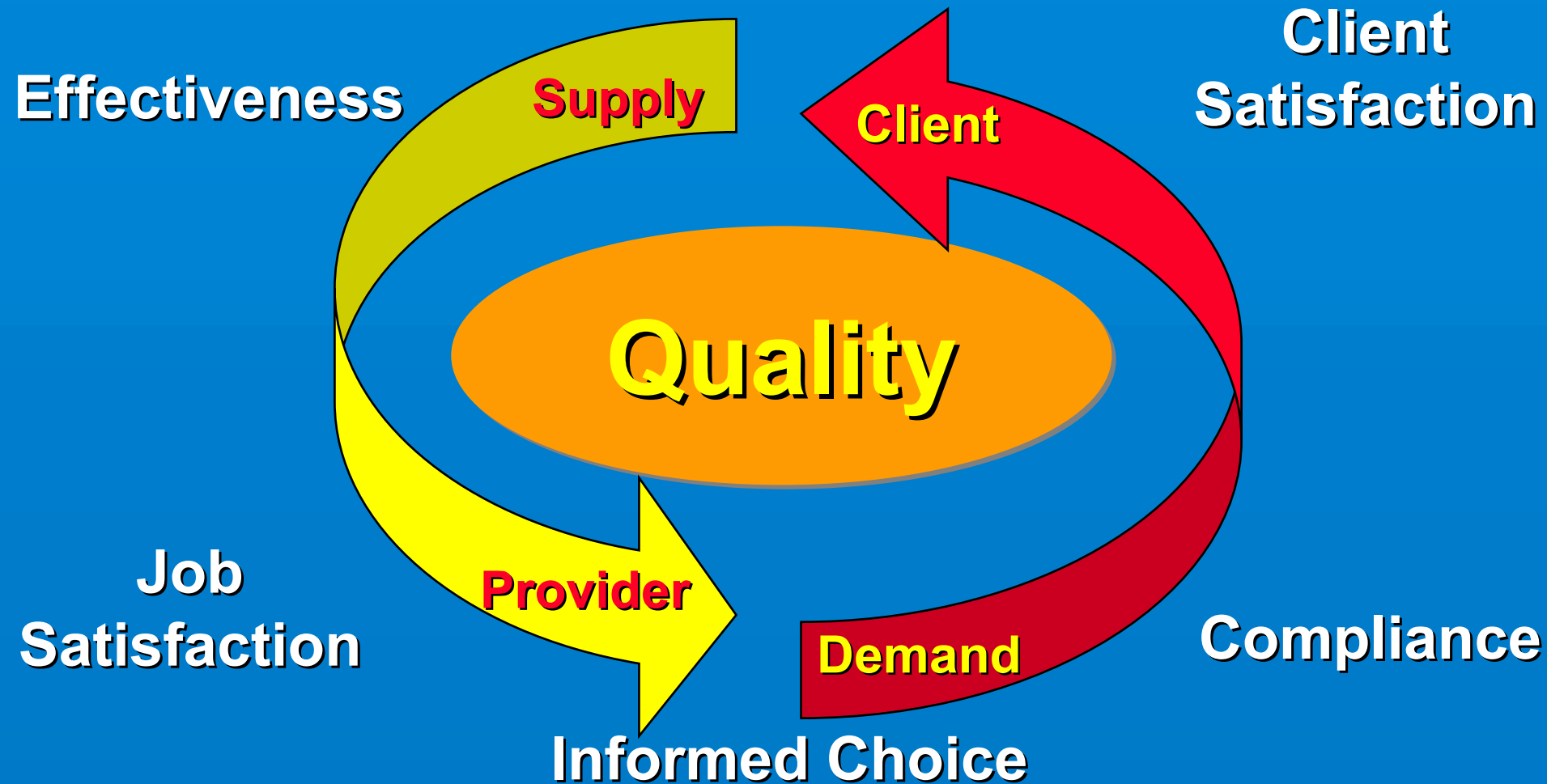


# **Using Job Aids to Improve Client-Provider Communication in Indonesia: Provider Self-Assessment and Client Education**

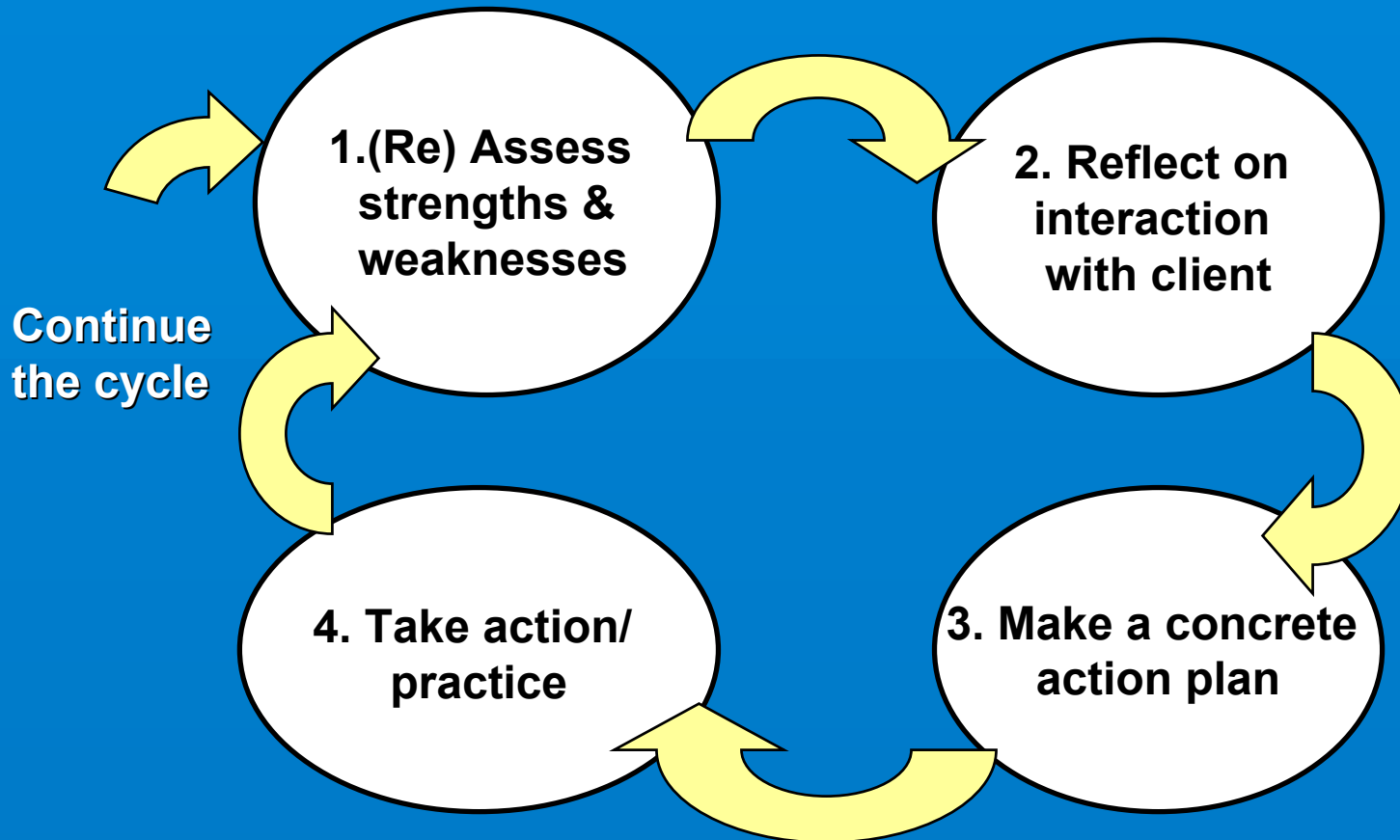
**Young Mi Kim, JHU/CCP**  
**Adrienne Kols, Consultant to JHU/CCP**

**Presented at Job Aids Symposium**  
**Sponsored by QAP & PVO CORE Group**  
**May 24, 2001 - Washington, D.C.**

# Client-provider communication (CPC) is key to high quality services



# Provider self-assessment: A four step process



# Content of provider self-assessment job aid

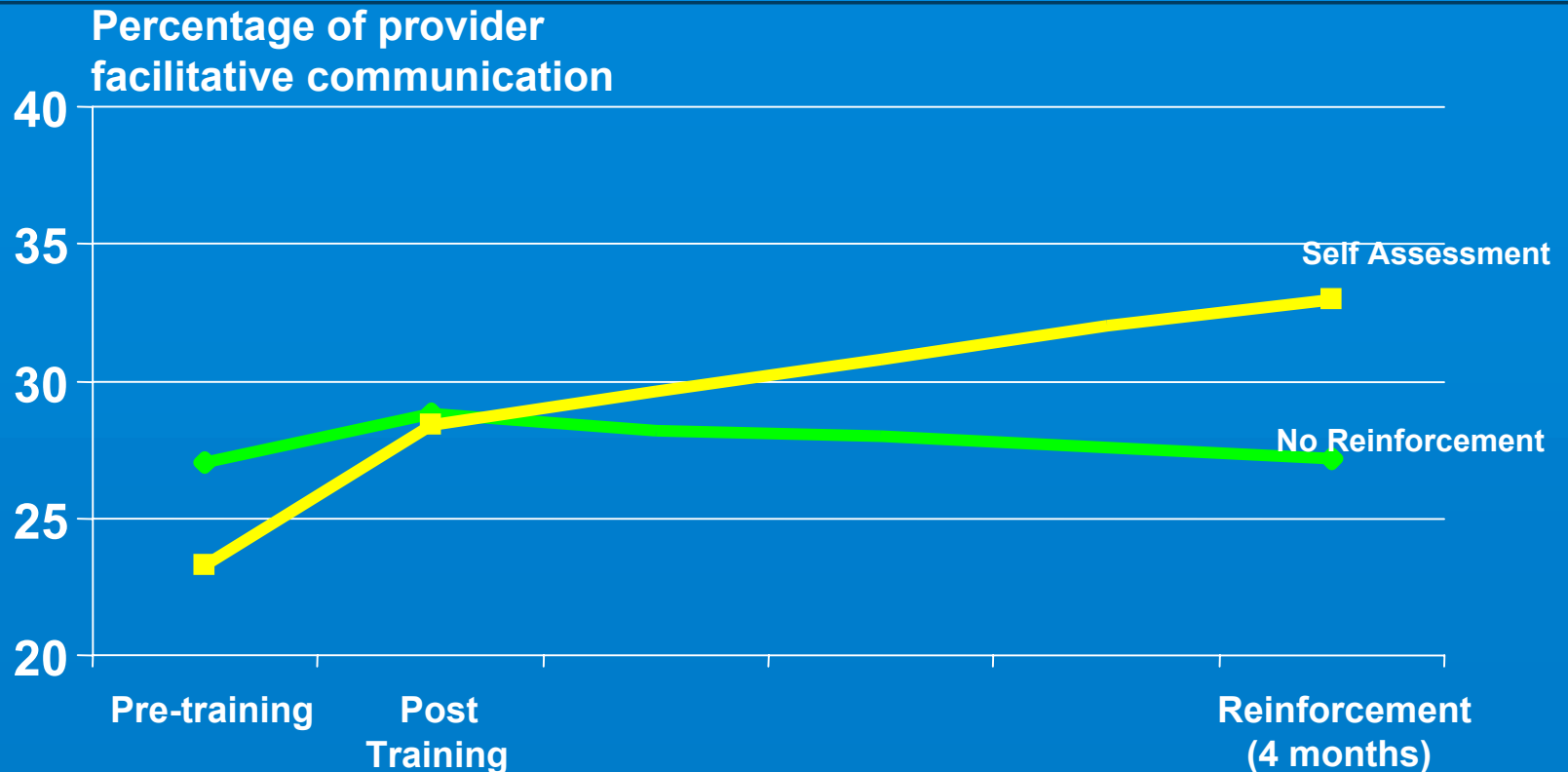
**1. Behavior checklist**

**2. Reflections on CPI**

**3. Plan of action**

**4. Outcome assessment**

# Self-assessment proved effective in sustaining and further improving provider communication, Indonesia



Source: JHU/PCS Indonesia Self-Assessment Study, 1998

Notes: No reinforcement group: baseline n=123; post-training n=121; follow-up n=119  
Self-assessment baseline n=141; post-training n=142; follow-up n=142

# Self-assessment job aid was cost-effective, Indonesia

## Direct costs of interventions (in \$U.S.)

### Training

- Total **\$69** per provider

### Self-assessment

- 10 cents per provider per form
- Total **\$1.60** over 16 weeks



# **Job aids for self-assessment: lessons learned**

- **Keep self-assessment forms simple**
- **Provide support materials: definitions and examples of key skills**
- **Training needed to use self-assessment job aids**
- **Self-assessment can be effective tool in reinforcing training**

# “Smart Patient” job aid

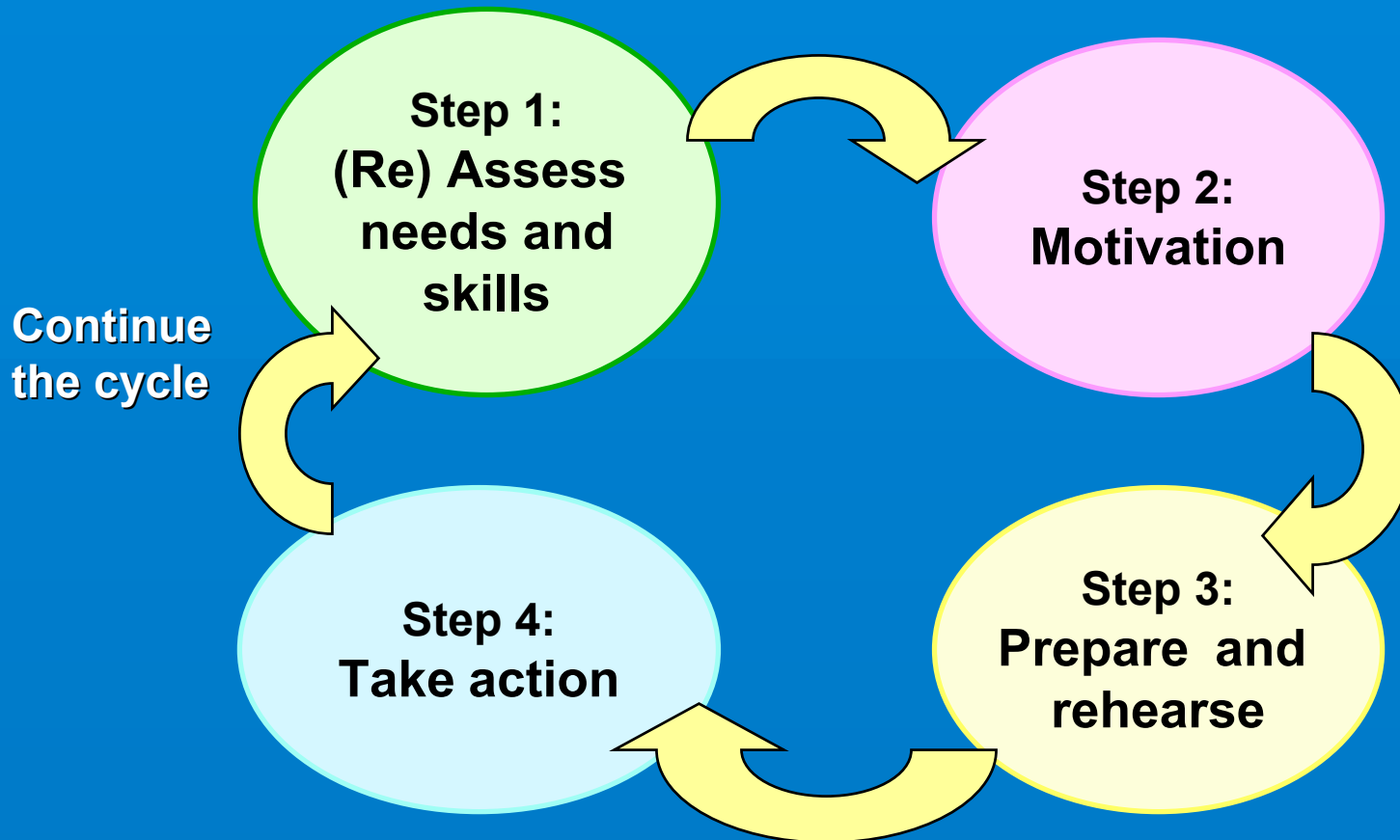
Client educators used job aid to give clients 20 minutes of coaching on:

- Right to seek information
- Asking questions
- Expressing concerns or opinions
- Asking for clarification



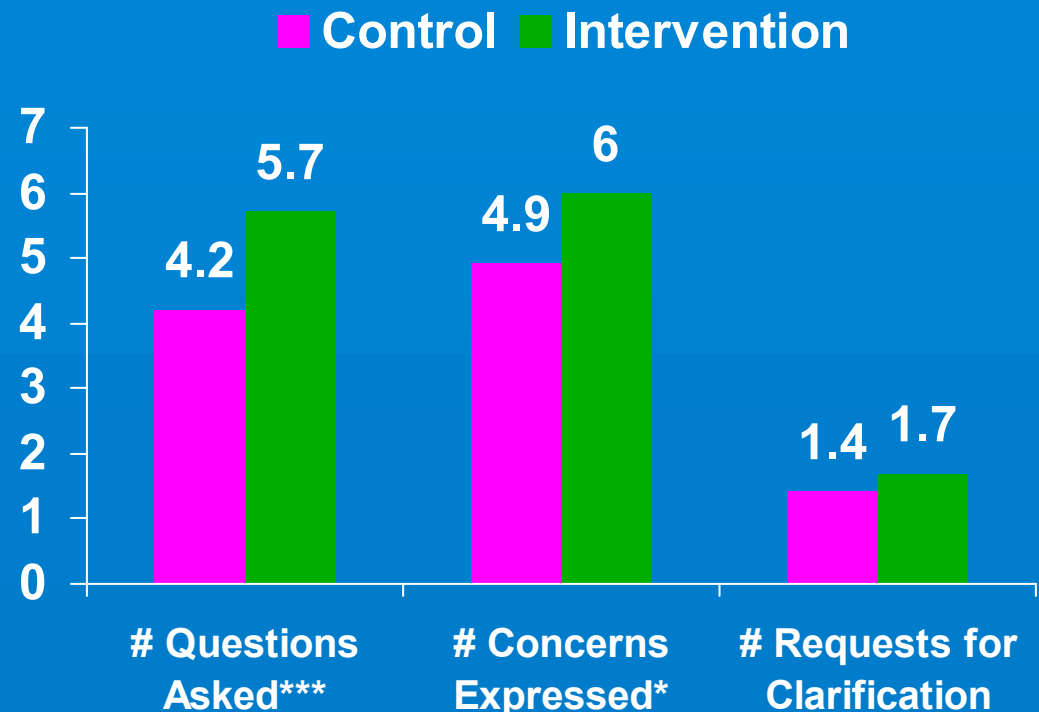


# “Smart Patient” learning model: Four step process



# Smart Patient encouraged client participation in FP counseling sessions, Indonesia

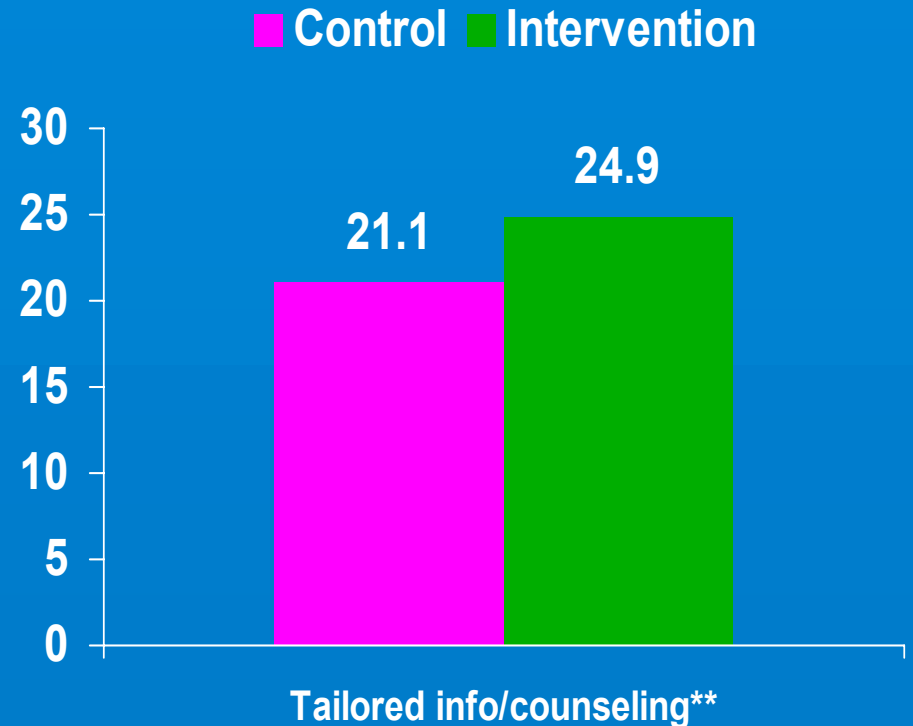
- Clients who had Smart Patient coaching asked 1.5 more questions than other clients.
- Clients who had Smart Patient coaching expressed 1 more concern or opinion.



\*\*\*P<.001, \*P<.05

# Smart Patient coaching influenced provider communication, Indonesia

- In sessions with clients who had received Smart Patient coaching, service providers gave significantly more tailored information and counseling.



\*\*<.01

JHU/CCP, BKKBN

# Contributions of job aids to success of intervention

- Legitimized clients' right to speak out
- Prompted educators to cover key client communication skills
- Helped clients formulate questions and concerns



# Further applications of the Smart Patient job aid

- Give job aid to providers to use with clients
- Can be used by community health workers
- Create picture checklist of common questions and concerns for clients