



Provider Behavior Change Implementation Kit: Community Health Workers

Adapted Success Case Phase 1 Survey Questionnaire

Purpose – to collect Phase 1 data for the Adapted Success Case approach

Phase 1 of the process consists of getting a general “pulse” of the experience CHWs in their daily work lives. It also helps you identify specific cases at both ends of the performance spectrum for further study. These cases will be samples from among top performers, on the high end of the scale, and challenged performers, those on the low end of the scale. It can also include randomly selected members of any specific subgroup that is of particular interest due to characteristics like geography, demographics, or professional attributes.

Key Information Needed	Draft Question
Quality	<i>Question should capture if workers feel they have the opportunity to give their best every day</i>
Expectation	<i>Question should measure knowledge of performance expectations</i>
Ability	<i>Question should measure skills and knowledge to perform the job</i>
Opportunity	<i>Question should measure barriers such as lack of resources or environmental challenges</i>
Motivation	<i>Question should measure intrinsic drivers to perform and resulting rewards or consequences</i>
Impact	<i>Question should measure perception of how their work makes a difference</i>

Tips:

- Keep the survey short – get the data you need in as few questions as possible.
- Use a response scale that will allow differentiation among performers. A simple yes-no will not get the level of detail you need to choose cases for Phase 2.
- Phrase the questions in a way that reduce concerns that respondents might have about their answers. For example, few people will say they aren’t able to do their job. Instead of asking it outright, one strategy is to ask “how often” they face challenges that would keep them from doing their job.
- If there are key challenges that have already been identified, use one of the questions to determine how prevalent that challenge is across the population.
- Try and change the direction of the questions at least once, so that all responses perceived to be positive are not at the same end of the scale.