Setting up routine patient feedback and feedback loops in health systems with mobiles: experience in DRC

Outline of the presentation

1. Context -> the importance of social accountability and its challenges
2. The use of the « Clients’ feedback » mobile application in Result Based Financing systems
3. The case of DRC – main results and perspectives

The importance of social accountability

- Poor quality of health services:
  - low quality (no medication, etc.)
  - corruption (unformal payment, etc.)
  - no services at all (absent nurses, etc.)

- To achieve better services, social accountability and reliable data are fundamental

- Collecting patient’s feedback is important to strengthen these dimensions and close the feedback loop
Scaling up is often a challenge

- Technology offers new perspectives to raise citizens’ voice and fill the gap between service providers and beneficiaries
- Cost effective solutions need to be implemented
- BlueSquare is developing ICT solutions to strengthen the accountability inside financial systems such as Results-Based Financing

The clients’ feedback

- Objectives:
  - verification of phantom patients
  - measurement of patients’ satisfaction
- A community score is defined per health facility and send to OpenRBF for payment
- Measurement of key indicators
  - quality of health care
  - affordability of health care
  - cost
  - patients’ satisfaction
  - socio-economic status
- BlueSquare supports this implementation in DRC, Malawi, Benin, Haiti
The clients’ feedback application

- Work with all android devices
- Data collection offline
- Data are sent by wifi, 3G or sms
- User friendly
- Easy to add questions, update the questionnaire
- 1 single cloud database to store, manage and visualize data
- Automated feedback by sms

Main results in DRC – South Kivu

- Implementation of OpenRBF for Health in three districts (Walungu, Idjwi and Kabare)
- 90 health facilities
- In South Kivu, every quarter, around 7560 patients are interviewed
- BlueSquare digitized the process in Walungu (1758 interviews collected with the mobile application per quarter)

A health facility in Walungu
Aline
"Improve quality of care »
98.8% of interviews with geo-code

25% of patients have a mobile phone → cost reduction of collecting the patient feedback

88% of pregnant women say they sleep under a mosquito net

Measuring the socio-economic status?
- 25% of patients have children U12 that do not go to school
- 89% have no electricity

Closing the feedback loop

A FIRST TEST
“Thank you for sharing your opinion about the health services of Mugogo health center”.

IN THE FUTURE
Sharing back emergency numbers, Quality of care data, Health committees information, Sensitization messages, ...
WE PROVIDE
TECHNOLOGY & INNOVATION
FOR BETTER LIVES