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
### 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
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<tr>
<th>Domain 6: Community Access</th>
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<tr>
<td><strong>Sub-Domain A: Use of services</strong></td>
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<tr>
<td>35. #/ % of households who received at least one visit by a CHW in the last 3 months</td>
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<td><strong>Sub-Domain B: Knowledge of service availability</strong></td>
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<td>36. #/ % of community members that know the name of the community CHWs</td>
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<td>37. #/ % of community members who can name at least 3 services that the CHW provides</td>
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<td><strong>Sub-Domain C: Referral/ counter-referral</strong></td>
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<td>38. % of individuals referred by CHW to the health facility per 100 clients seen (and subset by reasons for referral)</td>
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<td>39. #/ % of clients that completed the referral at the health facility (referral completion)</td>
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<td>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)</td>
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<td>41. Average # of referrals made per CHW in the last month</td>
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<th>Domain 7: Community-Centered Care</th>
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<td><strong>Sub-Domain A: Empowerment</strong></td>
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<td>42. Composite metric</td>
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<td><strong>Sub-Domain B: Experience of care</strong></td>
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<td>43. #/ % of women/households who express satisfaction with services they received from the CHW in the last 3 months</td>
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<td>44. #/ % of women who report that in their interaction with the CHW they felt humiliated or disrespected (scale 1-5)</td>
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<td><strong>Sub-Domain D: Credibility/ trust of CHW</strong></td>
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<td>45. #/ % of women/clients who report they trust the health information provided by the CHW</td>
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<td>46. #/ % of women/clients who report they trust the treatment services provided by the CHW</td>
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