#### **Community Health Worker Performance Measurement Framework**

INPUTS \_\_\_\_\_

## PROGRAMMATIC PROCESSES



# COMMUNITY HEALTH SYSTEMS PERFORMANCE OUTPUTS



**OUTCOMES** 

#### **POLICIES**

- CHW selection
- CHW tasks/ workload

GOVERNANCE/ STAKEHOLDERS

**LOGISTICS** 

- Transportation
- Equipment & Supplies

**FUNDING** 

INFORMATION MANAGEMENT SYSTEMS

### SUPPORTIVE SYSTEMS

- Supervision & performance appraisal
- Data use

#### CHW DEVELOPMENT

- Recruitment
- Training
- Incentives

SUPPORT FROM CBOs

#### **CHW-Level Outputs**

#### CHW COMPETENCY

- CHW knowledge
- Service delivery
- Service quality
- Data reporting
- Absenteeism

#### **CHW WELL-BEING**

- Motivation
- Job satisfaction
- Attrition/retention

#### **Community-Level Outputs**

#### **COMMUNITY ACCESS**

- Use of services
- Knowledge of service availability
- Referral/ counter referral

#### COMMUNITY-CENTERED CARE

- Empowerment
- Experience of care
- Creditability/ trust of CHW

IMPROVED HEALTH OUTCOMES

#### **Economic Evaluation**

Equity, Gender, Accountability

Source: