Following up with issues identified to ensure resolutions are made during these visits is key to strengthening health systems.
- Government ownership in building the health care system is strengthened by their involvement in supportive supervision.

REPEATED
INTEGRATED
SUPPORTIVE
SUPERVISION LEADS TO
IMPROVED
PERFORMANCE
AND COMMODITY
AVAILABILITY



Figure 4. ISS visit for a review of records

References

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