Coaching/supportive supervision job aid

Objective

This objective of this document is to provide guidelines for conducting an effective supportive supervision or coaching meeting with underperforming facilities.

Reason

Use of the electronic immunization registry, as well as development of a data use culture, will require a change in skills and approaches to work. Some facility staff may take a bit of time to master these new skills and approaches and will require additional support from the district/county (or their supervisors). This job aid provides a quick reference point for conducting coaching or supportive supervision related to the use of the electronic immunization register, including review of the facility data (for the quality and use of data for decisions) and the overall immunization program performance. At the end of the session, there should be an agreed upon action plan to address the challenging areas and ensure follow up.

Process

Review the areas where low performance has been noted with the facility staff. Discuss the following questions, and fill out the template below from the facility staff’s perspective:

* In what areas have we been successful so far?
* What are our ideas around why this low performance is happening?
* What barriers are we experiencing?
* What support and skills do we need to be successful?
* Who can support our success? When and how do we communicate with them?

Materials required for this task

Coaching template

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| **Barrier no.** | **Barrier** | **Proposed intervention/action** | **Steps involved** | **Person(s) responsible** | **Other stakeholders** | **Resources****needed** | **General timeline** |
| 1 (sample)  | High number of defaulters from one specific community | * Work closely with community health worker from that community to provide follow-up.
* Plan outreach session for that community every 2–3 weeks.
 | * Call community health worker.
* Plan outreach sessions.
 | Health worker A | * Community health worker
* Facility charge
* Village leader
 | * Call time
* Transport
 | 1 month (and supervisor to follow up next month)  |
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