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

Submission date	**Recruitment status**	[_] Prospectively registered
23/12/2021	No longer recruiting	[X] Protocol
Registration date	**Overall study status**	[_] Statistical analysis plan
29/12/2021	Completed	[_] Results
Last Edited	**Condition category**	[_] Individual participant data
28/04/2022	Other	[_] 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

Protocol serial number
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

Primary study design
Interventional

Study design
Mixed-methods parallel arm group-randomized design

Study type(s)
Other

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(s)
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)

Key secondary outcome(s)
Health worker competency was measured using quarterly SSV checklists for 12 months

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

Healthy volunteers allowed
No

Age group
Adult

Lower age limit
18 Years

Sex
All

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
Poblacion, Guiguinto, Bulacan
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Sponsor information

Organisation
Chemonics International

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

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?
Participant information sheet	version 1.2	18/12/2019	29/12/2021	No	Yes
Protocol file	version 3.2	04/02/2021	29/12/2021	No	No