

## Lessons from Integrated Supportive Supervision in Oromia Health Bureau, Ethiopia

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### Abstract

**Background:** Integrated Supportive Supervision (ISS) is widely recognized as essential for improving health worker performance and achieving the Millennium Development Goals. It promotes continuous quality improvements at all health system levels by strengthening relationships within the health system, identifying and resolving problems, joint problem solving, optimizing the allocation of resources, establishing defined standards/expectations, and improving two-way communication.

**Objectives:** This study aims to understand and document the current ISS process at Oromia Regional Health Bureau (ORHB) level. Identify areas for improvement of the current ISS process.

**Methods:** For the first ISS, we evaluate Some Key Informant Interviews (KII) used to learn about personal experiences with recent ISS visits and their involvement in the ISS process. We document the ISS process and results from two successive ISS. Following the evaluation, we report the extent of implementation of recommendations and lessons taken from the previous ISS.

**Results:** From the desk review, we understand the data collection tools used in the ISS weren't precise and well written. The health facilities report fatigue because of several supervisions from different organizations and various directorates in Oromia Health Bureau. Lack of commitment was also mentioned as the major challenge in performing ISS. After getting such findings from the first ISS, The Monitoring and Plan directorate at OHB establish a committee. Overall, the second ISS improved coordination, data handling, communication, and documentation of the field data and experiences.

**Conclusion:** Performing Integrated supportive supervision helps transfer skills at the health facilities and get first-hand information for the health bureau to improve service delivery. However, a lack of exercising the basic principles of supportive supervision and an absence of focus in documenting data, analyzing, and using evidence from the supportive supervision were continued as a traditional way of performing ISS. Evaluating and implementing lessons learned from the process showed an improvement in understanding and exacerbating the use of evidence from the Oromia Health Bureau.

**Keywords:** Integrated, Supportive, Supervision, Oromia