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

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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.

- Effectiveness
- Supply
- Client
- Client Satisfaction
- Quality
- Job Satisfaction
- Provider
- Demand
- Compliance
- Informed Choice
Provider self-assessment: A four step process

1. (Re) Assess strengths & weaknesses
2. Reflect on interaction with client
3. Make a concrete action plan
4. Take action/practice

Continue the cycle
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
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

Step 1: (Re) Assess needs and skills
Step 2: Motivation
Step 3: Prepare and rehearse
Step 4: Take action

Continue the cycle
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.

<table>
<thead>
<tr>
<th></th>
<th># Questions Asked***</th>
<th># Concerns Expressed*</th>
<th># Requests for Clarification</th>
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<tr>
<td>Control</td>
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<td>4.9</td>
<td>1.4</td>
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<td>6.0</td>
<td>1.7</td>
</tr>
</tbody>
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***P<.001, *P<.05

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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.

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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