

# Recommended Steps in a NACS Supportive Supervision Visit

- Prepare technical or administrative updates, if any, to present during the visit.
- Schedule several hours for each supportive supervision visit to observe infrastructure and service delivery, discuss performance with the health care providers, and review results with the in-charge.
- Contact the manager of health facility with health care providers trained in NACS to ask for permission for visit.
- Introduce yourself to the in-charge and other relevant staff. Explain the purpose of the visit. Establish a friendly atmosphere for the visit. Explain that you will give feedback from the assessment to the health facility
- Identify the service providers you will assess. Ask whether the staff have observed any differences in the way these service providers are working since the NACS training and whether they have been able to apply what they learned in their busy schedules.
- Ask to see areas where NACS activities might take place. Identify a quiet area to meet with the health care providers after the assessment.
- Check the condition of anthropometric equipment and availability of NACS supplies in the facility.
- Review facility NACS records, including the register and client cards if possible.
- Introduce yourself to the health care provider you will observe and explain that you are there to help him/her solve any problems he/she may have implementing NACS. Stress that your visit is not an exam, but a way to help with any situations the provider may have found difficult since the training.
- Introduce yourself to the client and ask his/her permission to observe the session. Explain that his/her name will not be recorded.
- Choose the competencies to assess for each provider. You could do this by asking the which NACS skills the provider found difficult or feels unsure of or which situations he/she has found difficult to manage.
- Observe the health care provider doing nutrition assessment and classification, recording the results, prescribing specialized food products (if available), and counseling the client. Note strengths and weaknesses on the observation checklist.
- If the provider does not need to do nutrition assessment during the visit, take him/her to a suitable client or caregiver and explain what you would like him/her to do. For example, “I

would like you to show me how you would measure this child's MUAC. You can also ask knowledge questions, for example, 'What treatment should this child receive based on his MUAC measurement?'

- After the observation, find a quiet place to talk to the health care provider.
- Always present positive findings first. Identify gaps and solve problems in positive ways. Praise health care providers in public for good performance and for practices that meet quality standards. Correct performance only in private. If necessary, demonstrate correct procedures.
- Discuss your notes and observations with the health care providers you observed. Try to find out the reasons for poor performance—lack of capacity? Lack of equipment or supplies? Lack of time? Lack of motivation? Listen to the providers.
- Then determine measurable and attainable performance goals with the health care providers. Write down the actions to be taken (by whom and by when) and make sure the health providers also have copies.
- Provide any informational updates on policies or new recommended practices.
- On the next visit, after your observations, review the performance goals from the previous visit and make adjustments as needed.
- Talk to clients about the quality of services, preferably away from the health facility. Ask how they are treated when they visit the facility. Do they know their nutritional status? Do they know what to do about it? Do they know when to return?
- Discuss findings and recommendations regarding infrastructure, supplies, and recordkeeping with the health facility team or in-charge and help develop strategies to solve problems.
- Review coverage data and drop-out rates. Work with the team to identify reasons for drop-out rates and strategies for improvement. Set target coverage rates for improvement.
- Identify information/training needs together with staff.
- Leave job aids related to priorities with the health facility.
- Schedule a return visit before leaving the site.
- Provide regular feedback and review at different levels (including providers, facilities, and districts) health care provider performance
- Follow up on equipment and supply problems in a timely manner with district or central authorities.

Sources: Children's Vaccine Program at PATH. 2003. *Guidelines for Implementing Supportive Supervision: A Step-by-Step Guide with Tools to Support Immunization*. Seattle, WA: PATH; and Tanzania Food and Nutrition Centre (TFNC). 2016. *Nutrition Assessment, Counselling and Support (NACS) Implementation Guide*. Dar es Salaam: TFNC.