

# How to ensure quality of care without supervision

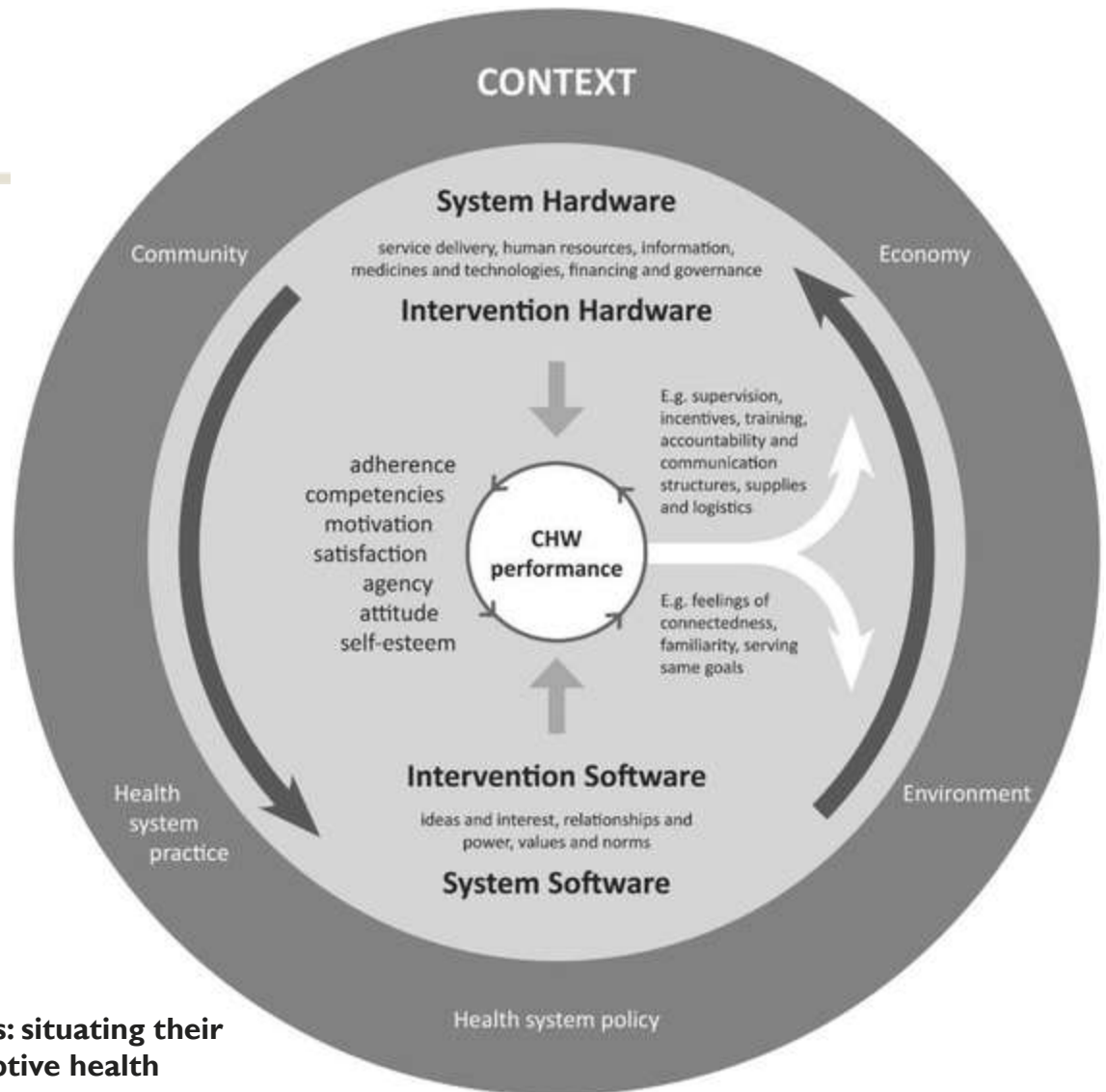
Jeanne Koepsell  
CORE Group, June 4, 2018



Getting it right?



# Factors that affect a CHW's performance



**Performance of community health workers: situating their intermediary position within complex adaptive health systems.**

Maryse C. Kok, Jacqueline E.W. Broerse, Sally Theobald, Hermen Ormel, Marjolein Dieleman and Miriam Taegtmeier. *Human Resources for Health* 2017 | 5:59

# Supervision - the magic bullet?

(hint, the answer is  
no...)





Supervision even  
harder in  
emergencies

# How can connected health help?

- Algorithms
- Daily testing
- LMIS links
- Dashboards
- WhatsApp
- Incentives
- Phone calls
- Other ideas?



**THANK YOU**



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