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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.

- Is data collected useful and actionable for workers on the frontlines?
- Is data collected useful and actionable for decision-makers?

2. Data collection capacity and feasibility for routine or special studies.

- If indicators can be routinely collected, ensure appropriate data collection systems are in place.
- If indicators require special studies, ensure appropriate resources are in place.

3. Health information system capacity.

- If data is collected, can action feasibly be taken to improve on the findings?
- If not, consider re-prioritization of pragmatic, actionable information.

CHW Performance Measurement - Illustrative Indicators

Domain 1: Supportive Systems

Sub-Domain A: Supervision and performance appraisal

1. #/% of supervisors trained in management and supervision of CHWs
2. Ratio of CHWs to supervisors
3. #/% of supervisory visits that met the quality criterion
4. Average # of visits per supervisor to monitor/support CHW activities in the last month
5. #/% of CHWs who received a supervisory visit in the last 1-3 months that includes review of reports and data collected
6. Average # of supervisory contacts (in-person visits, phone calls, text messages, etc.) per CHW

Sub-Domain B: Data use

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
8. #/% of national/sub-national/facility/community meetings in which data (from standardized reporting platforms etc.) are discussed/reviewed
9. #/% of CHWs who have access to the client data they have collected (for follow-up) in the last 6 months

Domain 2: CHW Development

Sub-Domain A: Recruitment

10. #/% of CHWs who have been selected in alignment with selection criteria
11. # of CHWs who have been selected/recruited
12. #/% of target communities/populations that have an assigned CHW

Sub-Domain B: Training

13. #/% of CHWs who have received initial training
14. #/% of CHWs who have received follow-up training in the last two years
15. #/% of CHWs who have completed the certification program

Sub-Domain C: Incentives

16. #/% of CHWs who have received their stipend in the last month
17. #/% of CHWs who have received a specific non-financial incentive

Domain 3: Support from Community-based Groups

18. # of planning/review meetings held at the level of the local government to discuss CHW program performance

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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