

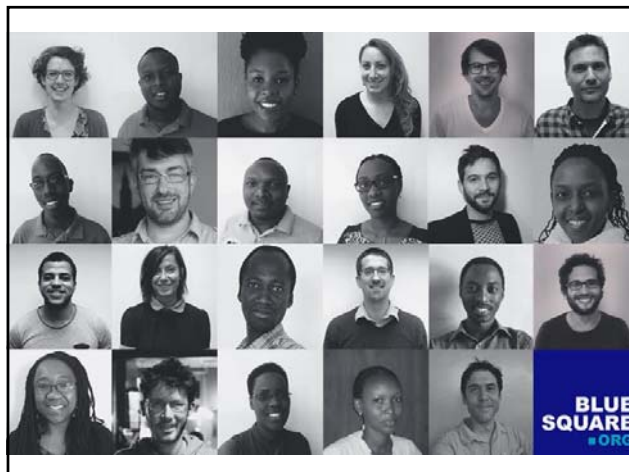


Setting up routine patient feedback and feedback loops in health systems with mobiles: experience in DRC

Be-cause health Seminar 24/03/2016

Julie Vanhamme

Outline of the presentation

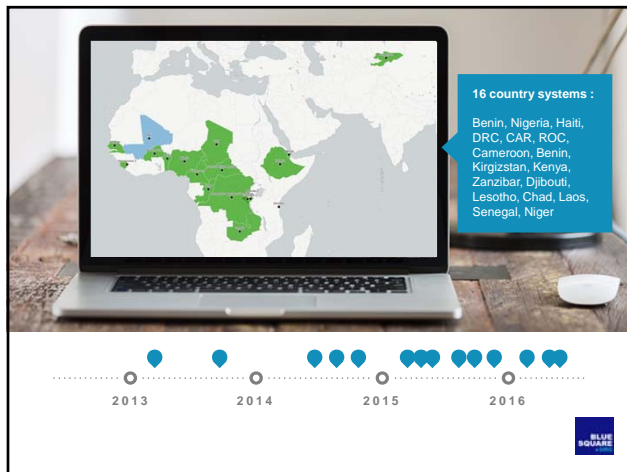
1. Context → the importance of social accountability and its challenges
2. The use of the « Clients' feedback » mobile application in Result Based Financing systems
3. The case of DRC – main results and perspectives

The importance of social accountability

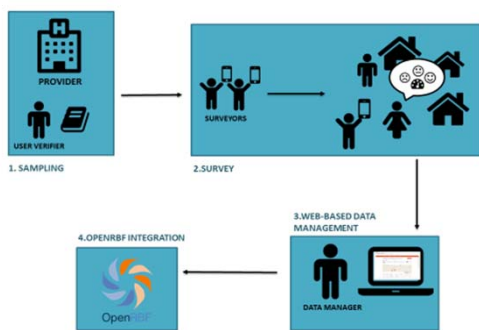
- Poor quality of health services:
 - low quality (no medication, etc.)
 - corruption (unformal payment, etc.)
 - no services at all (absent nurses, etc.)
- To achieve better services, social accountability and reliable data are fundamental
- Collecting patient's feedback is important to strengthen these 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



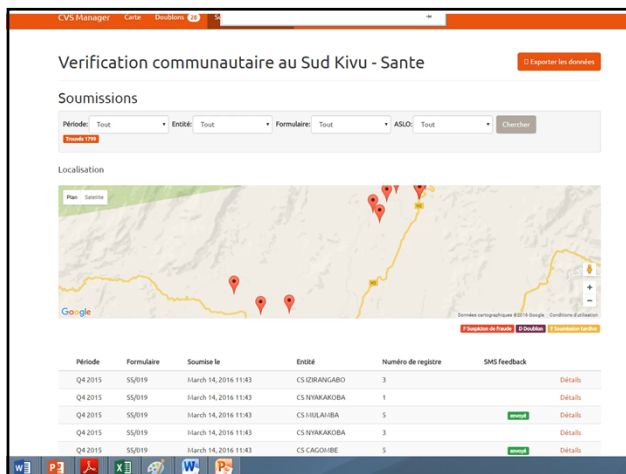
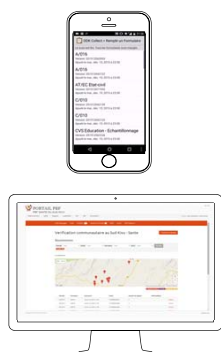
The clients' feedback (2)

- ❑ 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



CVS Manager Carte Doublons Suspensions de Tracés ASLO Scores ASLO Reports

Verification communautaire au Sud Kivu - Sante

Exporter les données


Soumissions

Période: Tout Entité: Tout Formulaire: Tout ASLO: Tout Chercher

Localisation

Période	Formulaire	Soumis le	Entité	Nombre de registre	SMS feedback
Q4 2015	S6/19	March 14, 2016 11:43	CS IDRIANGABO	4	Détails
Q4 2015	S6/19	March 14, 2016 11:43	CS IDRIANGABO	3	Détails
Q4 2015	S6/19	March 14, 2016 11:43	CS NYAKAKOBA	1	Détails





98.8% of interviews with geo-code

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

88% of pregnant woman 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 FUTUR

Sharing back emergency numbers,
Quality of care data,
Health committees information,
Sensitization messages,
...

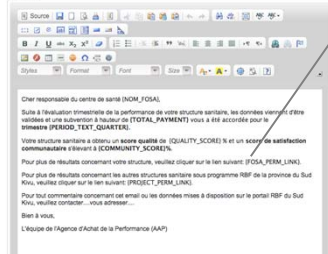


Data feedback loop to health care providers

Nom du groupe: FOJA

Nom du groupe: Données trimestrielle de la performance des structures sanitaires et de la satisfaction des patients

Template:




CLICK RATE

NEXT STEPS

Which content is of added value for health staff

Feedback through social media? Whatsapp...



Conclusion

- Better data quality
- Easy data management for quick consultation and reaction
- Speed up the process
- Close the feedback loop, deeper community engagement
- Better measurement of :
 - quality of care
 - patient's satisfaction
 - affordability of care
 - socio-economic status
- Increase transparency & social accountability



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