



## MOH Liberia Electronic Supportive Supervision (e-SS) Platform: A Key Advancement in the Health Sector

The Ministry of Health (MOH) of Liberia has recently introduced the **Electronic Supportive Supervision (e-SS) Platform**, marking one of the latest and most important developments in the country's health sector. This digital platform is a critical step in strengthening governance, accountability, and service quality across the health system by modernizing how supportive supervision is planned, conducted, and monitored.

The e-SS Platform provides a centralized, web-based system that enables supervisors at national, county, and facility levels to plan supervision visits, conduct assessments using standardized digital questionnaires, submit reports in real time, and track follow-up actions. Through an integrated dashboard, users can view supervision status, completed visits, reports submitted, assigned officers, and facilities covered, allowing for timely decision-making and improved oversight.

### Importance of the Electronic Supportive Supervision Platform for the Health Sector

The adoption of an electronic supportive supervision platform offers several important benefits to the health sector:

#### 1. Improved Quality of Supervision and Service Delivery

By using standardized digital tools and checklists, the e-SS Platform ensures consistency in supervision across all facilities. This helps identify gaps in service

delivery, compliance issues, and best practices, ultimately improving the quality of health services provided to communities.

## **2. Real-Time Data Availability and Decision-Making**

The platform enables supervisors to submit reports immediately after supervision visits. This real-time availability of data allows program managers and policymakers to quickly analyze findings, identify trends, and take corrective actions without delays associated with paper-based reporting.

## **3. Enhanced Accountability and Follow-Up**

The e-SS Platform strengthens accountability by clearly documenting supervision activities, findings, and recommendations. Action points can be tracked over time, ensuring that issues identified during supervision are followed up and addressed appropriately.

## **4. Increased Efficiency and Reduced Operational Costs**

Digitizing supportive supervision reduces reliance on paper tools, manual data entry, and physical report compilation. This saves time, minimizes errors, and lowers costs related to printing, transportation, and data cleaning.

## **5. Strengthened Monitoring, Evaluation, and Performance Tracking**

The platform's analytics and dashboards allow the MOH to monitor supervision coverage, frequency, and performance across counties and facilities. This supports evidence-based planning, targeted support, and improved performance management of health programs.

## **6. Support for Digital Transformation and Health System Strengthening**

The e-SS Platform aligns with the MOH's broader digital health and data use agenda. It contributes to building a modern, data-driven health system by improving data quality, strengthening staff capacity, and promoting a culture of continuous improvement and learning.

## **Conclusion**

The MOH Liberia Electronic Supportive Supervision Platform is a significant milestone in the ongoing transformation of the health sector. By leveraging digital technology to enhance supervision, accountability, and data use, the platform supports improved service delivery and stronger health system

performance. As implementation expands, the e-SS Platform will play a vital role in ensuring quality, efficiency, and responsiveness across Liberia's health services.