



## Instructions for Administering the Community Follow-Up Tool

### What is the Community Follow-Up tool?

The purpose of this tool is to capture community perceptions of, and satisfaction with, Community Health Volunteer (CHV) household visits. It is focused on the maternal and child health aspects of CHV work. The tool aims to capture what actually happens between the CHV and household member during a household visit. It consists of general information questions and has three other sections which focus on:

- CHV activities that took place in relation to maternal and child health
- The communication skills of the CHVs
- Referrals made for maternal and child health

### Who administers the Community Follow-Up tool?

The Community Follow-Up Tool is administered by a member of the Community Health Committee (CHC) or a community volunteer selected by the CHC who is not currently working as a CHV. It is important that the person/people selected are members of the local community and respected. They should be literate, willing to be trained and have an interest in community health.

### Who will train the community volunteers to administer the tool?

The community Work Improvement Team (WIT) are responsible for training the volunteer/s in how to administer the Community Follow-Up Tool under the supervision of the WIT.

### When should the Community Follow-Up Tool be administered?

The Community Follow-Up Tool should be administered no later than one month after the last CHV household visit.

### Who do I interview?

You should only interview the household member who interacted directly with the CHV during their last household visit. You should explain the purpose of your visit and check if the household member is willing to be interviewed. This should be done in a respectful manner and the household member should be assured that their answers will be confidential.

### Where should the community follow-up interview take place?

The community follow-up interview should take place in the household after the household member has given verbal consent.

### **How often should the Community Follow-Up Tool be used?**

We recommend that the Community Follow-Up Tool should be administered every four to six months.

### **How many households should be included?**

The Community Follow-Up Tool should be applied in at least two households for every CHV working in the Community Health Unit. For example, if a Community Health Unit has 15 CHVs, the Community Follow-Up Tool should be applied in at least 30 households (2 x 15).

### **How do I pick which households to interview?**

The Community Health Extension Worker (CHEW) will select the appropriate number of households (two per CHV), which have been visited in the last month. As this tool is assessing the maternal and child health aspect of CHV work, useful parameters include households in which there has been a recent birth, households in which there is a new pregnancy and households with children under the age of five.

### **Who analyses the data collected by the Community Follow-Up Tool?**

The data generated by the Community Follow-Up Tool will be analysed by the community WIT with support from the sub-county WIT. They will use this data to identify where quality problems exist and will work together to improve the quality of community health services delivered to our communities.

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