



## Provider Behavior Change Implementation Kit

### Example Performer Analysis Worksheet

Here is the Performer Analysis Worksheet prepared by Cecilia, the Facilitator, and a subgroup of the Steering Committee.

	<b>Community Health Workers (CHWs)</b>
<b>Who</b>	<p>Typical CHWs in {name}'s region fall into one of two categories:</p> <p><u>Village Health Workers (VHWs)</u> are volunteers within their communities. They typically have less than 6 years of formal schooling, but were provided with two weeks of initial training when they took on the role and receive 3-5 days of refresher training each year. They are all women of child bearing age, most with children of their own, who are either from the village they work in or from that immediate area. Many of these volunteer hours take place during the school day, but other local mothers watch VHWs' children when they are too young for school or school is not in session. VHWs make up about 65% of the overall regional health workforce.</p> <p><u>Senior CHWs (SCHWs)</u> are certified healthcare providers with 18 months of formal training; they delivery services and supervise VHWs in their immediate area who provide counseling and funnel patients to central clinics for complex care. SCHWs are generally located in larger villages or towns. They are usually from that area but not specifically from the town they work in. If patients require more extensive care, they are referred or transferred to the regional hospitals for physician care. SCHWs vary in age from 30 to 60 years old and typically no longer have small children at home. They are often the primary breadwinners in their families. They make up about 25% of the overall regional health workforce.</p>
<b>Where</b>	<p>VHW – volunteer in village settings, usually providing care by visiting the homes of patients</p> <p>SCHW – work in regional health clinics, with clean, reasonably well supplied facilities</p>
<b>When</b>	<p>VHW – volunteer on a part-time basis, usually 10-15 hours per week, year round</p> <p>SCHW – work 30-40 hours per week year round</p>
<b>What</b>	<p>VHW – generally an information and minimal delivery role; visits local homes to provide family planning counseling, including the description of methods and distribution of general medications in support and control of reproductive health (barrier methods, prenatal vitamins, etc.) Usually visits an average of four families during each of her three, 5 hour days. This is typical of VHWs across the region.</p> <p>SCHW – clinical service delivery for family planning, including IUD placement, Depo-Provera injections, vasectomy, and general health testing and prevention visits. Usually sees 12-15 patients during each week day. Services delivered are determined by the clinic Director, who also oversees more critical cases and refers them to regional hospitals for additional treatment when necessary. This is typical of SCHWs in clinics across the region.</p>



## Provider Behavior Change Implementation Kit

<b>Why</b>	<p>VHW – are usually attracted to the role because of their desire to help their villages; they enjoy a raised status among the village population.</p> <p>SCHW – most were drawn to the role because of their interest in medicine or public health, some hope to go on for more advanced training.</p>
<b>How</b>	<p>VHW – performance is tracked by number of patients visited, volume of drugs and resources delivered (submitted monthly), and annual number of unplanned pregnancies in the village; supervised by regional public health officials, generally 1 supervisor to 8 VHWs that connect via text message and twice annual visits to local villages</p> <p>SCHW – supervised by clinic Directors on a daily basis; measures include number of patients seen, number of repeat visits, and number of procedures completed (reported weekly); clinic Directors generally oversee up to three SCHWs in addition to the general clinic staff which number around 15 total.</p>