



# Outreach, Training and Supportive Supervision (OTSS)

23 August 2023

PMI Impact Malaria is the flagship global service delivery project of the U.S. President's Malaria Initiative (PMI)



U.S. President's Malaria Initiative

PMI  
**IMPACT**  
MALARIA  
Advancing Malaria Service Delivery

Photo credit: Mwangi Kirubi, PMI Impact Malaria

# Outreach Training and Supportive Supervision Plus (OTSS+)

## A Comprehensive Quality Improvement Approach

### Supportive Supervision

- Uses standard readiness and competency-based checklists: OPD, ANC, and laboratory
- Focus on health worker knowledge and skills development
- Emphasis on two-way communication
- Incorporates gender-sensitive considerations

### Real-time problem-solving

- On-the-job training
- Coaching
- Troubleshooting
- Action planning
- Follow-up

### Data-driven

- Digital data collection
- Using HNQIS app:
  - ✓ Android, DHIS2-based
  - ✓ Built-in analytics
  - ✓ Scoring during visit
  - ✓ Enables tailored feedback and corrective actions
  - ✓ Facilitates monitoring over time and across facilities

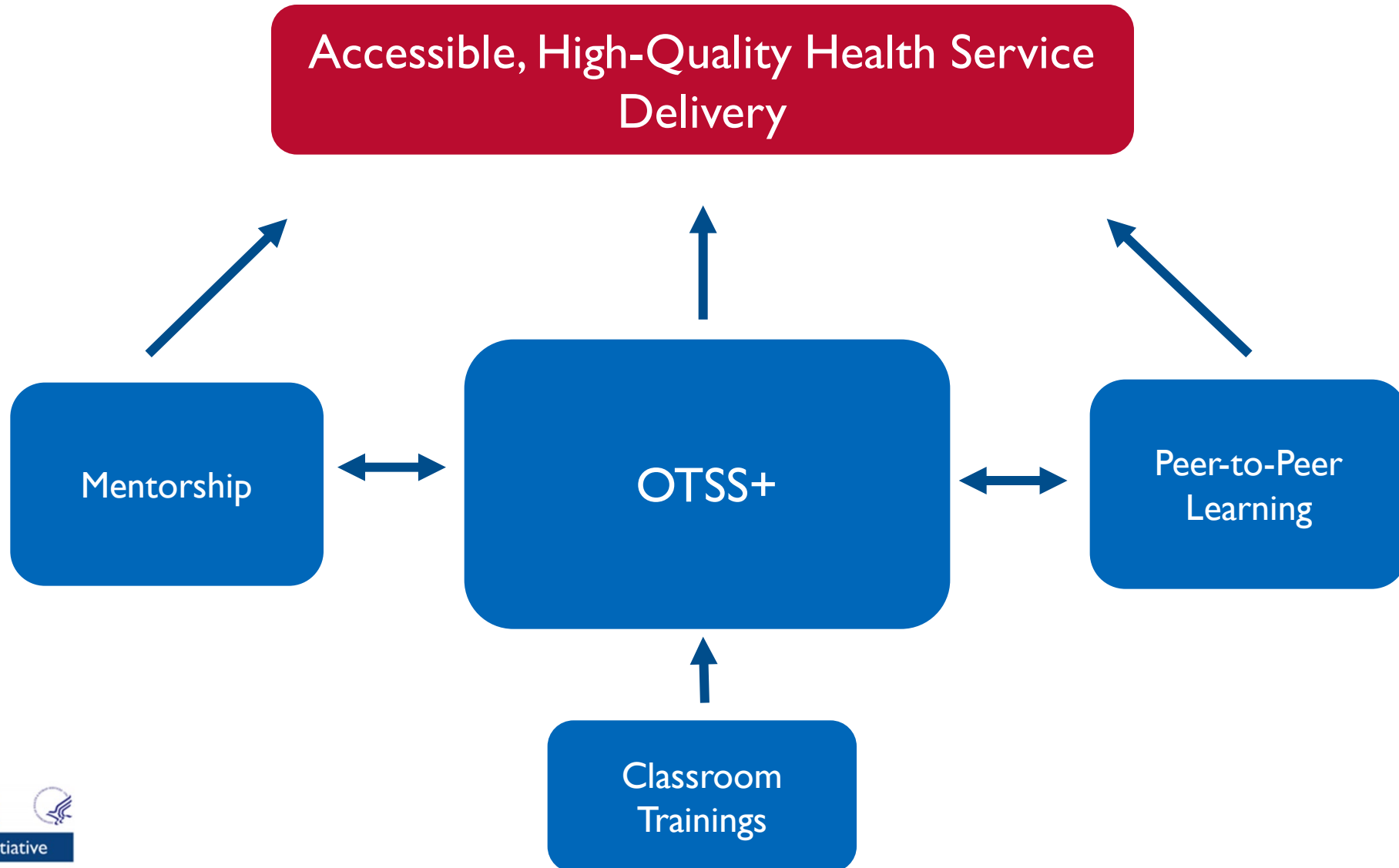
### Adaptable

- COVID-19
  - ✓ Patient triage
  - ✓ Respiratory sample handling
  - ✓ Biosafety
- Integration possible
  - ✓ MSDQI Tanzania
  - ✓ ISS Ghana
- Community OTSS

# Health Network Quality Information System (HNQIS) Data Dashboard

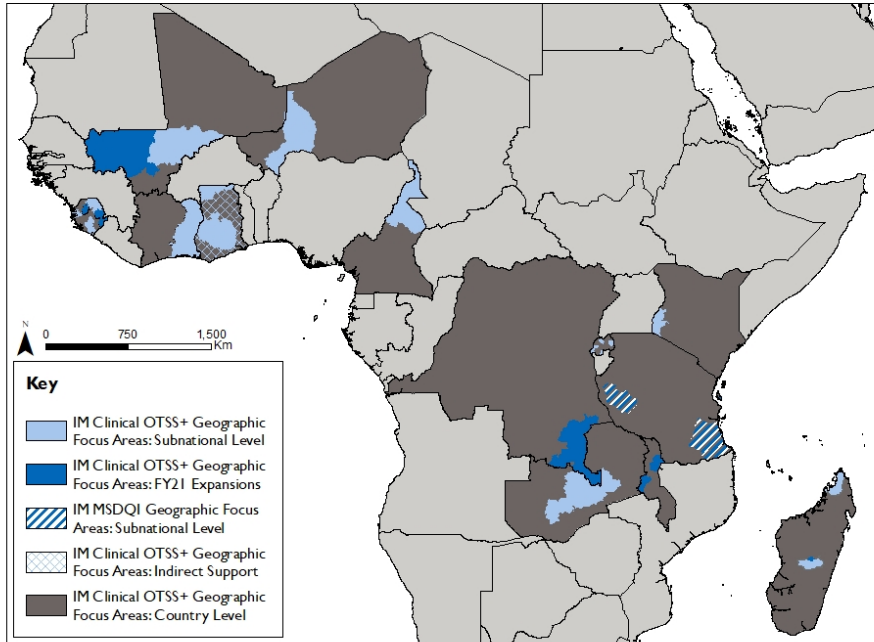


# PMI Impact Malaria Quality Improvement Approach



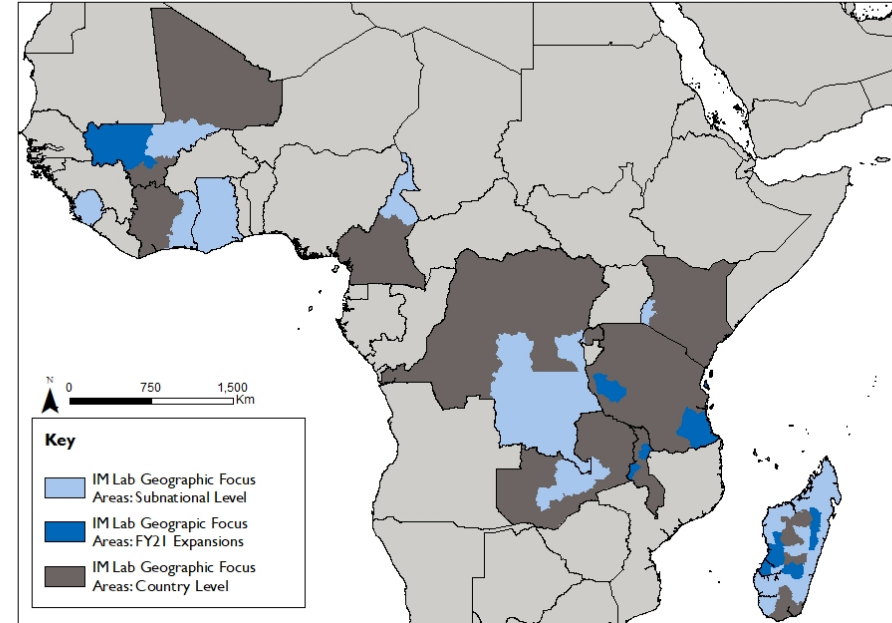
# PMI Impact Malaria support for OTSS

PMI Impact Malaria (IM) Clinical OTSS+ Geographic Focus Areas

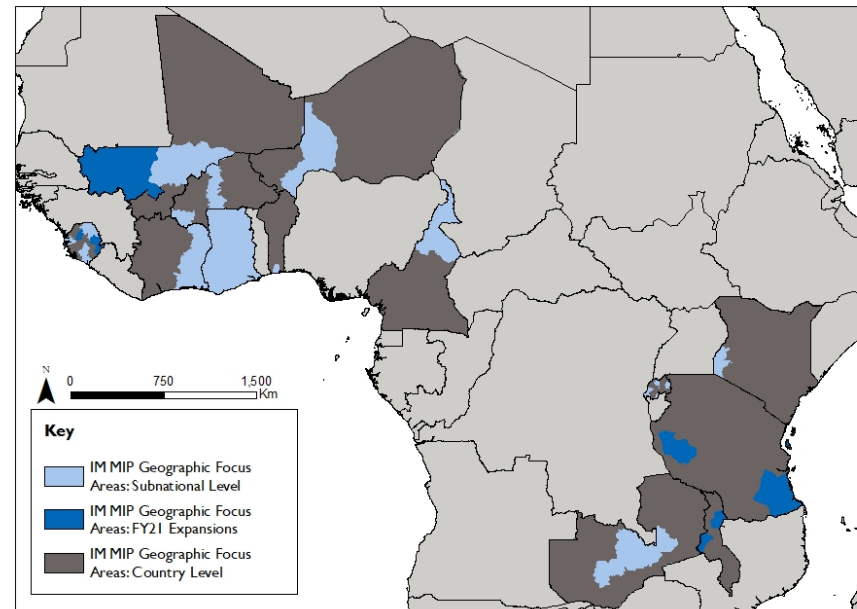


More than 11,000 OTSS+ visits under PMI Impact Malaria

PMI Impact Malaria (IM) Lab Geographic Focus Areas



PMI Impact Malaria (IM) MIP Geographic Focus Areas

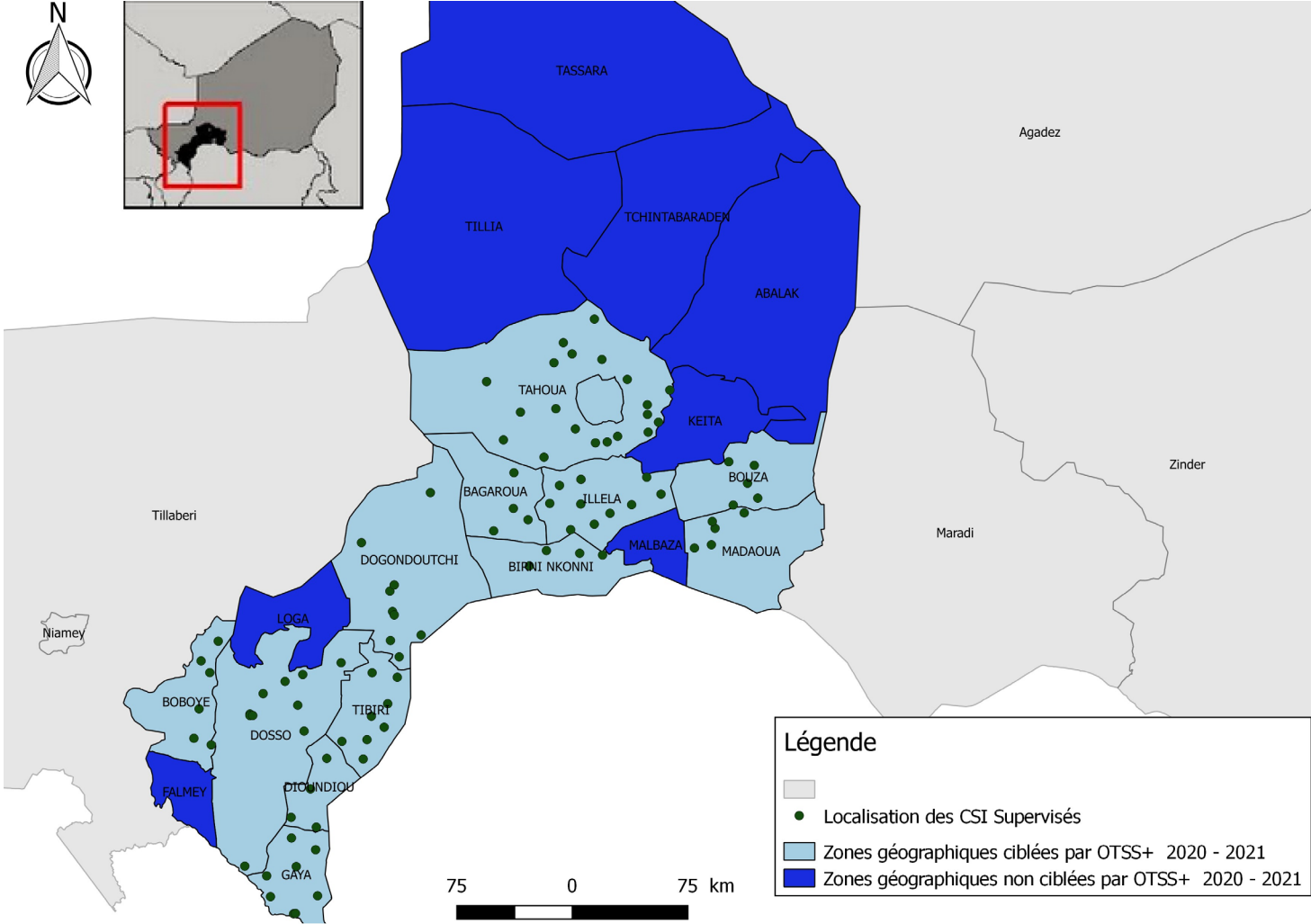


# Country example

## Niger



# OTSS targeted facilities- Dosso and Tahoua, Niger

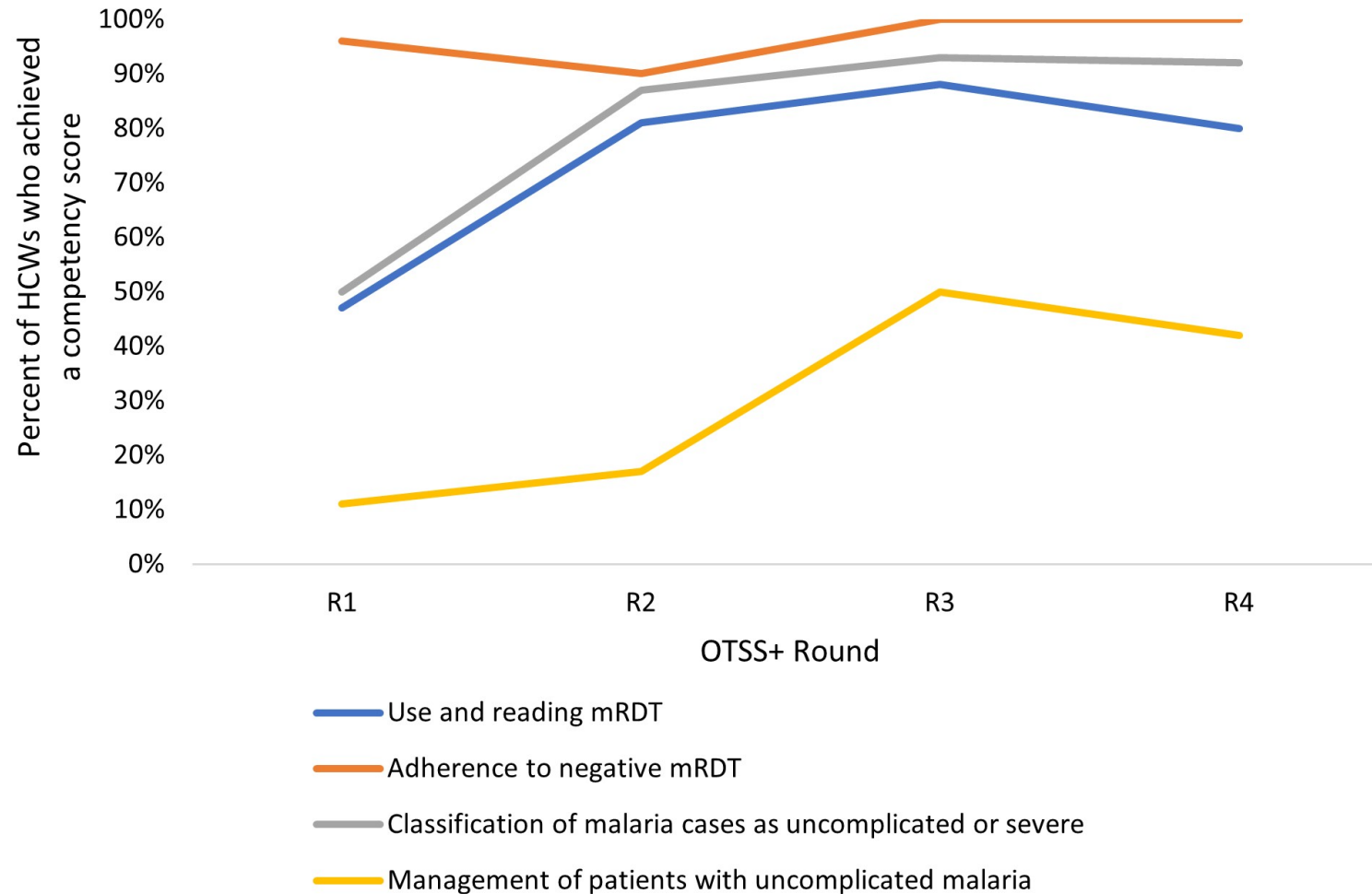


# Percentage point increase in malaria case management competencies in targeted health facility over consecutive rounds of OTSS

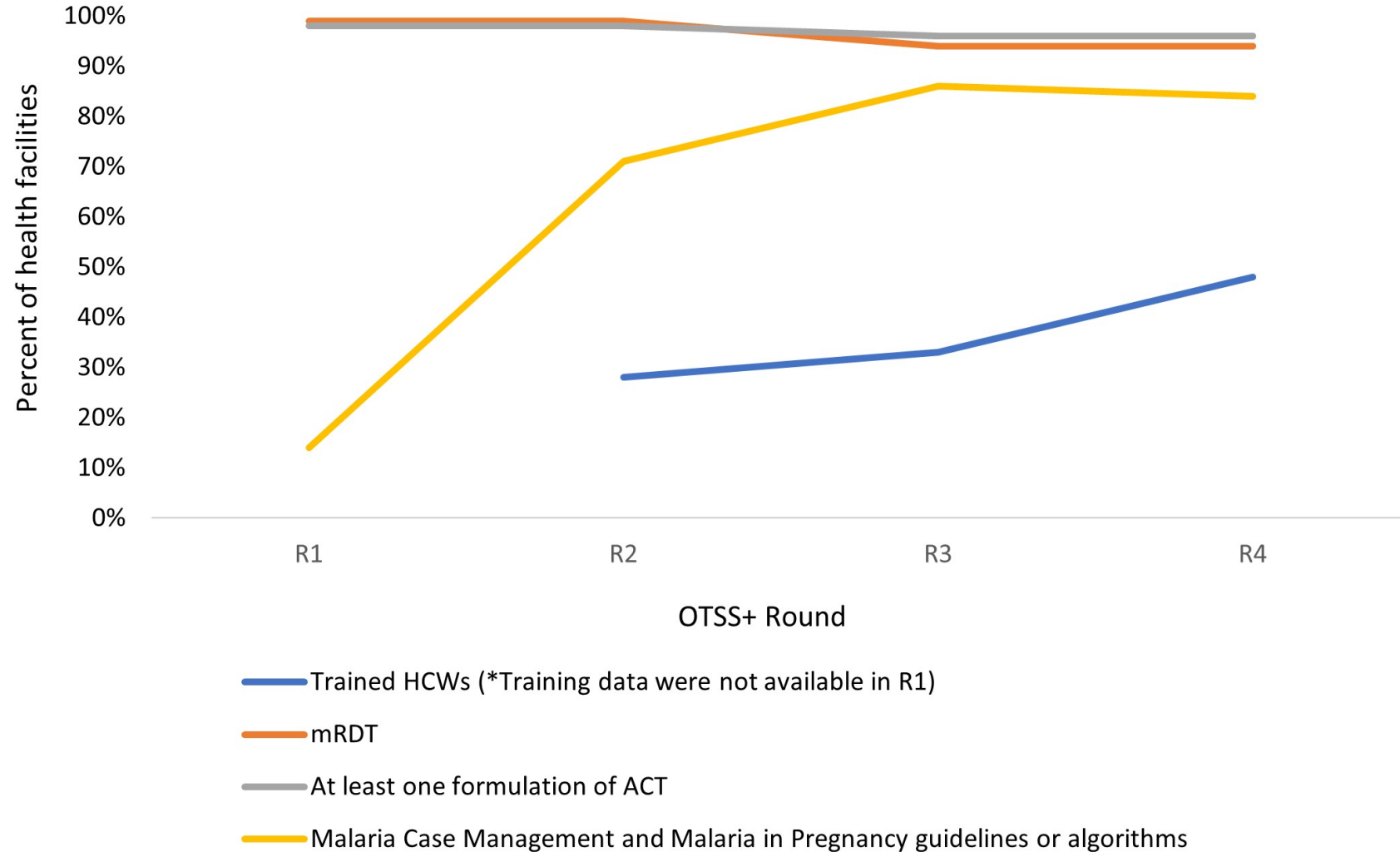
Round	Round 1 to Round 2	Round 1 to Round 3	Round 1 to Round 4
Using and reading mRDT	6.05 [3.68-8.43] p<0.001	9.34 [5.16-13.5] p<0.001	6.96 [4.60-9.32] p<0.001
Classifying of malaria cases as uncomplicated or severe	13.17 [8.06-18.3] p<0.001	17.03 [11.7-22.4] p<0.001	16.67 [11.4-21.9] p<0.001
Managing patients with uncomplicated malaria	7.12 [3.10-11.1] p=0.001	15.35 [11.2-19.5] p<0.001	13.04 [8.94-17.1] p<0.001



# Proportion of HCW who achieved a competency score of $\geq 90\%$ in diagnosis and treatment of malaria over four OTSS rounds

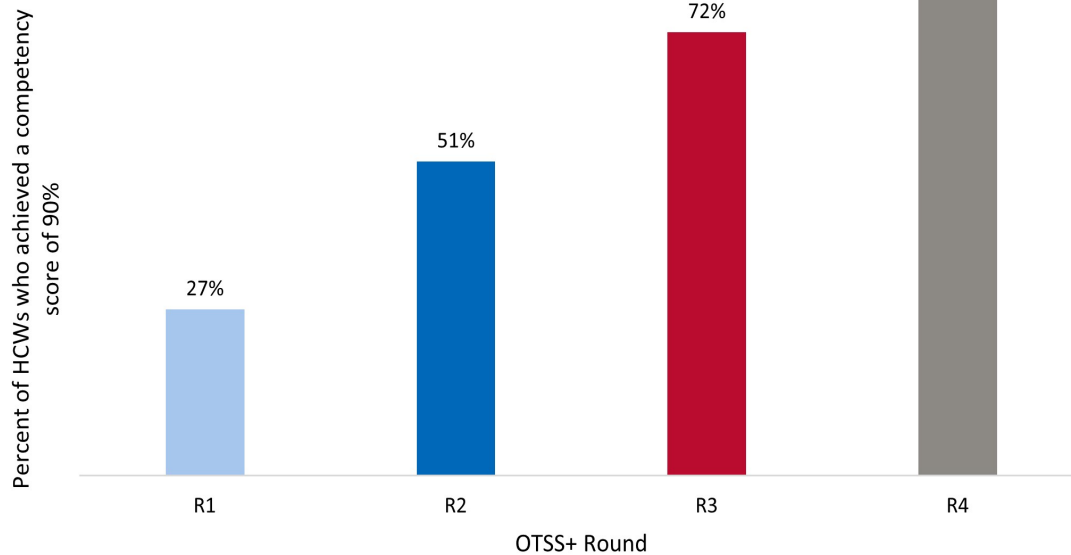


# Availability of trained HCWs, mRDT, at least one formulation of ACT, and case management and MiP guidelines/algorithms

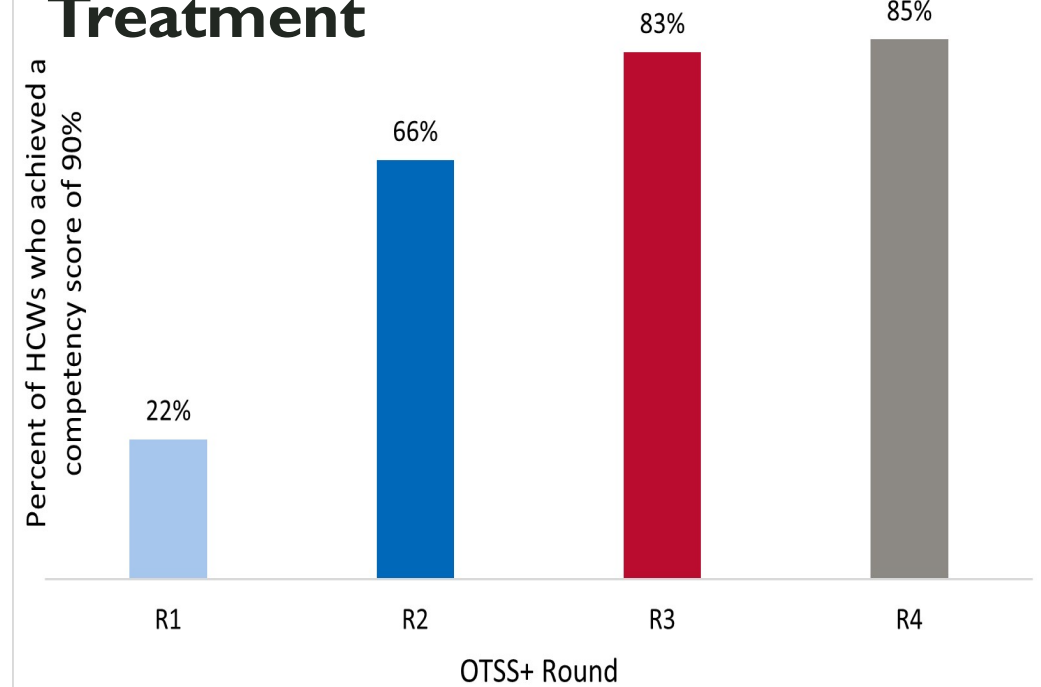


# HCW competencies in the provision of malaria prevention and treatment services during antenatal consultation over consecutive OTSS rounds

## Prevention



## Treatment



# OTSS Independent Evaluation webinar



## RBM Case Management Working Group webinar **Independent Evaluation of OTSS+**

April 26, 2023

PMI Impact Malaria is the flagship global  
service delivery project of the U.S.  
President's Malaria Initiative (PMI)



Photo credit: Mwangi Kirubi, PMI Impact Malaria

English: [https://drive.google.com/file/d/1QrODAVXTdd7mIQoqmVyetPs0p5nK6\\_vI/view](https://drive.google.com/file/d/1QrODAVXTdd7mIQoqmVyetPs0p5nK6_vI/view)

French: <https://drive.google.com/file/d/1pTx305cuEr7jIng7X6HYA2T4OiZiKboJ/view>

Final report: [https://assets.speakcdn.com/assets/2594/attachment\\_1\\_-\\_report\\_-\\_independent\\_evaluation\\_of\\_the\\_otss\\_approach-2023070601500729.pdf](https://assets.speakcdn.com/assets/2594/attachment_1_-_report_-_independent_evaluation_of_the_otss_approach-2023070601500729.pdf)

- Preliminary findings – quantitative and qualitative – have shown that OTSS+ has improved malaria service delivery across all areas and, to a degree, has supported strengthening the health system with improved documentation and supply chain management.
- The different OTSS components each have a role in changing health workers behaviors and practices but it appears that it is the way that the components are delivered, actions decided and followed-up, that create an environment that encourages learning and performance.
- Action plans and their follow-up, makes both supervisor and supervisee accountable and encourages ownership of the process. However, lack of follow-up was thought to be the factor that would reverse the gains of the visits.
- Availability, completeness of OTSS data has improved. Data review meetings provide a forum to discuss data and lessons learnt, however there is still a need to improve the use of data at the district and health facility level.
- The MoH are engaged and wish to expand further the OTSS approach. However, lack of domestic funding and a pool of qualified supervisors are barriers to sustainability.

For more information, please visit  
[www.impactmalaria.org](http://www.impactmalaria.org)

This presentation was made possible by funding from the U.S. President's Malaria Initiative (PMI), under terms of the Contract 7200AA18C00014. The contents are the responsibility of the authors and do not necessarily reflect the views of PMI or the United States Government.