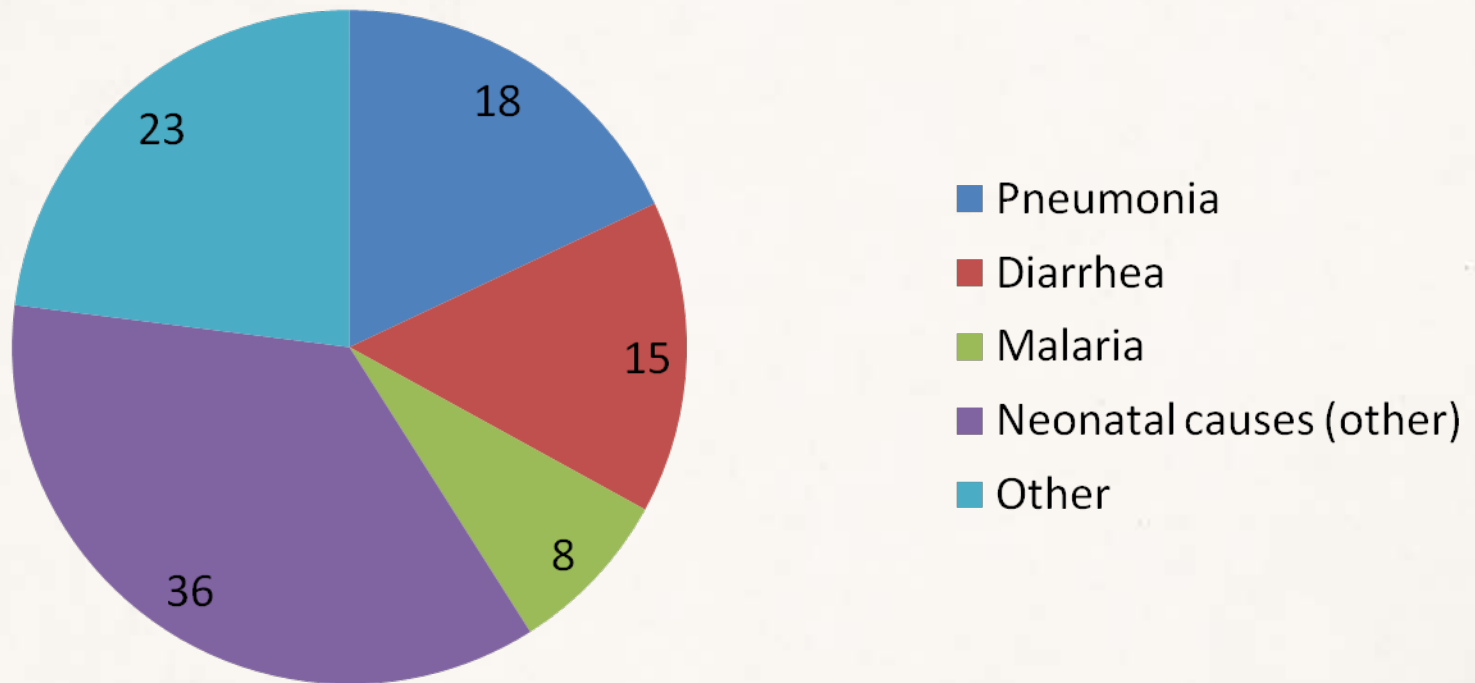


# Delivering quality health services for children: implementation challenges

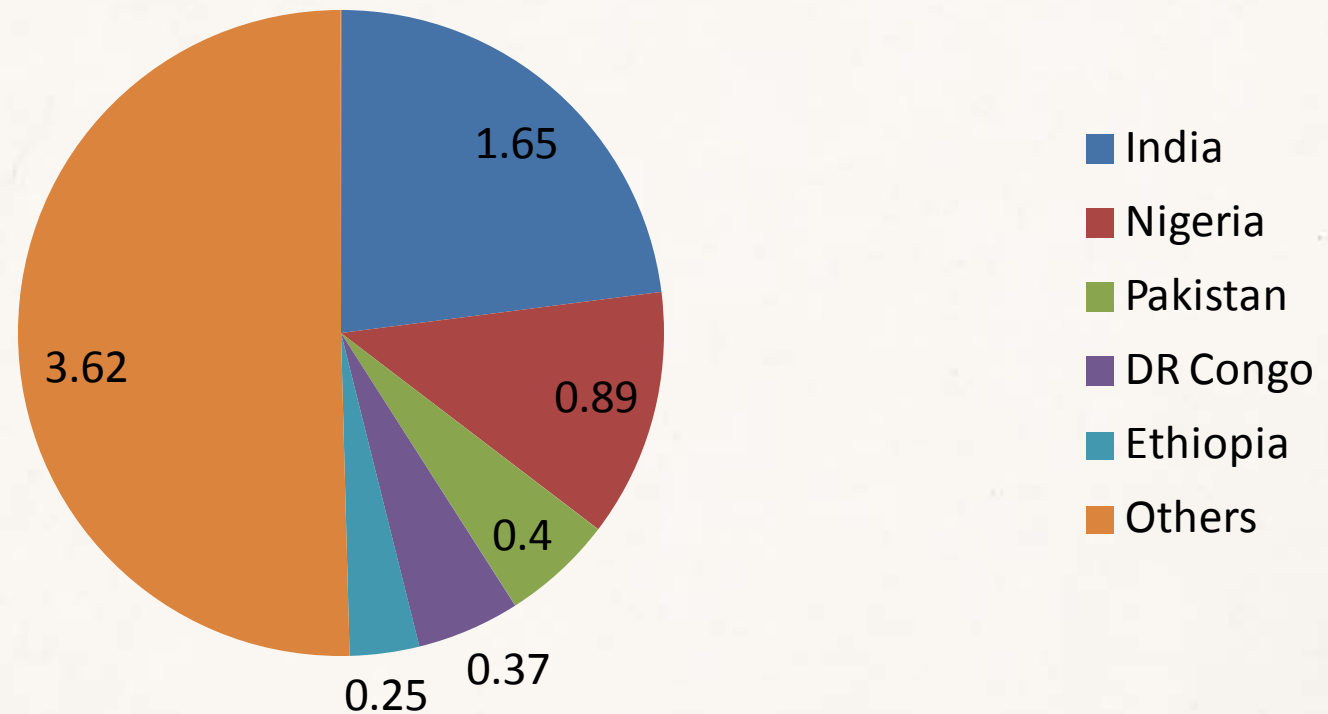
# Why do children die?



Source: Black et al. (2010), *The Lancet*

- Coverage: Do we reach those who need the services?
- Quality: Are services of sufficient quality?

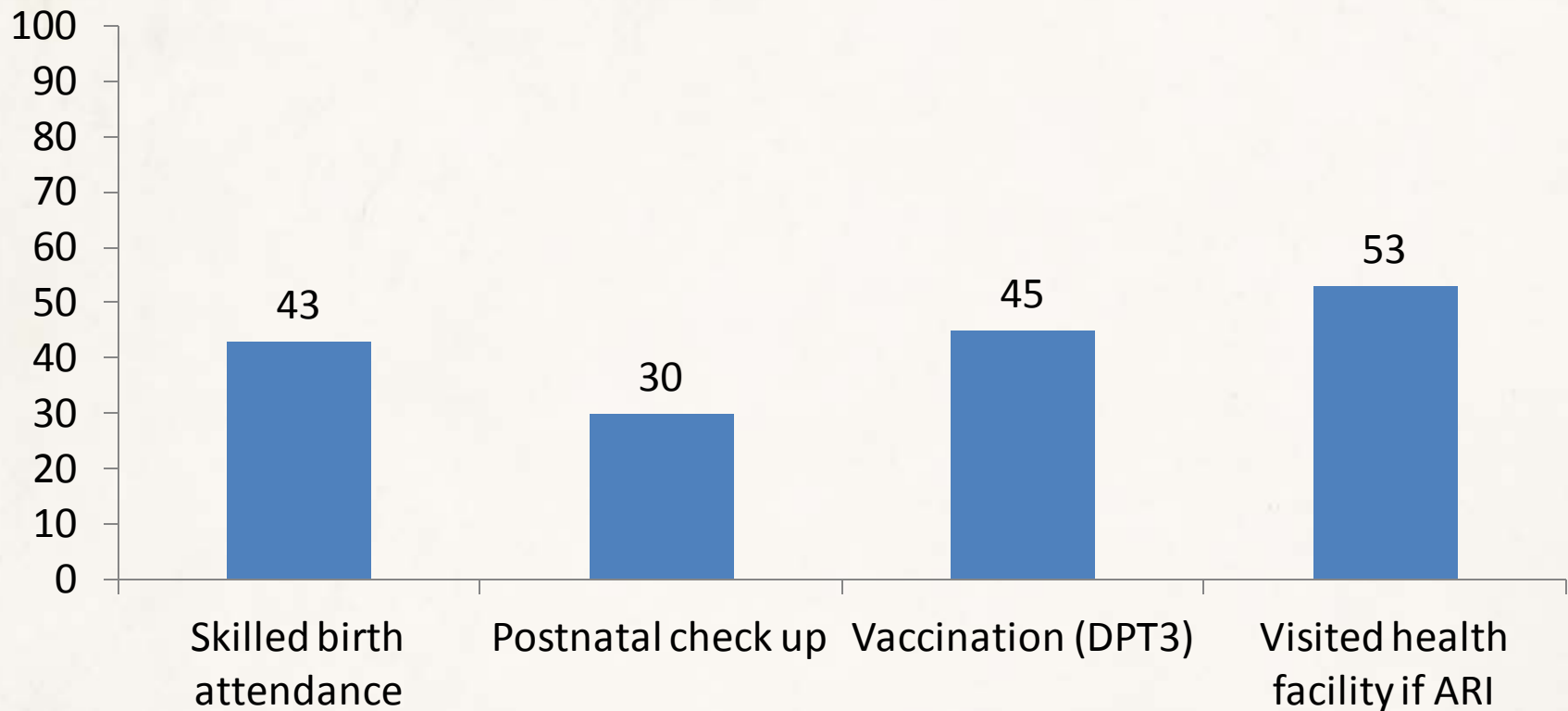
# Where do children die (mill)?



Source: Luzano et al. (2011), *The Lancet*



## Service coverage «big fives», percent

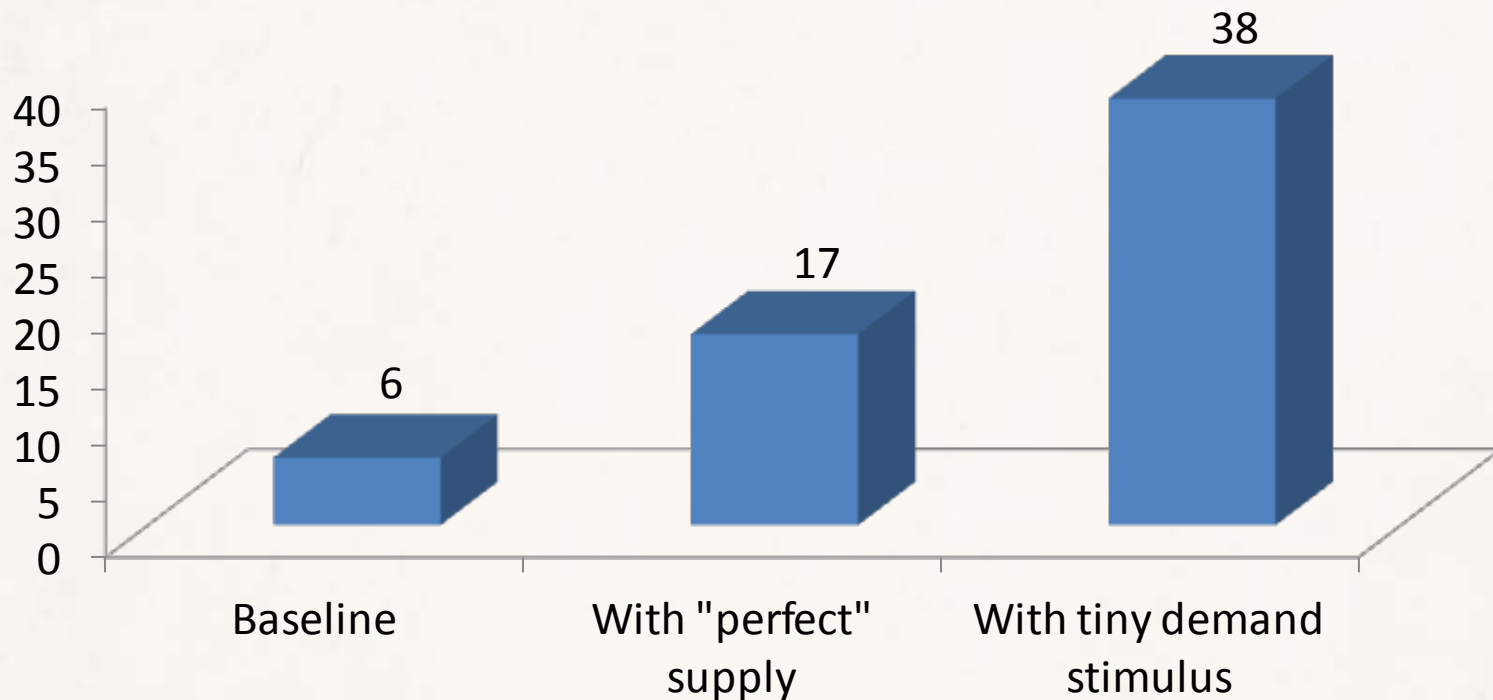


Coverage of essential services is low

Don't estimate the importance of  
the demand side for increased coverage

# Vaccination coverage isn't all about supply

## Vaccination coverage Udaipur, India



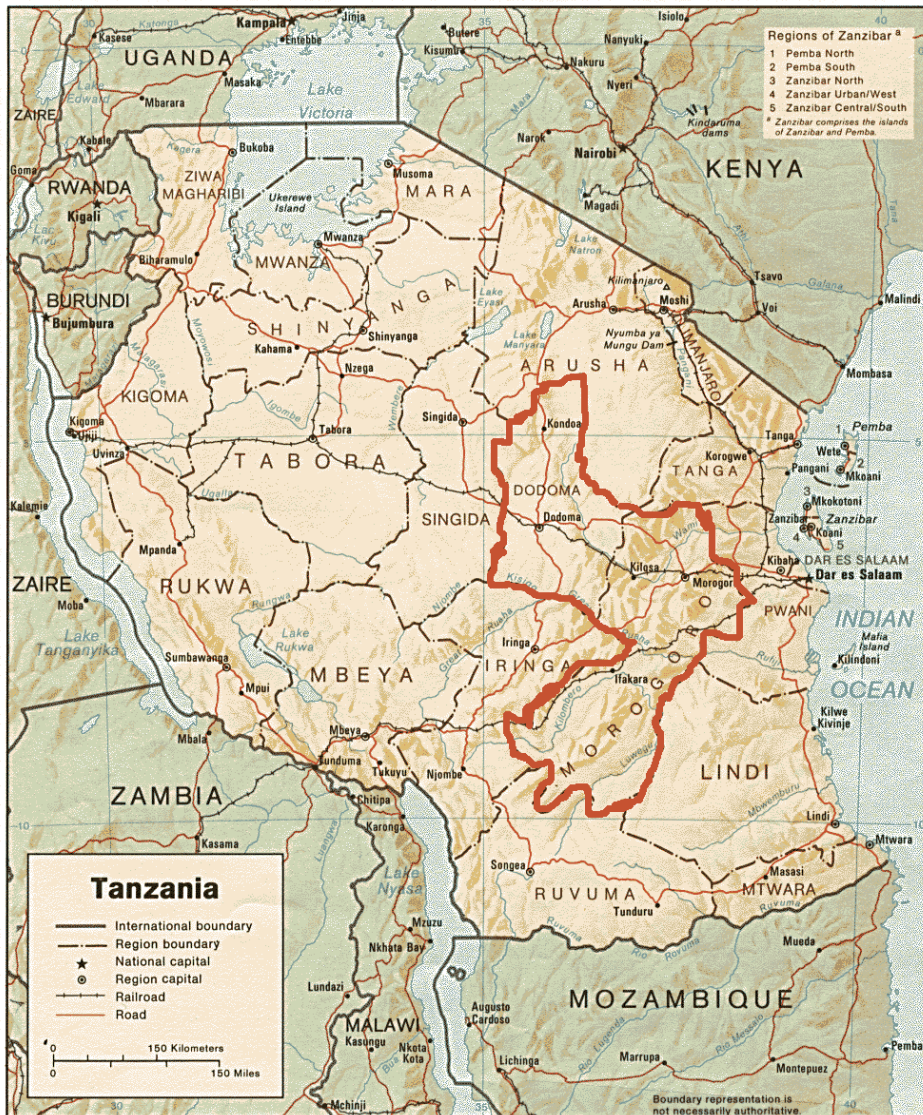
Source: Banerjee et al. (2010), *BMJ*

Health worker performance needs to  
be strengthened

Huge potential within existing workforce



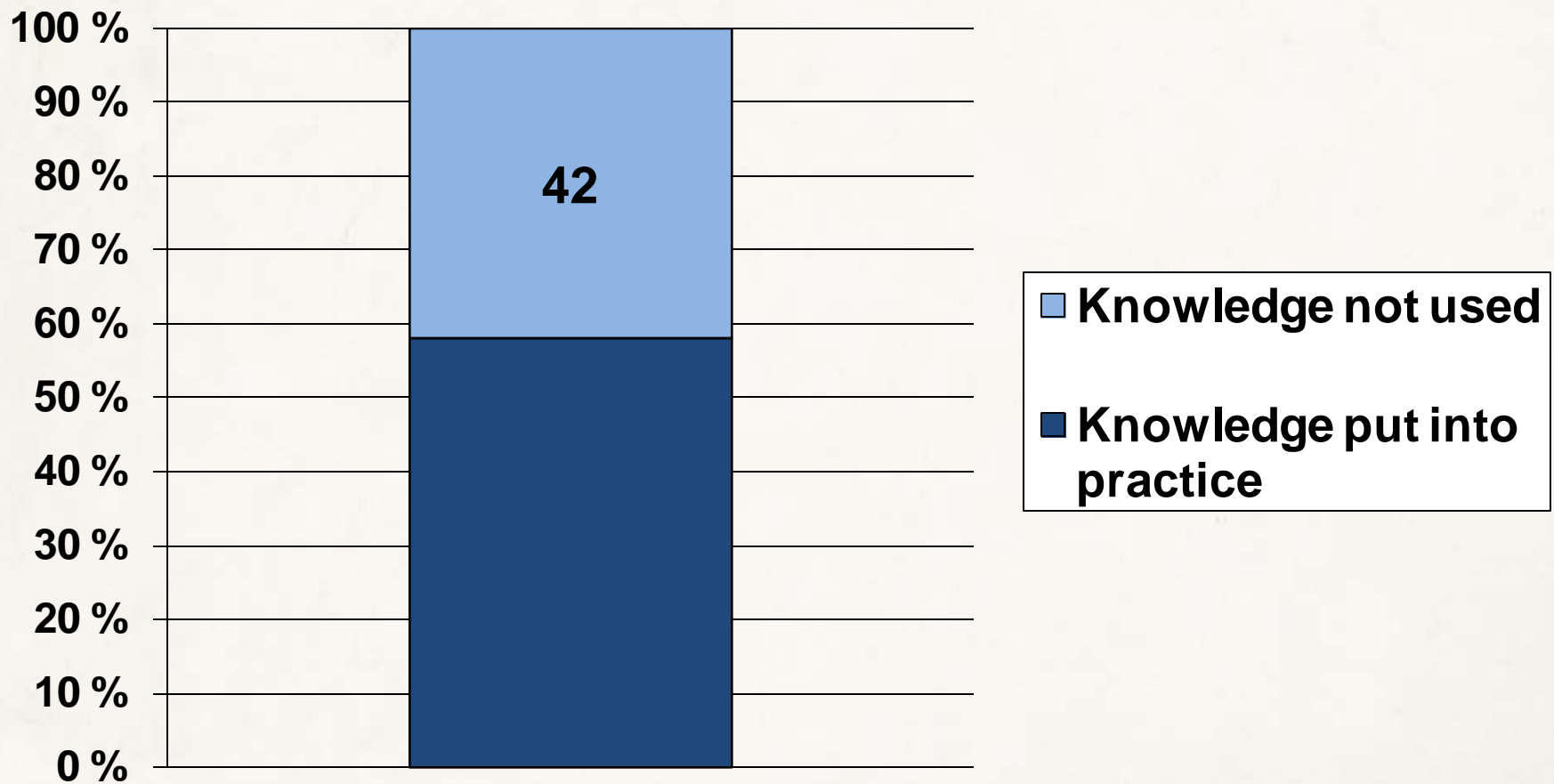
# Study from rural Tanzania



- 126 health facilities
- Direct observation
  - 3500 outpatient consultations
- Knowledge test
  - 156 health workers
- Focus:
  - Fever, cough, diarrhea

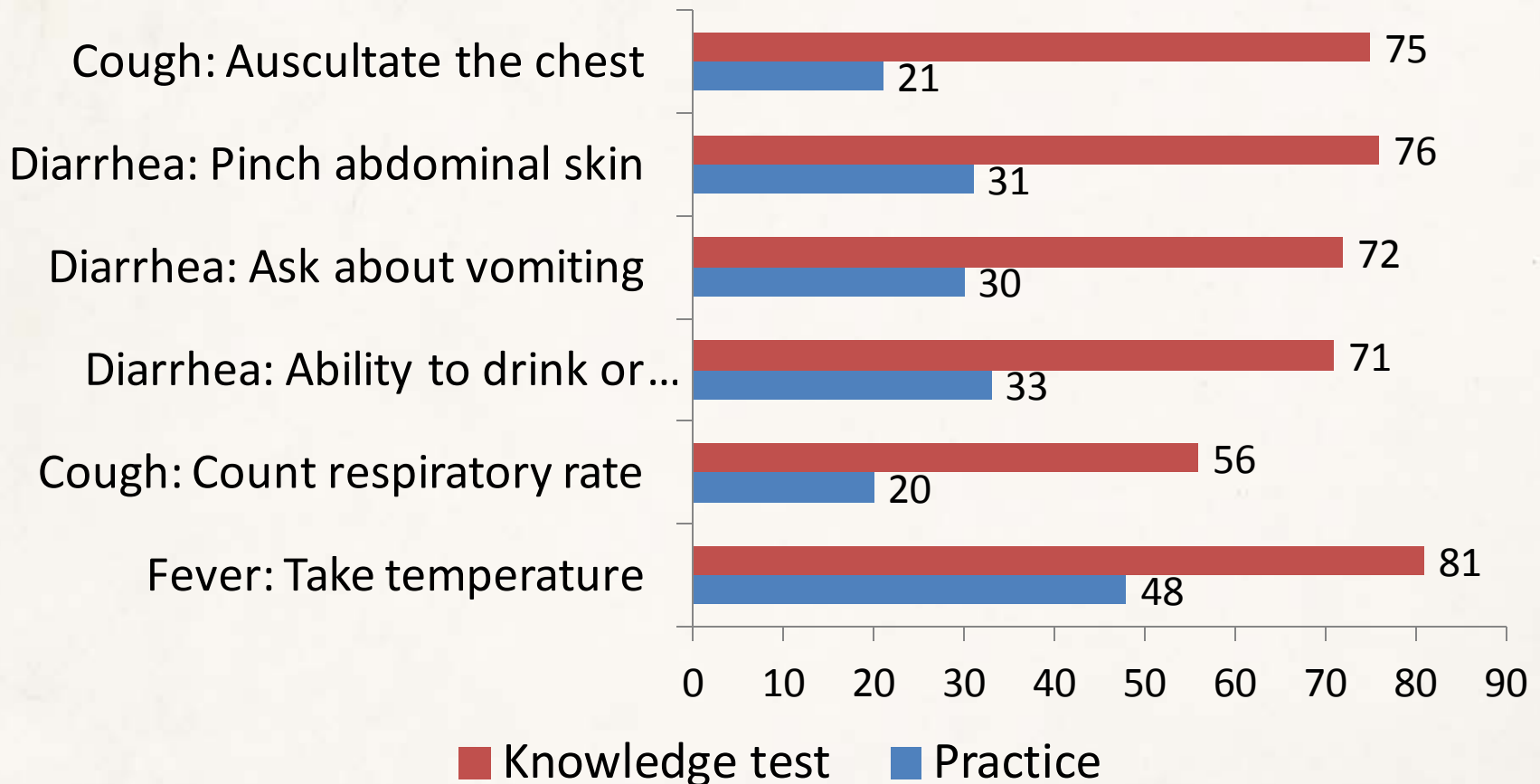
**KNOWLEDGE  
MUCH BETTER THAN  
PRACTICE**

# Large know-do gap (42 %)





# Comparing knowledge and practice



## Why big know-do gap?

~~Lack of  
opportunity~~

~~Time  
(Equipment)~~

Lack of  
motivation



Honestly speaking, ... the nursing discipline does no longer exist. What was long held to be the call ... does no longer exist because there's no longer love to the patients

*Medical assistant, urban*



## Why do you work hard?

My work is important

By working hard I earn recognition / status

By working hard I earn more money

## Intervention «categories»

Give intrinsic meaning to work

R4P: Recognition for performance

P4P: Pay for performance

# The importance of recognition

*(an experiment by Ariely et al)*

SFUSKTGDSSKØ  
ASJFSSKJEUDH  
YSDSLDSSFLSK  
FKJEYUDSSFJE

.....

- Sheets of paper with a random sequence of letters
- Job: find instances where one S follows another S
- Pay: 1 \$ for 1st sheet, 0.9 for second, 0,8.. after 10 no pay
- Job description: Finish as many sheets as you want

## Treatment 1: "Recognized"

- **Sign each sheet of paper**
- The experimenter **examines the sheet and nods in a positive way**

49 % completed 10 sheets or more

## Treatment 2: "Ignored"

- **No signing**
- The experimenter **does not look at the sheet and places it upside down on a pile of paper**

17 % completed 10 sheets or more

# Recognition from community

*(Bjørkman / Svensson, 2009, QJE)*

- Intervention (RCT, Uganda)
  - Organize village meeting
  - Provide facts about relative performance of service providers
  - Facilitate a "contract" between community and health facility
- Huge impact
  - 20 % increase in utilization
  - >30 % reduction in under five mortality



# P4P: Pay for performance

*(Basinga et al, 2010, The Lancet)*

## Intervention (RCT, Rwanda)

- Piece rates for service provision
  - Range: Delivery 4.59 USD, Prenatal care visit 0.09 USD
- Same resources to control districts, unconditional.

## Impacts:

- Significant improvements in indicators with high-powered incentives
  - Deliveries in health facilities: + 7%
- Improvement in prenatal quality of care

# Summary

- Continue efforts to increase coverage
  - Don't forget the demand side!
- Improve quality
  - Huge potential for improved performance of existing health workforce
- Strengthen health worker motivation
  - Give intrinsic meaning to work
  - R4P
  - P4P

