Muso uses a 360° Supervision system to actively and regularly mentor Community Health Workers for improved performance, including efficiency and quality of care.

**360° Supervision Model**

1. **CHW Dashboard**
   Supervisor reviews data analytics summarizing CHW performance along three metrics: speed, quantity, and quality of care.

2. **Patient Feedback Audit**
   Supervisor conducts home visits without the CHW present to receive performance feedback.

3. **CHW Shadowing**
   Supervisor directly observes as the CHW provides care during home visits.

4. **One on One Feedback**
   Supervisor and CHW sit down together to set goals and identify areas of strength and improvement.