

# Benefits and challenges of digital enhancements of healthcare worker supervision in Leyte Province, the Philippines

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<b>Registration date</b> 29/12/2021	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
<b>Last Edited</b> 28/04/2022	<b>Condition category</b> Other	<input type="checkbox"/> Individual participant data <input type="checkbox"/> Record updated in last year

## Plain English summary of protocol

### Background and study aims

Researchers are conducting a research study to investigate and to assist the Leyte Provincial Health Office (PHO) and Department of Health (DOH) in improving the supervision of health workers. The results may help identify opportunities, challenges, priority actions and implications for health worker supervision approaches within the provincial health system. The findings will help the PHO and DOH determine how it could improve the supervision of health workers.

### Who can participate?

Supervisors, health care providers, and clients of antenatal care, labor and delivery, postpartum and family planning services

### What does the study involve?

As part of this study, the researchers are asking clients about their experience at the health facility on the same day after services are provided. They are asking health workers and supervisors to describe their experiences and satisfaction with SSV and performance management over the past quarter. The inclusion criteria for health workers is based on health areas the research and the supervision system is focused on, namely family planning and basic and emergency obstetrics and maternal and neonatal care services.

### What are the possible benefits and risks of participating?

The information provided through the study can help identify opportunities, challenges, priority actions and implications for health worker supervision approaches within the provincial health system. The findings will help the PHO and DOH determine how it could improve the supervision of health workers. There are not any expected risks for this study.

### Where is the study run from?

APMARGIN with the Leyte Provincial Health Office and takes place in primary health care facilities across the Leyte IHLZs (Philippines)

When is the study starting and how long is it expected to run for?  
September 2019 to June 2021

Who is funding the study?  
United States Agency for International Development (USAID) through the Human Resources for Health in 2030 (HRH2030) Program, Cooperative Agreement No. AID-OAA-A-15-00046.

Who is the main contact?  
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**Additional identifiers****EudraCT/CTIS number**

Nil known

**IRAS number****ClinicalTrials.gov number**

Nil known

**Secondary identifying numbers**

SCMC-AEI ERC# 2019-032

**Study information****Scientific Title**

Enhancing supervision: Philippines implementation study

**Study objectives**

Innovative digital enhancements of health care worker supervision in Leyte Province contribute to improved health worker competence, more efficient, strategic performance management, increased data use and client satisfaction.

**Ethics approval required**

Old ethics approval format

**Ethics approval(s)**

Approved 01/22/2020, St. Cabrini Medical Center - Asian Eye Institute (SCMC-AEI) Ethics Review Committee (2nd Floor, Old Building, Maharlika Highway, Santo Tomas, 4232 Batangas, Philippines; +63 (0)43 778 4811; scmc-aeierc@asianeyeinstitute.com), ref: SCMC-AEI ERC# 2019-032

**Study design**

Mixed-methods parallel arm group-randomized design

**Primary study design**

Interventional

**Secondary study design**

Randomised parallel trial

**Study setting(s)**

GP practice

## **Study type(s)**

Other

## **Participant information sheet**

See additional files

## **Health condition(s) or problem(s) studied**

Assessment and action plans for improving the quality and standards of care of basic emergency obstetric and newborn care (BEmONC) and family planning at the primary care level

## **Interventions**

15-month, two-arm experiment with one pre-intervention assessment (baseline) and two post-intervention assessments at 6-month intervals (midline and endline).

Randomization of the 9 IHLZs was completed by the research team with the Leyte PHO on 06/11/2019 using <https://www.dcode.fr/random-selection>. At this time, the PHO agreed to have four Inter-Local Health Zones (ILHZs) in the treatment group and five in the control group.

The intervention was a combination of three interrelated digital enhancements to the health worker supportive supervision system: 1) digitized supervision checklists using ODK on Android tablets used by supervisors, 2) a digital dashboard of checklist data used by ILHZ supervisors and health system managers at quarterly supportive supervision visits (SSV), and 3) digitized self-assessment checklists using ODK on Android tablets used by health workers in between quarterly SSVs.

The control group maintained their planned supportive supervision visits (SSV) per the Leyte Provincial Health Office's (PHO) quarterly schedule. Supervisors used the standard, paper-based SSV checklists and did not have the control group's SSV results available on any digital dashboard. The health care providers in the control group were not requested to (nor did they perform) any self-assessments.

## **Intervention Type**

Behavioural

## **Primary outcome measure**

Health worker competency, supervisor performance, data use, health systems effects, and client satisfaction were measured through Likert scale survey questions at baseline, midline (6 months) and endline (12 months) and review of health system service delivery indicators in FHSIS (the health management information system)

## **Secondary outcome measures**

Health worker competency was measured using quarterly SSV checklists for 12 months

## **Overall study start date**

30/09/2019

## **Completion date**

01/06/2021

# Eligibility

## Key inclusion criteria

1. Clients of BEmONC and FP services at primary health care facilities in Leyte Province (over 15 years old)
2. Health care providers of BEmONC and FP services at primary health care facilities in Leyte Province (over 18 years old)
3. ILHZ supervisors of BEmONC and FP services at primary health care facilities in Leyte Province (over 18 years old)

## Participant type(s)

Mixed

## Age group

Adult

## Lower age limit

18 Years

## Sex

Both

## Target number of participants

183 supervisors, 456 providers, 684 clients.

## Key exclusion criteria

Clients under 15 years of age

## Date of first enrolment

24/01/2020

## Date of final enrolment

30/04/2021

# Locations

## Countries of recruitment

Philippines

## Study participating centre

**ASIA PACIFIC Management and Research Group, Inc. (APMARGIN)**

Unit 202 Metrover Building

McArthur Highway

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# Sponsor information

## Organisation

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## Sponsor type

Other

## Website

<https://chemonics.com/>

# Funder(s)

## Funder type

Government

## Funder Name

United States Agency for International Development

## Alternative Name(s)

U.S. Agency for International Development, Agency for International Development, USAID

## Funding Body Type

Government organisation

## Funding Body Subtype

National government

## Location

United States of America

# Results and Publications

## Publication and dissemination plan

Planned publication in a high-impact peer-reviewed journal.

## Intention to publish date

30/04/2022

## Individual participant data (IPD) sharing plan

The cleaned, fully anonymized datasets generated during and/or analysed during the current study will be stored in a publically available repository: the USAID Development Experience Clearinghouse (DEC) <https://dec.usaid.gov/dec/home/Default.aspx>

## IPD sharing plan summary

Stored in publicly available repository

## Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
<a href="#">Participant information sheet</a>	version 1.2	18/12/2019	29/12/2021	No	Yes
<a href="#">Protocol file</a>	version 3.2	04/02/2021	29/12/2021	No	No