

Ideas for providing feedback on CHW performance

Source: Taken from the "Community Health Worker Assessment Toolkit" (Citation below)



Providing Feedback on CHW Performance by Skill

- Checkpoints throughout the program
- Chart audits with feedback
- Client intake tools
- Client tracking tools
- Clinical supervisor assessments
- Coaching
- Community expert/supervisor assessments
- Dashboard (tracks metrics and generates reports)
- Demonstration of practical skills
- Feedback on data entry
- Filming with feedback
- Games
- Goal cards/reports
- Group discussions
- Home visit score sheets/checklists
- Huddles (weekly)
- Individual assessments
- Informal questioning
- Internship assessments
- Interview guides
- Job descriptions
- Learner self-assessments
- Learning modules with checklists
- Monthly reports
- Observations with reviews and feedback
- Online surveys
- Outcome measures
- Patient satisfaction surveys/interviews/reports with scores
- Partnership logs
- Performance checklists
- Portfolios
- Pre- and post-tests
- Peer assessments
- Referral tracking
- Review of CHW notes and encounter forms regarding community members, patients
- Role-playing/scenarios/simulations
- Shadowing by program coordinators/supervisors/lead supervisors/senior CHWs
- Skill tests
- Teacher and trainer assessments
- Tracking community involvement and strategic partnerships
- Verbal feedback
- Videotaped interactions
- Peer assessment
- Referral tracking
- Review of CHW notes and encounter forms regarding community members, patients
- Role playing/scenarios/simulations
- Shadowing by program coordinators/supervisors/lead supervisors/senior CHWs
- Skill tests
- Teacher and trainer assessments
- Tracking community involvement and strategic partnerships
- Verbal feedback
- Recorded interactions