

Effective Diagnosis, Treatment, and Monitoring of Hypertension in Primary Care

Facilitator Notes

7

Supervision

Content should be adapted with country-specific information prior to use.

Red text denotes places where modification may be required. Guidance on how to adapt the training is provided in the Course Overview.

Facilitators should review all materials prior to the training workshop to ensure they have a full understanding of the session and to determine what hard copy print outs will be required to conduct the exercises.

Overview of the session

Participants will apply what they learn about the monitoring of hypertension by undertaking exercises that involve considering the impact of different styles of supervision, and preparing material for a supervision visit.



EXERCISE 1: DISCUSSION: POSITIVE AND NEGATIVE EXPERIENCES OF BEING SUPERVISED

Instructions

- A total of **15** minutes is recommended for this exercise.
- Ask the participants to spend a few minutes recalling a past experience of being supervised and when they felt supported or controlled. Ask them to consider what impact this experience had on their performance.
- Ask a few participants to share their experience with the rest of the group, such as occasions when they were asked to do work they were insufficiently trained for or were not allowed to undertake a task unsupervised which they felt competent to do.



EXERCISE 2: SUPPORTIVE SUPERVISION PLANNING

Instructions

- A total of **40** minutes is recommended for this exercise.
- There are **150 subcentres**, **40 primary health centres** and **10 community health centres** in a district. Ask participants to spend **25** minutes planning visits for the first quarter of 2019, marking the dates of the visits on the calendar provided in the Participant Guide.
- All facilities had BP control rate <50% in the last quarter. In addition, PHC **[NAME]** had drug stock-outs, while PHC **[NAME]** has only one doctor, who has been on sick leave for the last three months.
- Ask participants to make a note that they are busy during the first week of the quarter preparing various reports and that there is a district-level review meeting on the last Monday of every month and a state-level review every other month.

- Lead a 15-minute discussion in which participants discuss the different factors that need to be taken into account. Answers can vary and the rationale will need to be explained. The following points should come up in the discussion:
 - As much as possible, each facility should be visited at least once in a quarter.
 - Prior to scheduling visits, the supervisor should block off days when no visits would be possible:
 - The first week of the quarter as s/he would be busy preparing reports
 - Dates set for the district and state-level review meetings.
 - The facilities with major issues (drug stock-outs, no medical officer) should be prioritized at the beginning of the quarter.
 - The poorly performing facilities would also need to be prioritized. (In this case, the BP control rates are low in all the facilities.)
 - Based on the geographical spread, it may be possible to visit more than one facility on a particular day.
 - Every village has a “market day” when patients are unlikely to visit the facility. Visits should be avoided during these days (if applicable).



EXERCISE 3: DISCUSSION: COLLECTING INFORMATION FOR THE SUPERVISION CHECKLIST

Instructions

- A total of 30 minutes is recommended for this exercise.
- Ask participants to spend 20 minutes reviewing the blank supervision checklist provided in the Participant Guide.
- Working through the checklist, facilitate a 10-minute discussion on how best to collect information and what data are most suitable for performance evaluation.



EXERCISE 4: SUPERVISION CHECKLIST REVIEW

Instructions

- A total of 30 minutes is recommended for this exercise.
- Ask participants to spend 20 minutes reviewing the supervision checklist provided in the Participant Guide to identify key problems and note them under each subheading. Ask them to use the summary form provided in the

Participant Guide to identify solutions and/or recommendations for each problem, and note them under each subheading.

- Facilitate a 10-minute discussion on the possible answers. A completed form is provided on below.

Answers

| SUMMARY OF SUPERVISION VISIT | | |
|------------------------------|--|---|
| | Problems identified | Recommendations |
| 1 | Screening and BP measurement <ul style="list-style-type: none"> • No major issues | |
| 2 | Treatment <ul style="list-style-type: none"> • Protocol not being followed • Majority of patients' BP not under control | <ul style="list-style-type: none"> • Training of new medical officer on treatment protocols |
| 3 | Conselling and follow-up <ul style="list-style-type: none"> • No follow-up system | <ul style="list-style-type: none"> • Set up system for identifying and tracking treatment defaulters |
| 4 | Service delivery <ul style="list-style-type: none"> • Ineffective counselling | <ul style="list-style-type: none"> • Refresher training on counselling |
| 5 | Drug inventory <ul style="list-style-type: none"> • No issues | |
| 6 | Recording and reporting <ul style="list-style-type: none"> • Records not being maintained • Reports not being sent on time | <ul style="list-style-type: none"> • Refresher training/ on-site training of designated staff responsible for maintaining the recording formats • Training of new medical officer on reporting requirements |
| 7 | Any other <ul style="list-style-type: none"> • New Medical Officer | <ul style="list-style-type: none"> • Training of new medical officer on IHMI |



EXERCISE 5: PROBLEM-SOLVING AND FEEDBACK ROLE PLAY

Instructions

- A total of 30 minutes is recommended for this exercise.
- Instruct the group to spend a total of 30 minutes working in pairs or small groups. Have participants take turns so that each person plays each role.

Role 1– Supervisor who has made a visit to a health facility: Pick a problem from the summary report in Exercise 3. Keeping in mind principles of good communication, provide feedback to the rest of the group.

Role 2 – PHC staff: Listen to the feedback on your performance and respond.



EXERCISE 6: CONDUCT A SITE VISIT TO A HEALTH FACILITY

(half-day field work; half-day classroom)

Participants will conduct a supervisory visit to a primary health care facility, using the supervision checklist.

They will then prepare the Supervision Summary Report and provide feedback to staff.

After returning to the classroom, organise an opportunity for them to reflect on the supervision process, to share their reflections with other participants, and to make a plan for a follow-up supervision visit.