

The Nine Step Guide to Implementing Clinic Supervision

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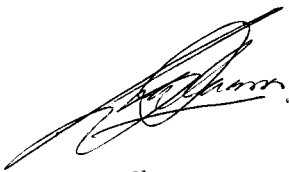
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Foreword

There is no doubt that one of the most effective ways of improving quality of health care at district level, is by means of clinic supervision. To that end, the Clinic Supervisor's Manual is being used to implement supervision throughout health districts in South Africa.

This booklet, *The Nine Step Guide to Clinic Supervision*, is a simple tool which guides the effective use of the Clinic Supervisor's Manual in addition to guiding the day to day activities involved in supervision towards successful and improved outcomes.

It is envisaged that clinic supervisors, programme managers, sub-district and district managers will benefit from reading and using *The Nine Step Guide to Clinic Supervision*. Especially for those with too little time and too much to do, this guide is a quick reference to the essential tools and activities involved in good quality supervision.



Dr Louis Claassens
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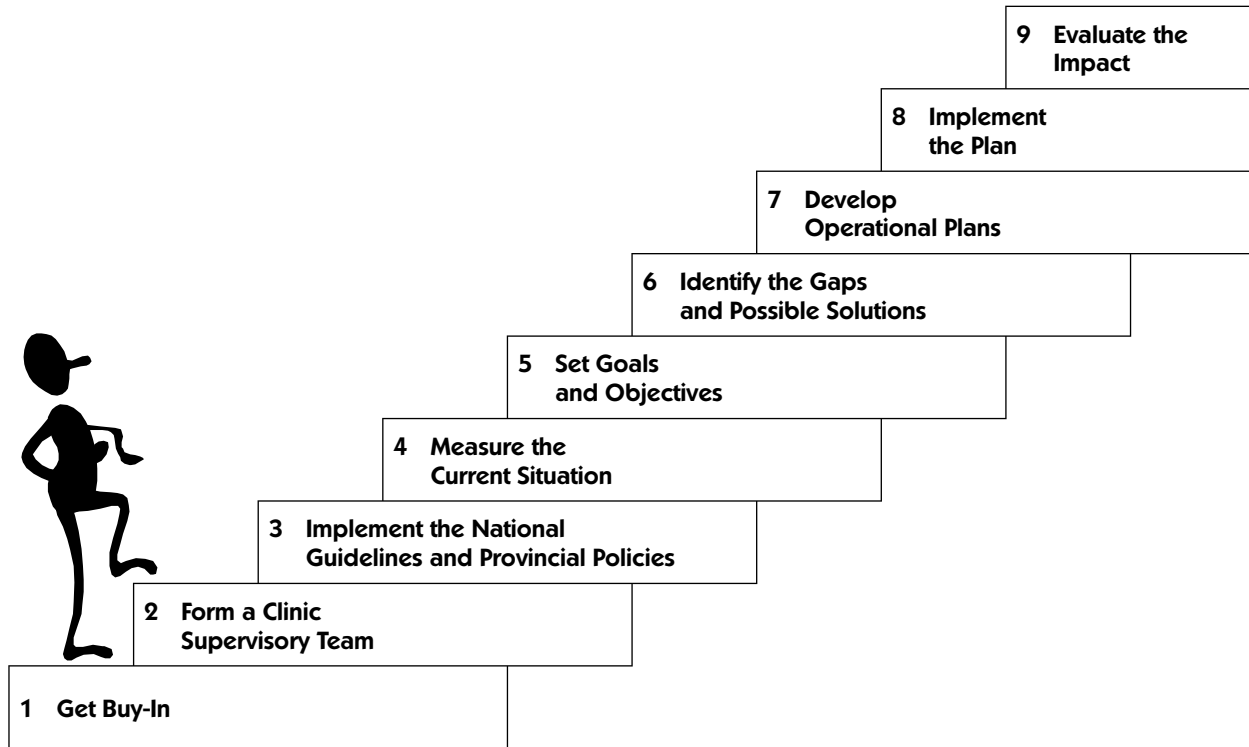
Introduction

This booklet focuses on how to implement clinic supervision. Although it does not go into any great depth or detail, it aims to assist managers, programme coordinators, clinic supervisors and facility managers find their way in the day to day supervision of quality of care. The Nine Step Guide addresses implementation in an easy to follow method, using a number of tools and practical examples gathered from the districts where HST has worked over the last three years.

By following and implementing each of these nine steps, those involved in the process of supervision are sure to get closer to the common goal of increased quality of care within a relatively short period of time. The Appendices provide further advice on day to day matters such as tips for clinic supervisors and managers, quarterly review meetings and further reading.

We know that clinic supervision is one of the most effective ways of improving the quality of care at district level. For far too long however, it has been an activity that has fallen between directorates and has not been afforded the status and importance it deserves. It is hoped that this guide will contribute to supervision being an accepted, practical and workable activity that is essential in improving, and maintaining, good quality care at primary care level.

Nine Key Steps in Implementing Clinic Supervision



Tools recommended in this guide

The Clinic Supervisors' Manual (CSM) is useful for starting up and maintaining clinic supervisory practices in a district. Yet, it is very long and although it provides a good overview, it can be intimidating to use.

However, the tools recommended within the CSM, when used correctly, have been shown to improve management skills at a facility level. These are the **Red Flag** and **PHC/Regular reviews** which are used on a monthly basis. Other useful tools are the **In-Depth Reviews** for priority programmes such as TB and HIV, which can be used on a quarterly basis. For examples of this, see Appendix 5.

Some of the most rural and under resourced districts have considerably improved the quality of their PHC services, by using these tools regularly.