

Supervision

Sub topics

Introduction

- What is supervision?
- Objectives of supervision
- Principles of Supervision

Process of supervision

- Supervision cycle
- Preparation for Supervisory visit
- Activities involved in supervision
- Feedback after supervisory visit

Skills of supervisor

Do's in supervision

How to prepare Checklists

Expectation after training

- MO PHC will understand meaning of supervision.
- Principle and characteristics of effective supervisor.
- Develop supervisory skills
- Able to plan supervision, conduct supervision
- Able to bring positive change in motivation level of staff and their performance

Supervision

Supervision is a way to ensure staff competence & effectiveness

through

- Observation,
- Discussion,
- Support,
- On-the-job training

Success of any health program depends greatly on the Quality of supervision.

Objectives of Supervision

- Ensure presence of technical skills required for leprosy control activities
- Identification of obstacles faced by the peripheral health worker and to find appropriate solutions
- Plans for future work and improved performance are made
- Health workers are supported and motivated in their work
- Additional information, not available under the routine reporting system, is collected and analyzed.

Principles of supervision

- Open & two way communication.
- Listen to problems to find solutions
- Autonomy & empowerment
- Flexibility in approach

cont.....

- Provides supervisee a better environment to work efficiently.
- Provides developmental support to help supervisee, to develop knowledge, understanding and skills required for their job
- Identifies problems and find appropriate solution for any obstacles faced by the health care functionaries.

Contd...

- Provides support and motivation to the supervisee to enable him to plan for future work and improve performance.
- Promotes excellence in performance
- Provides an opportunity for monitoring and evaluation of the technical procedures

Process of supervision

- **Plan for a supervision cycle:**
 - It depends on number of problem areas, number of supervisor and
 - logistics available
- **Preparation for Supervisory visit:**
- **Review the relevant documents**
 - Guidelines,
 - Expected outcomes
 - Report of previous supervisory visits,
 - Periodic reports of health centre
 - District reports
 - Any feed back to previous reports.

Cont..

- **Identification of priorities for supervision**
 - Identification of problem areas by analyzing reports and returns
 - Preparation of checklist
- **Preparation of supervision schedule**
 - Preparation of ATP
 - Circulation of ATP well in advance to District and place to be visited

cont...

- **Prepare a checklist of few selected items based on**
 - Own job responsibilities,
 - Job responsibilities of the staff
 - Review of the assessment made - last visit
 - Activities need further attention,
 - Review of records,
 - Reports and feed backs.

Cont....

- **Characteristics of the Check list:**

- Neither too long, or it will become cumbersome.
- Nor too short, or will not give adequate information.
- Based on the tasks for which health workers are responsible. tasks changes – change checklist
- Based on the targets set for the health centre and area.
- Incorporate or refer to the national or district guidelines or manual when a specification is needed (well) a task has to be performed.

Process of supervision

- **Conduction of Supervisory visit:**
 - Observe skills and activities being performed
 - Review Documents maintained at the health centre (complete, correct and updated information.)
 - Interact with health workers positively
 - Answer all the queries thoughtfully
 - Interview and examine patients

Process of supervision

- **Analyse the following aspects**
 - Staff knows and understands their responsibilities
 - Analyse utilization of working time
 - Modify their work plan & distribution of task if required
- **Explain them the reason for change**
- **Tell the expected outcome.**

Feedback after supervisory visits

- Preparation of tour report for feedback
 - Details of places visited,
 - Details of staffs met and their works supervised
 - Observation
 - Critical analysis of situation, gap found, actions taken to fill up the gaps
 - Institutional set up developed for the place of visit for efficient performance and improvement of quality of services.
 - Recommendations given

The copy of tour report need to circulated to District Programme (Leprosy) Officer / Chief Medical Officer and centers and persons supervised and office copy kept for future references.

Skills of Supervision

- Clinical skills:
- Human relation skills: Human behavior
- Administrative skills:
- Decision-making and problem-solving skills

Supervision is not a fault finding mechanism

Do's

- Knows his/her people
- Know what they expect, how they differ.
- Knows the key men in the group securing support
- Stay in contact with the staff
- Gets away from the desk, mixes and moves around
- Is a good listener
- Know when to make decisions himself
- Knows when to ask for help from the Group

Cont...

- Foresee problems.
- Be concerned both about task and about their
men
- Keep their Cool
- Be fair
- Take responsibility, don't run away from it
- Develop their men
- Knows self

Analysis & follow up

- **Analyse**

- Performance & Motivation of staff
- Provision of Service
- Communication
- Logistics
- Conflict management

- **Follow-up activities of supervision include:**

- Describe the findings (positive & negative)
- Recommendations.
- Feedback to the supervised staff
- Feedback to direct superior.
- Complete an annual performance appraisal.
- Discuss the assessments frankly .

Feed up

- Draw up a staff development programme
- Consolidate training needs of the staff
- Evaluate the progress made by the staff member
- Keep the files of the staff under supervision up to date

Thank You



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