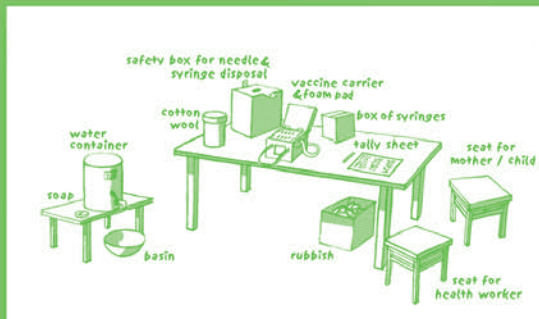


Training for mid-level managers (MLM)

4. Supportive supervision

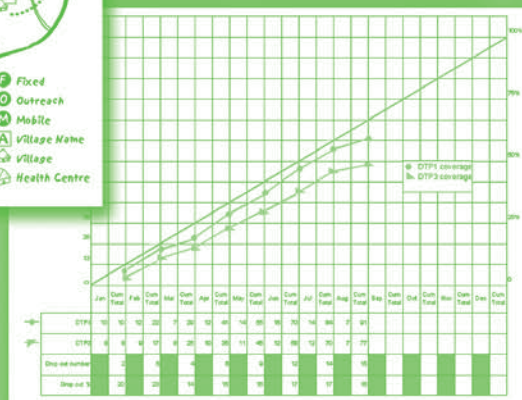
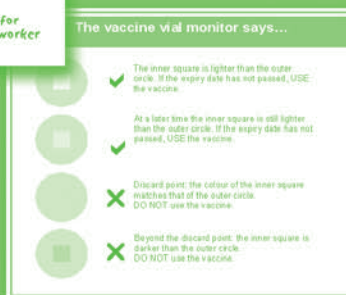
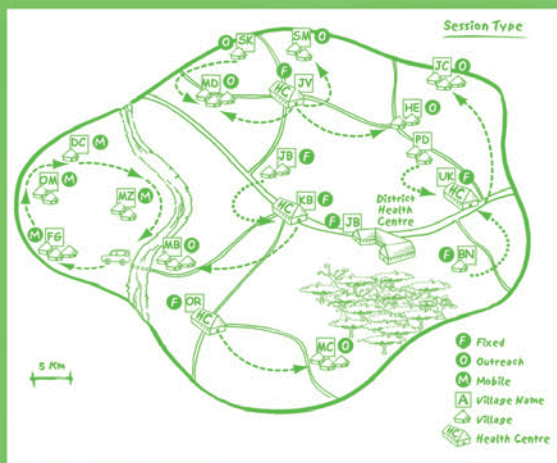


*Setting up
a supportive
supervision system*

*Planning regular
supportive
supervision visits*

*Conducting
a supervisory
visit*

Follow-up activities



Training for mid-level managers (MLM)

Module 4 : Supportive supervision

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Introduction to the series

This new series of modules on immunization training for mid-level managers replaces the version published in 1991. As there have been many changes in immunization since that time, these modules have been designed to provide immunization managers with up-to-date technical information and explain how to recognize management and technical problems and to take corrective action and how to make the best use of resources.

More and more new, life-saving vaccines are becoming available, yet the introduction of a new vaccine does not necessarily require a separate plan and separate training. This new series for mid-level managers integrates training for new vaccine introduction into each subject addressed by the modules. In this way, introduction of new vaccines is put into its day-to-day context as part of the comprehensive range of activities required to improve immunization systems.

In the context of these modules, mid-level managers are assumed to work in secondary administrative levels, such as a province; however, the modules can also be used at national level. For district managers (third administrative level), a publication on 'immunization in practice'¹ is widely available. As it contains a large amount of technical detail, it is also recommended for mid-level managers courses.

In writing these modules, the authors tried to include essential topics for mid-level managers, while keeping the modules brief and easy to use. They are intended to complement other published materials and guidelines, some of which are referred to in the text. Many more documents are available on the CD-ROM which accompanies this series. Each module is organized in a series of steps, in which technical information is followed by learning activities. Some knowledge and experience are needed to complete the learning activities, but even new readers should be imaginative and constructive in making responses. Facilitators should also be aware that the responses depend on the national context. Thus, there are no absolutely right or wrong answers, and the series does not set down new 'policies' or 'rules'. The authors hope that the readers of these modules will find them informative, easy to read and an enjoyable learning experience.

Modules in the mid-level managers series

Module 1 : Cold chain, vaccines and safe-injection equipment management

Module 2 : Partnering with communities

Module 3 : Immunization safety

Module 4 : Supportive supervision

Module 5 : Monitoring the immunization system

Module 6 : Making a comprehensive annual national immunization plan and budget

Module 7 : The EPI coverage survey

Module 8 : Making disease surveillance work

¹ *Immunization in practice: A practical guide for health staff*. Geneva, World Health Organization, 2004.

Acknowledgements

This new series of modules on immunization training for mid-level managers is the result of team work between a large number of partners including the Centers for Disease Control and Prevention (CDC), IMMUNIZATIONbasics, Program for Appropriate Technology in Health (PATH), United Nations Children's Fund (UNICEF), United States Agency for International Development (USAID) and the World Health Organization (WHO). The authors are especially grateful to the consultants from the University of South Australia who have made a major contribution to the development of the modules.

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Abbreviations and acronyms

The following abbreviations have been used in this document.

AD	auto-disable (syringe)
AEFI	adverse events following immunization
CDC	United States Centers for Disease Control and Prevention
DTP	diphtheria-tetanus-pertussis
EPI	Expanded Programme on Immunization
HepB	hepatitis B (vaccine)
IEC	Information, education & communication
IIP	<i>Immunization in practice</i>
MLM	mid-level manager
MOH	Ministry of Health
PATH	Program for Appropriate Technology in Health (USA)
TT	tetanus toxoid
UNICEF	United Nations Children's Fund
USAID	United States Agency for International Development
VPD	vaccine-preventable disease
VVM	vaccine vial monitor

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