SmartActions platform is a performance management platform with an objective to track and where necessary, improve the performance of health service delivery at the health facility level, and to measure the contribution of District/Regional levels to health service improvement. This is done by utilizing Key Performance Indicators to measure performance.

It addresses challenges in Supportive Supervision

**Challenges**

- **Physical** visits to health facilities required to collect all KPIs
- **Unclear what problems** have been addressed by what kind of actions
- **Unclear how effective** are measures to improve KPIs, i.e. coverage and equity

**SmartActions platform**

- **Access** to KPIs allows supportive supervision
- Progress in **priority tasks** is visible to all levels
- **Effectiveness** of taken actions can be measured and thus **learned** from

**What’s the quality and effectiveness of supportive supervision?**

**Achieve performance targets faster**

by following the Discover-Execute-Evaluate-Replicate (DEER) Approach

1. Discover underperforming indicators and contributors to underperformance
2. Execute possible solutions to improve performance
3. Evaluate effectiveness of actions by comparing them with improvement in performance
4. Replicate and promote effective actions that enable achievement of targets

SmartActions: Achieve performance targets faster
and promoting SmartActions

by discovering underperforming indicators,

SmartActions platform identifies the areas needing improvement and highlights a need for support supervision sessions to be arranged by those responsible for supervising the underperforming facility at District/Regional level.

- at facility level
- at regional level

underperforming indicators are communicated monthly via SMS and the mapped on graphs, along with reasons for underperformance. They will also be provided information about actions that can be taken to avoid these the following underperformances in the following period. They can also add other actions have been taken towards resolving the issues, and escalate actions that requires more assistance

underperforming indicators are communicated via a digital platform that highlights indicator progress against set targets for all facilities in the region. When adequate actions have not been taken, the platform assigns supervision tasks to the regional supervisors to ensure follow-up with facilities.

SmartActions: Achieve performance targets faster
executing solutions to tackle underperformance,

Supervision sessions along with health workers should identify specific actions that can be implemented to help improve the performance of the indicator for the period. These specific actions are then agreed upon and logged within the SmartActions platform.

- at facility level
  At health facilities will works towards implementing the agreed actions to improve the indicator. They log the actions taken in a SmartActions form and provide it alongside the following month’s reports to be updated on the SmartActions platform.

- at regional level
  The supervisors log the specific actions taken by health facilities and other actors. Completion of the supervision activity can be tracked with automatic update of tasks once marked on the SmartActions platform.

evaluating effectiveness of action, and

SmartActions provides the possibility to quantify taken actions and monitor the progress towards KPI targets. This facilitates the opportunity to establish a correlation and subsequently evaluate the effectiveness of supportive supervision carried out through the SmartActions platform.

At the regional and national level, the actions are measured against the same KPIs in future months to determine if the actions have led to an improvement in the indicator. In addition, the SmartActions platform helps to monitor the performance and activities undertaken at the District/Regional level.

replicating successful actions

The most effective actions tracked overtime can be identified and promoted by the regional indicator owners and supervisors. This will build an evidence driven approach towards resolving issues by the health workers and supervisors. Successful actions, i.e. actions that helped in achieving KPIs faster, can be shared with all facilities and replicated to prevent underperformance in other facilities and take proven measures towards corrective actions.

SmartActions: Achieve performance targets faster
**SmartActions enables faster achievement of targets**

- Improve governance and accountability at all levels
- Record actions based on priority KPIs
- Learn SMART actions at all levels
- Scale SMART actions to reach KPI targets faster

While complementing existing data reporting systems

The SmartActions platform aims to complement existing data reporting systems and help analyse and take action on data collected via national databases and other health information sources.

**DHIS2** is the national database for all health data, that aims to build data transparency across stakeholders & helps to identify underperforming KPIs

**SmartActions** is a performance management tool that aims to build accountability by continuously tracking actions taken to achieve the set targets, & helping to identify effectiveness of actions

- Information provided about the **performance of services**
- Focuses on **high level outcome KPIs**
- Helps identify where performance **needs to be improved**
- Provides the **information for actions to be taken**

- Captures the **actions taken & how they were executed**
- Initiates **follow-up** on under performing KPIs
- Tracks **accountability** of actions
- Tracks **effectiveness** of actions against KPI progress

**and providing long term benefits**

- **provision of transparency and accountability** which improves availability of opportunities of effective communication and timely intervention

SmartActions platform enables monitoring of KPI performance and provides an understanding of factors that have contributed to improved or low performance. It also provides transparency and helps identify accountable actors who contributed to the

**savings of time and cost** on all levels that can be invested elsewhere

outcome of an indicator, what the solutions were and how the solutions were executed.
The platforms will help regional officers structure and simplify their work and in the process, establish a positive feedback loop. This is achieved by prioritization of tasks and visualization of progress, which reduces the overall workload.

With the platform, regional officers can spend less time on planning and carrying out physical supportive supervision. Instead, they can follow a flexible work routine by using phone calls for initial supervision and prioritize facilities that require physical visits. Using the platform could also be a learning opportunity for the regional officers helping them achieve personal professional growth, which can contribute to program improvement.

Regional officers experience utilization of SmartActions platform as motivational through direct visualization of priority tasks to be accomplished and their progress in doing so, which ultimately leads to nurturing of their professional development.