



## **FACILITATOR GUIDE**

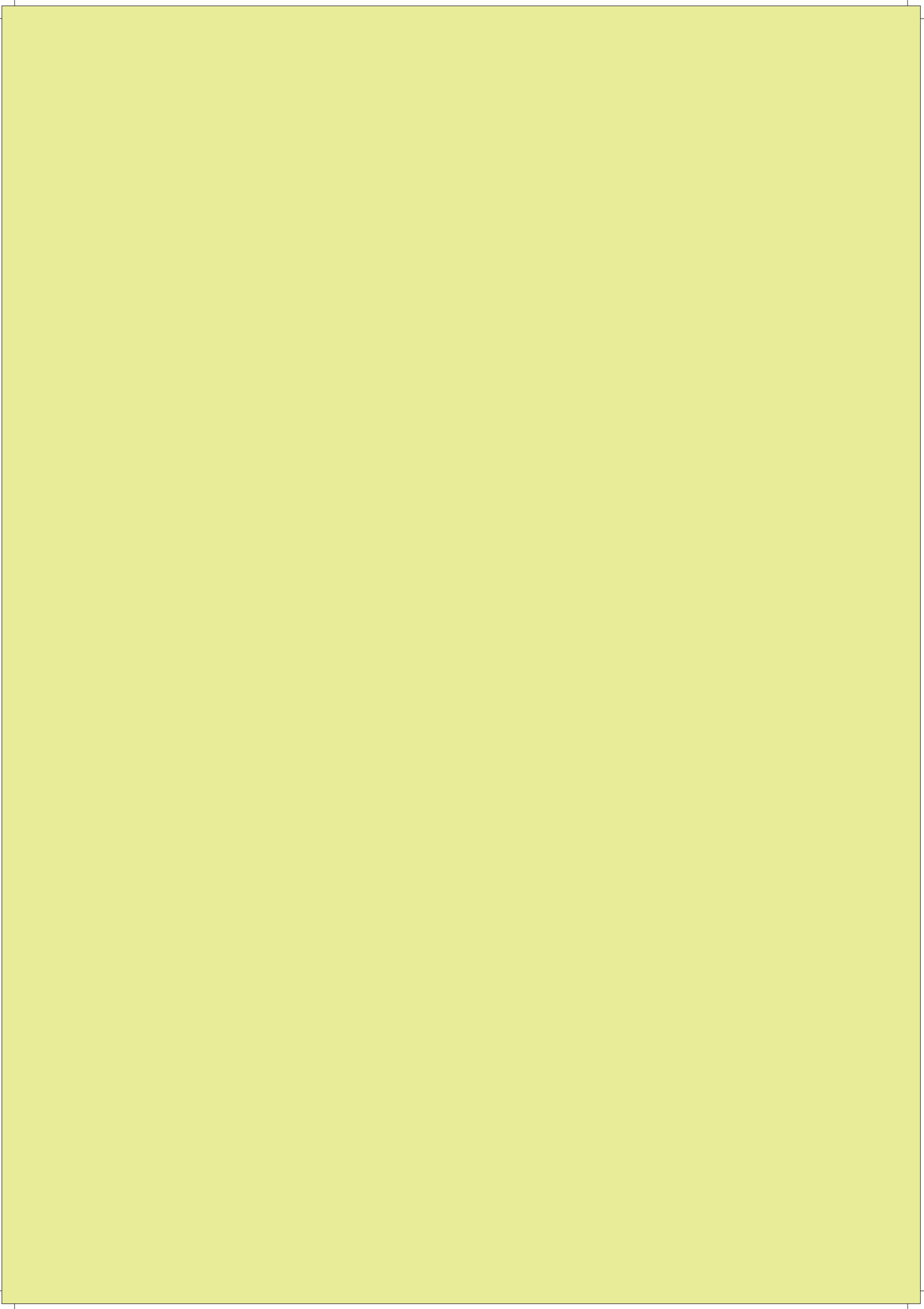
# **HBNC+**

**and newborns discharged from**

# **SNCU**

**(Supportive Supervision)**







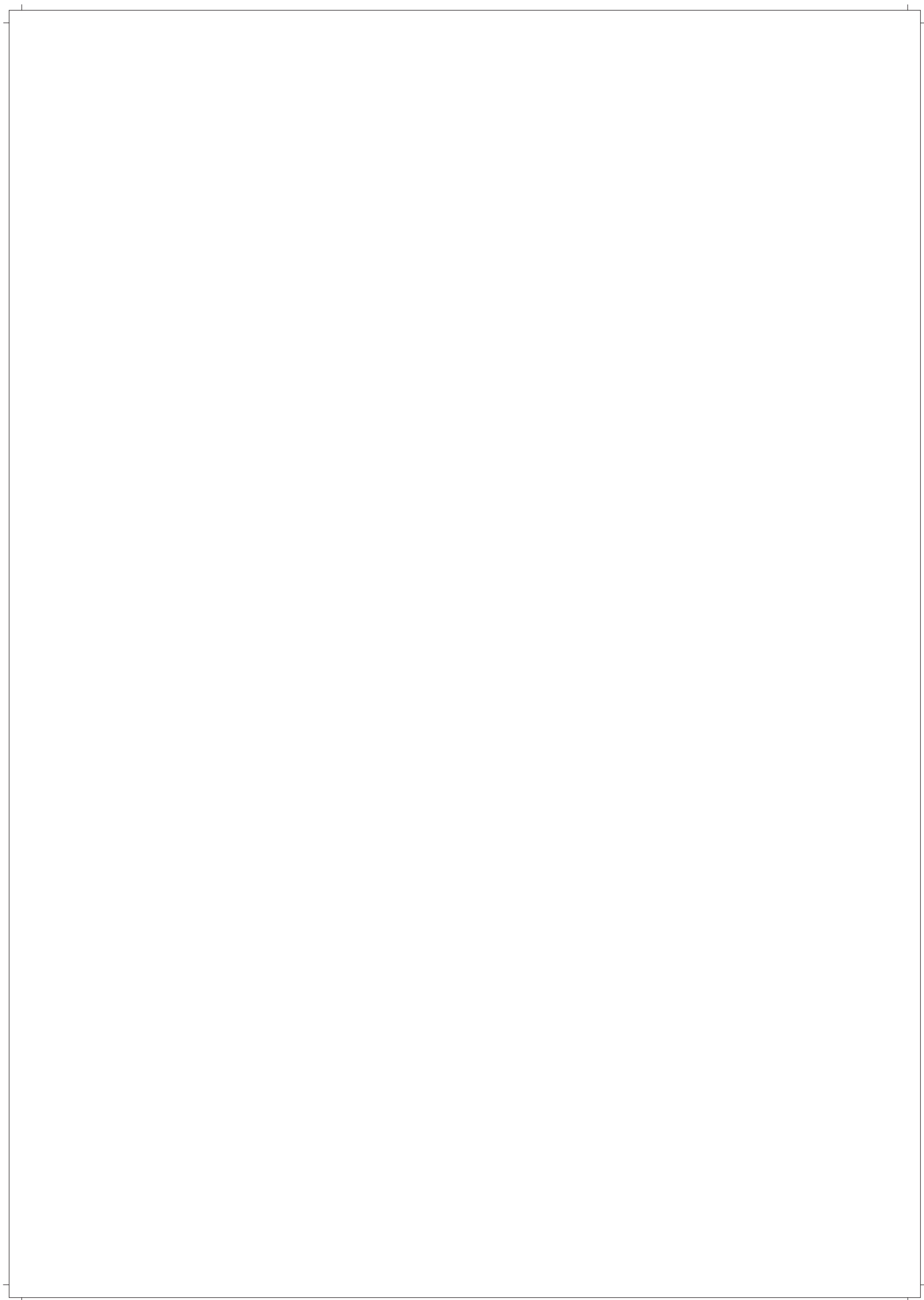
# **FACILITATOR GUIDE**

## **HBNC+**

## **and newborns discharged from**

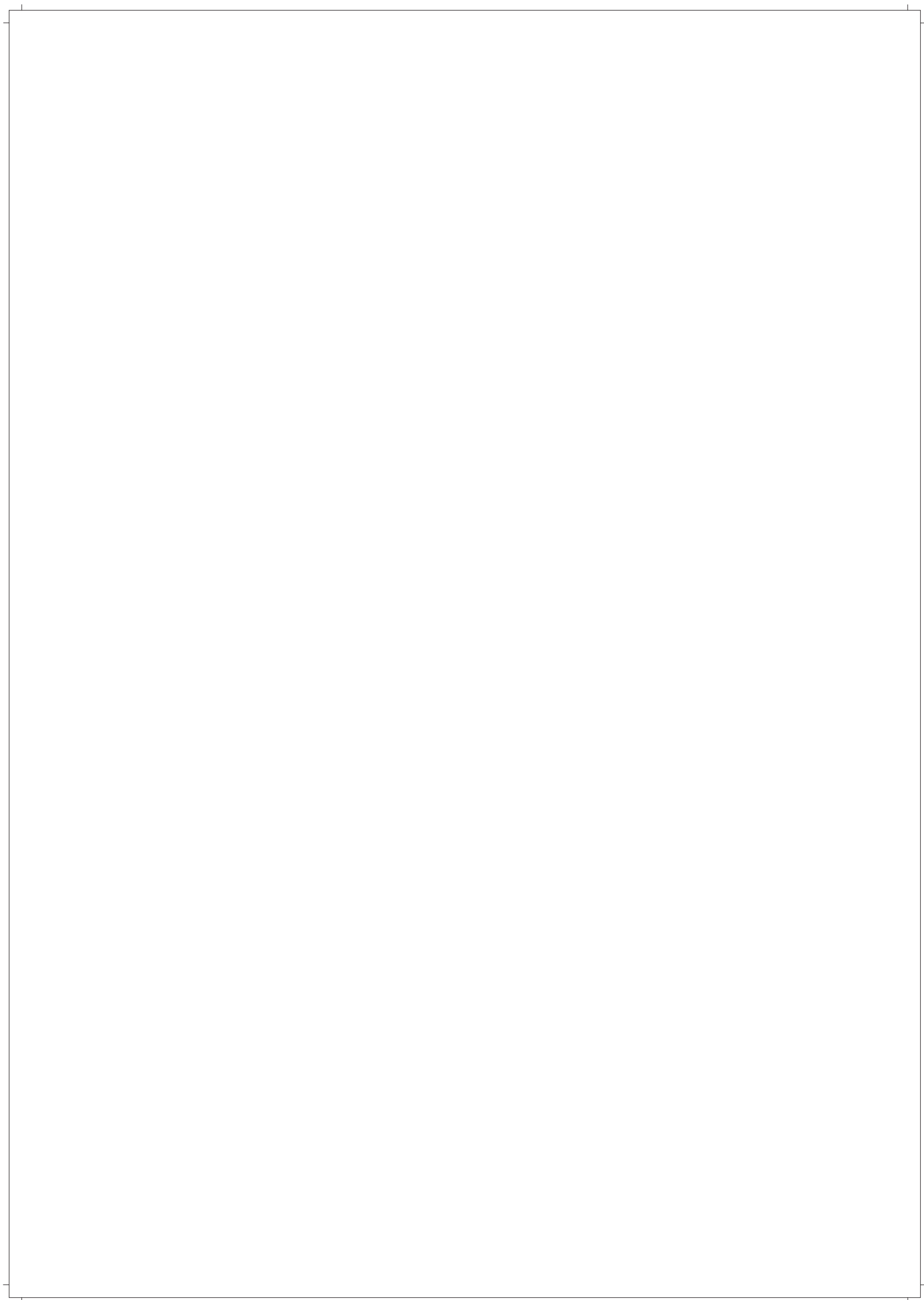
## **SNCU**

## **(Supportive Supervision)**



# Contents

REQUIRED ARRANGEMENTS TO ORGANIZE TRAINING OF SUPERVISORS FOR FOLLOW-UP (SUPERVISORY) VISITS	1
MATERIALS NEEDED FOR TRAINING SUPERVISORS	3
CHECKLIST OF METHODOLOGY TO BE FOLLOWED FOR TRAINING	5
SAMPLE AGENDA FOR TRAINING SUPERVISORS	6
 <b>DAY 1 : Classroom Training</b>	 7
Session 1: Introduction of participants, review of agenda and experience sharing	7
Session 2: Explain the purpose of follow up (supervisory) visit	8
Session 3: Plan and prepare for field (supervisory) visit	9
Session 4: Reviewing HBNC+ records	10
Session 5. Conduct Follow up Visit: Observing home visits and reinforcing skills	10
Session 6: Preparation for the field visits next day	13
 <b>DAY 2 : Field Visit</b>	 15
Session 7: Field visit and debriefing	15
Session 8: Problem solving and reviewing supplies and equipment	16
Valedictory session	18



# **Arrangements required to organize training of Supervisors for follow-up (supervisory) Visits**

## **1. Classroom and lodging arrangements**

Adequate arrangement should be made for the lodging of the trainers and participants and the place should be reserved well in advance.

## **2. Transport**

Convenient transport facilities should be arranged for travel to and from lodging to the field practice site.

## **3. Arrange for field practice session**

Select near to the lodging facility three-four health facilities where trained HW are posted. Make sure that they are practicing visitation skills. There should be enough space to accommodate participants and facilitators.

## **4. Registration**

Arrangement should be made for registration of participants.

## **5. Prepare a course directory**

Course directory includes the names and addresses of all participants, trainers, the course director and it should be provided to everyone at the time of training.

## **6. Arrange for opening and closing ceremonies**

You may want to invite outside speakers for the ceremonies, and you may want someone special to give participants their certificates. Inviting important people for the opening and closing ceremonies helps to improve the visibility of the HBNC+ strategy in the area. Since the follow up after training course is only of 2 days duration avoid allocating too much time to the opening or the closing ceremonies.

## **7. Copies of course material, drugs and supplies**

Determine the requirement for course materials, medicines and supplies required for distribution during the training course.

### **Prepare sufficient copies of the course materials;**

1. The HBNC+ training kit should include copy of MCP Card.
2. Material for reinforcement of skills of HW includes Card sorting set and Supervisors manual for follow-up after training
3. Assessment forms required during class room and field practice sessions.
4. Supplies, which include ORS and Iron in sufficient quantities to meet the HW's requirements. Additional supplies should be kept for taking to the facilities at the time of the follow up visit.

### **Guidelines for trainers of supervisors (Facilitator guide)**

#### **ENLARGED forms and flowcharts.**



# Materials Needed for Training Supervisors

## Materials needed for each participant:

1. Name badge to wear, and name card to put on the table
2. Agenda (One for each participant and facilitator in the course)
3. Guidelines for follow-up after Training supervisor's Guide
4. Notebook, paper and pencils/pen
5. Copies of each form to be used (during the class room and field practice exercises)
6. Clipboard
7. HBNC+ and Community follow up of SNCU Discharged Newborn-Participant module (or ask participants to bring their own from the course)
8. Materials needed for the classroom:
9. HBNC+ and Community follow up of SNCU Discharged Newborn course materials
10. Flipchart and markers
11. Extra copies of forms (see table for number of copies needed)
12. Props or materials needed for role plays e.g. Doll, ORS supplies (cup, litre container, ORS packet, spoon)

## Forms: Minimum Number Needed

	For 2 days training of supervisors	For conducting Supportive supervision visits to ASHA
1. HBNC+ Register page	2/supervisor	1/ASHA
2. SNCU+ Register page	2/supervisor	1/ASHA
3. Supervisor's form for home visitation	3/ supervisor	3/ ASHA
4. Checklist of logistics Supports	1/supervisor	1/ASHA
5. Summary Report of Visit	1/supervisor	2/ASHA
6. Cards for practice exercise (on coloured cardboard)	[1/supervisor]	-
7. MPR (HBNC+ and SNCU Discharged newborn)	2 each /supervisor	1 each /supervisor
No. of ASHA reported shortage of IFA with them for last one month		

\*Copy a few extra forms for use in case they are needed.

Course schedule one for each supervisor and facilitator

During the HBNC+ training course, participants are informed that they will be visited within four to six weeks following the course; specific visits to each participant should be scheduled. Each visit to a health facility will require about half-day. Visits should be scheduled at times when ASHA can come to AWC.

# **CHECKLIST of methodology to be followed for training**

- (1) Introduction of the participants and review of agenda.
- (2) Experience sharing on supervision – objective and attributes of a supervisor.
- (3) Explain the purpose of follow up visit –
- (4) Flow chart of activities during a follow up visits –
- (5) Read section 2 on plan and prepare and material required for follow up visit.
- (6) Discuss the material that Supervisor should carry for the follow up visit.
- (7) Participants read section 3 through section 3.1 “Explain the purpose of visit”.
- (8) Role play - introduction of follow up visit.
- (9) Ask participants to read review the records section 3.2
- (10) Discuss form 1A and 1B
- (11) Read section 3.3 “Observe home visitation skills”.
- (12) Role play – filling of form 2.
- (13) Discuss the forms filled in smaller groups.
- (14) Read section 3.4 “Process of Providing Feedback”.
- (15) Role play - providing feedback to the workers.
- (16) Discuss other forms (MPR)
- (17) Ask participants to read Section 4 “Reinforce the knowledge/skills of worker”.
- (18) Facilitator will conduct the drill.
- (19) Role play - Reinforce the knowledge/skills of worker.
- (20) Discuss the card sorting exercise
- (21) Preparation for the field visits next day.
- (22) Field visit
- (23) Discuss field experience and clarify problems.
- (24) Read Section 5 “Solving problem” and discuss it.
- (25) Read Sections 6 and 7 and discuss.
- (26) Read section 8
- (27) Preparation of action plan.

# Sample Agenda for Training Supervisors

Session	DAY 1: Class room training	Time
1.	Inauguration: Introduction of participants, review of agenda and experience sharing	90 Minutes
2.	Explain the purpose of follow up (supervisory) visit	15 Minutes
	<b>Tea</b>	<b>15 Minutes</b>
3.	Plan and prepare for follow up (supervisory) visit	30 Minutes
4.	Conduct Follow up visit: Review HBNC+ records	30 Minutes
5.	Conduct Follow up Visit: Observe home visit and reinforce skills	60 Minutes
	<b>Lunch</b>	<b>60 Minutes</b>
6.	Observing home visit and reinforcing skills (continued)	120 Minutes
	Plan for field visit the next day	60 Minutes
	<b>DAY 2:</b>	
7	Visit to ASHA in the field	240 Minutes
	<b>Lunch</b>	<b>60 Minutes</b>
7	Debriefing on field visit	60 Minutes
8	Reviewing supplies and equipment	120 Minutes
9	Summarization and valedictory	

# DAY 1: Classroom training

## Session 1: Introduction of participants, review of agenda and experience sharing

**Time : 90 Minutes**

**1. Prepare nameplates:** Let participants fill out name badges to wear and name cards to place on the table in front of them. This will help in easy and correct identification of each participant. Ask participants to introduce themselves and describe their experience so far with HBNC+ and Community follow up of SNCU Discharged Newborn activities.

**2. Distribute copies of provisional agenda and explain:** briefly and in a general way, what will happen on each of the three days. Mention that the training includes classroom work and a field visit to practice what has been learned in the classroom. Answer any questions about the agenda.

In this training programme, the methodology used will be as in the earlier HBNC+ course. Participants will read short sections of the guide; and trainers would reinforce important points through discussions, demonstration and role plays.

Participants will practice learnt skills during a field visit where they will be actually practicing the classroom learning.

**3. Modular reading:** Ask participants to take a few minutes to read the Introduction of the Guide.

When they have finished, show Flowchart of activities to be done during a follow-up after training visit.

**4. Experience sharing:** Ask participants to share their experience on supervision – purpose of visit, frequency and attributes that a supervisor should have.

## Session 2: Explain the purpose of follow up (supervisory) visit

**Time : 15 Minutes**

**Explain to the participants that the objective of follow up visit are:**

- To reinforce Counselling skills and help health workers use these skills while providing child health care.
- To identify problems faced by health workers in managing cases and help solve these problems,
- To gather information on the performance of ASHA and the conditions that influence performance and provide feedback to the ASHA.
- To strengthen the logistic support (medicines, equipment and supplies) which is an integral part of HBNC+ and SNCU+ implementation
- To improve record keeping and information system.

**1. Modular reading:** Ask the participants to read the supervisor guide up to the attributes of the supervisor for follow up after training.

Discuss with them. During discussion, stress the point that this training is a continuation of training that was begun under HBNC+ and community follow up of SNCU Discharged Newborn course. During the follow up after training visit, they will not make observations only but will also provide feedback, reinforce the skills and help solve problem.

### **2. Display the flow chart of activities given in Module**

Explain to the participants, various steps in conducting the follow up after training visit. Explain to them that since each step is important, these should be followed systematically step by step and each one will be discussed in details.

## Session 3: Plan and prepare for field (supervisory) visit

**Time : 30 Minutes**

**1. Modular reading of 2** - plan and prepare for the follow up visit and material that supervisor should carry for the follow up after training visit.

Ask participants what planning they normally do when they visit ASHA for supervision and write their response on flip chart. Summarize and tell that planning will help them to do a task more systematically.

**2. Discuss material that Supervisor should carry for the follow up visit.**

Ask the participants to only look at the material and not start critically examining forms as they would be discussed in detail later on.

**3. Participants read section 3 through section 3.1**

"Explain the purpose of visit".

**4. Role play – Introduction of follow up visit.**

Identify two pairs of participants. Ask one participant to introduce the follow up after training visit activity to another. Rest of the participants to observe and provide feedback.

**ENSURE THAT ALL COMPONENTS SUCH AS GREETING, EXPLAINING THE PURPOSE OF VISIT, ASSURING THAT VISIT IS SUPPORTIVE AND ENQUIRING ABOUT PROBLEMS FACED IN IMPLEMENTATION OF HBNC+ and SNCCU+ ARE INCLUDED.**

## Session 4: Reviewing HBNC+ records

**Time : 30 Minutes**

**1. Participants read review the records section 3.2**

**2. Show Enlarged Form No. 1A and 1B review of records and Logistics support discuss it**

Ask the participants, what they think about it. The answers of the participants should be written on the black board or the flip chart available.

Explain to the participants that when they are reviewing records they can form a general impression on:

- Whether worker is making home visits
- Whether the worker is practicing the HBNC+ and SNCU+ HOME visitation or not.
- Whether the worker knows how to fill the records correctly.

**3. Display HBNC+ Card and Form 1 A**

Clarify that Form 1A will be filled using data recorded in HBNC+ Forms available with ASHA. ASHA will have some incomplete and some complete forms with her. Data from these forms is to be used to prepare the line list of infants in FORM 1 A. The Form 1 A is the same as HBNC+ recording register page and can be filled during visits as well as during review meetings as all ASHA. Information obtained from review of these cards will be useful when the supervisor reinforces the skills of the worker.

**Session 5. Conduct Follow up Visit:  
Observing home visits and reinforcing skills**

**Time : 60 Minutes**

**1. Ask participants to read Observe home visitation section 3.3**

**2. Show enlarged case observation Form 2 for supervisors - discuss.**

Display enlarged Form 2 and explain that this form is to be used to record observations of supervisor while he/she observes a worker undertaking home visit.

**Explain how to fill this card. The first column enlists activities that need to be undertaken during this home visit. The second column is to be filled by Supervisor assuming that the supervisor is setting the ‘Standards’ for this particular visit.** If supervisor feels that a certain activity needs to be undertaken, he/she puts a ✓ mark against that activity. Column 3 is to be filled by supervisor while observing ASHA at work. If the tasks performed by the worker matches with your list put ✓ mark in the workers column. If the HW has not performed or is making mistakes it should be X.

**When conducting follow-up after training visits, supervisors are continuing the training that was begun in the HBNC+ course. They will not simply make observations but will also provide feedback, reinforce skills, and solve problems.**



### 3. Role-play using Supervisor case observation form-2

Ask one of the participant to play the role of a mother whose child is 9 months old. Give her the information in Box 1a to read.

#### INFORMATION FOR MOTHER IN ROLE PLAY

Ram is nine months old. Ram has not yet received measles but is up to date with other vaccinations. He takes family foods about 3-4 times per day. Mother feels that servings are adequate for Ram. Ram feeds himself, sometimes-older sister feeds him, and he is eating less since child had diarrhoea 10 days back. The weight has reduced after diarrhea but is still in green color. She has already used ORS and prepared it correctly. Ram is not given iron as mother feels the stools become black. She plays occasionally with the child and says she cannot afford to buy toys.

**Note: The HW may not ask you all of this information. Do not volunteer any information that is not asked for.**

### 4. Discuss the filled Form 2 in smaller groups

After the role-play, divide into small groups with one trainer per group. Ask each small group to discuss the mistakes that they identified. Go around to each small group and be sure that they have noted problems identified, such as tasks that were omitted or incorrectly performed.

After the discussions in the smaller group reconvene the large group. Summarize and discuss the consequences of these errors and how the supervisor can help the HW. Inform that feedback is required when the HW has completed counseling.

Inform that Counselling Using the MCP Card will make it easier for the health worker to remember what to tell the mother. A Supervisor must make sure that mistakes are not mentioned in the mother's presence and the HW is not criticised. This might embarrass the HW in the presence of the mother. How to give feedback will be discussed later.

Write whether the HW has advised immunization and given ORS or not, and whether Iron was given or not. Write on the supervisor form whether the HW asked checking questions or not. The supervisor should also write on the quality of discussion between the HW and the mother. In this include highlights of good performance and aspects which were covered poorly.

#### **5. Ask participants to read process of feedback from section 3.4**

#### **6. Role Play: Ask few participants to demonstrate providing feedback to the workers.**

Ask two of the participants to do role-play on giving feedback to the HW on the case study Ram.

Stress to the participants that during facilitators training participants have learned how to give feedback in the context of the HBNC+ course. The method of giving feedback during a follow-up after training visit is the same as during the HBNC+ training course. Record the mistakes and identify some you wish to provide a feedback. If there are too many mistakes, you may wish to discuss only those which you consider are the most important. Review with the HW the work that was good and praise her/him for that. This will help to encourage her. The emphasis is on encouraging the HW to use the chart books and the training materials, to identify and correct problems in home visitation. As mentioned earlier, HW should be encouraged to identify her mistakes and find the correct answers. This helps her in active learning.

#### **7. Discuss Monthly Progress report (MPR)**

Show enlarged MPR and practise filling each section. Clarify any doubts.

#### **8. Ask participants to read Section 4.**

Tell the participants that one of the components of the follow up after training is to reinforce the skills of HW.

#### **9. Conduct drill**

After participants have read section 4, facilitator will ask questions for review checking of general danger signs and assessing cough and difficult breathing.

#### **10. Practice exercises - card sort**

Explain that there may not always be infants available during a follow-up visit. Supervisors may need to be creative about designing practice opportunities. They may use the cards provided in Module and do a drill (similar to those in the HBNC+ course).

Divide into small groups with one supervisor in each group. Each small group should try some cards from the exercise in module.

To practice the card-sort exercise

Have each participant cut out the cards. Point out the 3 label cards Age less than 6 months, age more than 6 months and Not sure.

**The facilitator will practice card sort exercise and ask the participants whether they want to add more cards. Write on the flip chart any other condition, which they want to add.**

## **Session 6: Preparation for the field visits next day**

**Time : 120 Minutes**

Flowchart of Activities during a follow-up after training Visit. Tell participants that they will observe and practice activities in the field.

**The activities are:**

- Introduce the follow-up training visit and explain its purpose.
- Review the Records
- Observe home visitation
- Conduct practice exercises (optional)
- Reinforce the skills
- Review facility supplies and equipment
- Solve problems identified
- Prepare a summary report of the visit

The participants should be asked to take the required forms for the field visit

After the visit the group will return to the classroom and share their experience. Summarize their experience, discuss the problems encountered and find solutions. To prepare for the visit, participants should review the manual, the MCPC and summary forms distributed to them. They should take with them pencils, eraser, sharpener, and a clipboard, which is provided, to them in the beginning of training.

**The participants should take the following forms for the field visit.**

	For 3 days training of supervisors	For conducting follow-up after training visits to health facilities
1. Record Review form	2/supervisor	1/health facility
2. Supervisor's form for home visitation	3/ supervisor	3/ health facility
3. Checklist of Facility Supports	1/supervisor	1/facility visited
4. Summary Report of Visit	1/supervisor	2/facility visited
5. Cards for practice exercise (on coloured cardboard)	[1/supervisor]	-
SUMMARY FORMS for final report	2/supervisor	1 /supervisor

Explain when and where to meet in the morning for going to visit the HW facilities.

# DAY 2

## Session 7: Field visit and debriefing

**Time : 240 Minutes**

On arrival, the facilitator should introduce the group to the worker. Explain that the visit is part of a course in which participants will learn to make follow-up visits to worker who has been trained in the HBNC+ course and/or Community follow up of SNCU Discharged newborn. Ask one of the participants to introduce the follow-up activity. The facilitator explains to the participants the following activities will be taken up.

- i. Introduction of the participants
- ii. Objective of the visit
- iii. Discussion of HBNC+ and/or Community follow up of SNCU Discharged newborn experience
- iv. Practice records review
- v. Observing home visitation & reinforcing skills
- vi. Doing the demonstration

After the introduction of the participant, the facilitator will explain the objective of the follow-up visit. A general discussion should take place between participants and worker sharing the experience. The worker must be asked to share her/his experience of HBNC+ and/or Community follow up of SNCU Discharged newborn implementation.

Review of the records can be done in the group. Discuss again the importance of maintaining the records.

### 1. Practice Observing Home visitation

Select a child. The first case may be demonstrated by the facilitator and the participants will be observing it. After that the participant may be asked to observe HW performing home visit. Ask each participant to complete the supervisor form for case observation.

Ask the participant to give feedback to the worker. Be sure that the positive feedback given first. Use the chart book to help the worker identify and correct problems.

For a task that seems to be difficult, for example counselling play and communication with child, the facilitator can conduct a demonstration.

Ask the participants to reinforce the skills of the worker with the help of practice exercises and drills given in their manual. While giving practice exercises & drills the worker should be encouraged to use MCP Card. Card sort exercise can be done at this time.

## **2. Debriefing of field experience and clarify problems**

Afternoon session on the second day is devoted to the debriefing of the morning visit. Ask one of participant to initiate and others to add on. Focus on process of conducting follow-up, any problem in administering the tools and worker's performance. Discuss it and add any point missed by the participants. Write on the flipchart the various activities the participants did in the morning visit.

# **Session 8: Problem solving and reviewing supplies and equipment**

**Time : 120 Minutes**

## **1. Participants will read Section 5 and discuss possible problems and the solutions.**

Problem solving is an important activity under follow up after training visit. The problem solving exercise will increase the confidence of the HW in practicing various counselling skills. The facilitator should stress to the supervisor that they should not try to solve the problems themselves but involve ASHA in trying to find solutions to the problems themselves. The purpose of the visit is to help the HW to learn to solve the problems. Explain that the problem are of three types; problems that can be solved locally, problem to be solved by the higher authorities and problems that can be addressed by a change in the policy.

Ask participants what others problems they think that can arise. Write them up on the flip chart. Ask for possible solutions. Write the different solutions and discuss them. Make sure that the solutions discussed are practical and can be utilized by ASHA in practicing the skills.

If the cause of the problem is that HW is not able to do a task then the solution is to teach her how to do the task by demonstration. In order to be sure that HW has learnt the task, a return demonstration should be given by the HW. Encourage her to practice the skills by herself in order to master the skills.

Tell the supervisor that ASHA may be making mistakes because they do not have the medicines or they do not have adequate support.

Next ask participants to think of possible solutions to the problems. List the possible solutions. Ask participants which solutions they think will be easy to practice, most effective and practical.

## **2. Facilitator will ask the participants to read Section 6 and 7 and discuss**

The last step of the visit is to summarize the follow-up training visit and fill the summary form. Remind the participants that they should also not rely on their memory but make a record of the observation. The summary record form of the visit contains salient feature of the home visitation, logistics support and quality of records. The information shall be useful to both worker and supervisor. It will remind where she should reinforce the learning while the supervisor knows what special checks should be used during the subsequent visit.

## **3. Read section 8**

Discuss that in addition to providing visitation to ASHA at their place of work supervisor shall conduct review meeting every month. Purpose is that every ASHA is met at least once a month and all records including register and MPR are updated. Discuss with the participants how to fill the MPR. Use this opportunity for solving any problem and updating the knowledge of ASHA. You may use video or any exercise from the facilitator manual.

## **4. Preparation of action plan**

Preparation of the action plan for actual follow-up visit by the supervisor is necessary. Remind the participants the objective of the changing programme. Tell the participants that now they are ready to undertake the actual follow-up training programme. Each supervisor has been given 20 workers for follow-up training visit. They will be required to finish this within 3 months. Remind them that each worker will take minimum of half a day visit. While preparing schedule and action plan for two months they should plan to visit at least one to two workers in one week time. This schedule can be prepared during monthly meeting in consultation with the worker. The compiled schedule should be shared with the district authority. Discuss with them again the preparation required for undertaking follow-up training visit. The participant should refer to their manual.

# Valedictory session

By organizing the valedictory session, the facilitator ensures the participation of higher authority. The report of the course should be read out by the course coordinator and one of the participants should be asked to read out the report and comments on behalf of participants. At the end thank visiting dignitary, district authority, participants and organizing institution. After the training is complete congratulate the participants on completion of their follow-up visit training and thank them for their hard work, they are now prepared to conduct follow-up visit to the workers trained under the HBNC+ courses and community follow up of SNCU Discharged new born.



# Notes

