

### **Supplementary file 5. Quality assurance**

The performance of each hotline worker is monitored and reviewed to identify areas of improvement. All CCPF calls are recorded, and hotline supervisors review a sample of recorded calls from each hotline worker on a weekly and quarterly basis. Calls are assessed on a range of dimensions; greeting the caller, giving the caller the opportunity to explain the reason for their call, correct health advice and if necessary referral, explaining the tips and reminders for eligible clients, summarizing the issue and ensuring the client understood the advice, and overall customer care. Each hotline worker's aggregate score is heavily weighed for the quality of clinical advice and health education provided to the callers. In 2017 the quality assurance standard operating procedures (SOP) and scoring sheets were revised in collaboration with the Ministry of Health and made more detailed. These revisions were undertaken in anticipation of the recruitment of the full cohort of hotline workers.

Quality Assurance has inbuilt accountability structures, in that lower quarterly scores result in individualised performance improvement plans for hotline staff, and can help shape the content of the monthly refresher trainings. Every quarter the "best performing" hotline worker and the "most improved" hotline worker based on Quality Assurance results are recognized in front of their peers. Quality assurance has been maintained throughout the lifespan of CCPF, despite being resource intensive as it is an important function for accountability, remedial action and recognition of outstanding quality of service provided to health consumers.

The overall performance score for all hotline workers for January-March 2018 was 87%, which is similar to prior quarters. An average score of 90% and above is considered 'excellent' performance; 80% and above is considered 'good' performance"; and 70% and above 'satisfactory' performance. The total performance score covers several metrics as described above, including quality of health advice (which was 89%) and customer care (which was 95%) in the most recent quarter assessed.