Illustrative indicators for community health worker performance measurement

Frontline Health Project

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ILLUSTRATIVE INDICATORS FOR COMMUNITY HEALTH WORKER PERFORMANCE MEASUREMENT

The Frontline Health project collaborates with country MOH, USAID missions, UNICEF offices, and ICH partner NGOs to integrate 46 community health worker (CHW) performance measurement indicators into a set of priority indicators for country monitoring and evaluation frameworks.

Initiated by Ministries of Health from the 7 ICH partner countries, a series of expert consultations led to the following indicators. Balancing pragmatism, actionability, and comprehensiveness, indicators are categorized into 7 key domains. Experts recommend including at least 1 indicator from each domain in country priority lists.

When prioritizing a shortlist from these 46 indicators, countries should consider the following:

1. **Potential users and usability of the data.**
   a. Is data collected useful and actionable for workers on the frontlines?
   b. Is data collected useful and actionable for decision-makers?

2. **Data collection capacity and feasibility for routine or special studies.**
   a. If indicators can be routinely collected, ensure appropriate data collection systems are in place.
   b. If indicators require special studies, ensure appropriate resources are in place.

3. **Health information system capacity.**
   a. If data is collected, can action feasibly be taken to improve on the findings?
   b. If not, consider re-prioritization of pragmatic, actionable information.
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<tr>
<th>Domain 1: Supportive Systems</th>
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<tr>
<td>Sub-Domain A: Supervision and performance appraisal</td>
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<tr>
<td>1. #/% of supervisors trained in management and supervision of CHWs</td>
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<td>2. Ratio of CHWs to supervisors</td>
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<td>3. #/% of supervisory visits that met the quality criterion</td>
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<td>4. Average # of visits per supervisor to monitor/support CHW activities in the last month</td>
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<td>5. #/% of CHWs who received a supervisory visit in the last 1-3 months that includes review of reports and data collected</td>
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<td>6. Average # of supervisory contacts (in-person visits, phone calls, text messages, etc.) per CHW</td>
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<td>Sub-Domain B: Data use</td>
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<tr>
<td>7. #/% of health workers (CHWs/supervisors/health facility staff) who have access to client data AND who report using the data to make decisions about their provision of services</td>
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<td>8. #/% of national/sub-national/facility/community meetings in which data (from standardized reporting platforms etc.) are discussed/reviewed</td>
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<tr>
<td>9. #/% of CHWs who have access to the client data they have collected (for follow-up) in the last 6 months</td>
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<th>Domain 2: CHW Development</th>
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<tr>
<td>Sub-Domain A: Recruitment</td>
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<tr>
<td>10. #/% of CHWs who have been selected in alignment with selection criteria</td>
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<td>11. # of CHWs who have been selected/recruited</td>
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<td>12. #/% of target communities/populations that have an assigned CHW</td>
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<td>Sub-Domain B: Training</td>
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<td>13. #/% of CHWs who have received initial training</td>
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<td>14. #/% of CHWs who have received follow-up training in the last two years</td>
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<td>15. #/% of CHWs who have completed the certification program</td>
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<td>Sub-Domain C: Incentives</td>
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<tr>
<td>16. #/% of CHWs who have received their stipend in the last month</td>
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<td>17. #/% of CHWs who have received a specific non-financial incentive</td>
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<th>Domain 3: Support from Community-based Groups</th>
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<td>18. # of planning/review meetings held at the level of the local government to discuss CHW program performance</td>
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### CHW Performance Measurement - Illustrative Indicators

#### Domain 4: CHW Competency

**Sub-Domain A: CHW knowledge**

19. #/% of CHWs who have passed knowledge/competency tests (following training)

20. #/% of CHWs who express that they feel confidence in their abilities to provide health education

21. #/% of CHWs who express confidence in their abilities to deliver basic healthcare services

**Sub-Domain B: Service delivery**

22. Average # of home visits made by CHWs in the last month (indicator to be disaggregated by type of home visit - i.e. sick child visit, antenatal care, etc.)

**Sub-Domain C: Service quality**

23. #/% of CHWs who correctly identified the case/health problem (as per items in a checklist)

24. #/% of CHWs who correctly addressed (treated) the identified health problem (as per items in a checklist)

25. #/% of CHWs with all the key stock commodities in the last reporting period

26. Average time from onset of symptom to first contact with CHW

**Sub-Domain D: Data reporting**

27. #/% of CHWs who submitted reports in the last month

28. #/% of CHW reports submitted that were complete/did not have missing information

**Sub-Domain E: Absenteeism**

29. #/% of CHWs who reported on their activities in the last month

30. # of days CHW has performed at least one CHW responsibility in the last month

#### Domain 5: CHW Well-Being

**Sub-Domain A: Motivation**

31. Composite metric

**Sub-Domain B: Job satisfaction**

32. #/% of CHWs who expressed satisfaction with the community support they receive

33. #/% of CHWs who expressed satisfaction with the support they receive from health facility staff

**Sub-Domain C: Attrition/ Retention**

34. In the last 3 months, #/% of CHWs who have reported on their activities
# CHW Performance Measurement - Illustrative Indicators

## Domain 6: Community Access

### Sub-Domain A: Use of services

35. #/ % of households who received at least one visit by a CHW in the last 3 months

### Sub-Domain B: Knowledge of service availability

36. #/ % of community members that know the name of the community CHWs

37. #/ % of community members who can name at least 3 services that the CHW provides

### Sub-Domain C: Referral/ counter-referral

38. % of individuals referred by CHW to the health facility per 100 clients seen (and subset by reasons for referral)

39. #/ % of clients that completed the referral at the health facility (referral completion)

40. #/ % of referred clients seen at receiving service (health facility) that is seen back at referring service (CHW) with complete counter-referral information (counter-referral)

41. Average # of referrals made per CHW in the last month

## Domain 7: Community-Centered Care

### Sub-Domain A: Empowerment

42. Composite metric

### Sub-Domain B: Experience of care

43. #/ % of women/households who express satisfaction with services they received from the CHW in the last 3 months

44. #/ % of women who report that in their interaction with the CHW they felt humiliated or disrespected (scale 1-5)

### Sub-Domain D: Credibility/ trust of CHW

45. #/ % of women/clients who report they trust the health information provided by the CHW

46. #/ % of women/clients who report they trust the treatment services provided by the CHW

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