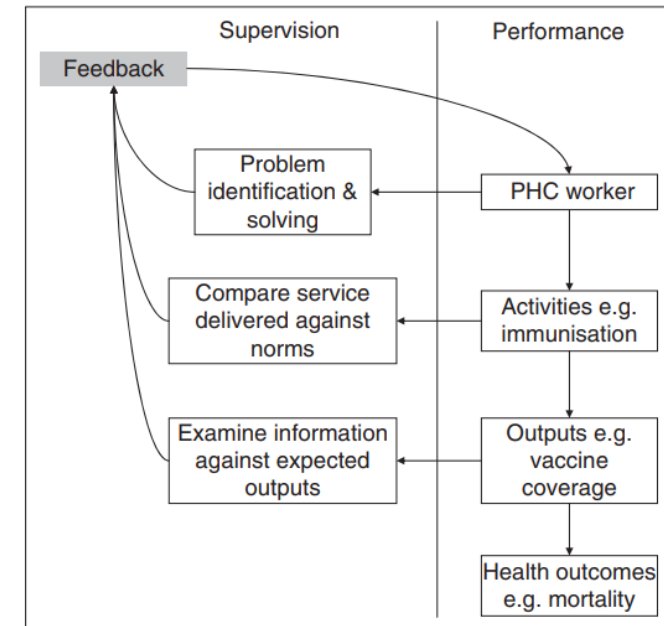


Georgia Case



Proposed supportive supervision and performance framework for national scaleup

Source: Bosch-Capblanch et al.



National Health Agency

Base Capitation + P4P

Salary + P4P

State Medical Holding

Performance reporting

Supportive Supervision

On-site visit (bi-monthly then quarterly)



Online session (monthly then bimonthly)



- View and analyze data from supervision visits
- Monitor progress in improving quality services
- Identifying common gaps across health workers
- Monitor individual HW performance compared to standards
- Provide real-time feedback to health workers on their scores, including mobile graphing to show performance over time
- Provide real-time refresher training content, with multimedia support for technical feedback and counseling



Professional Medical Associations

Telemedicine peer-to-peer networking, teleconsultations, peer support, reporting, coaching