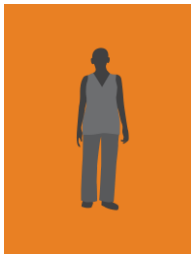

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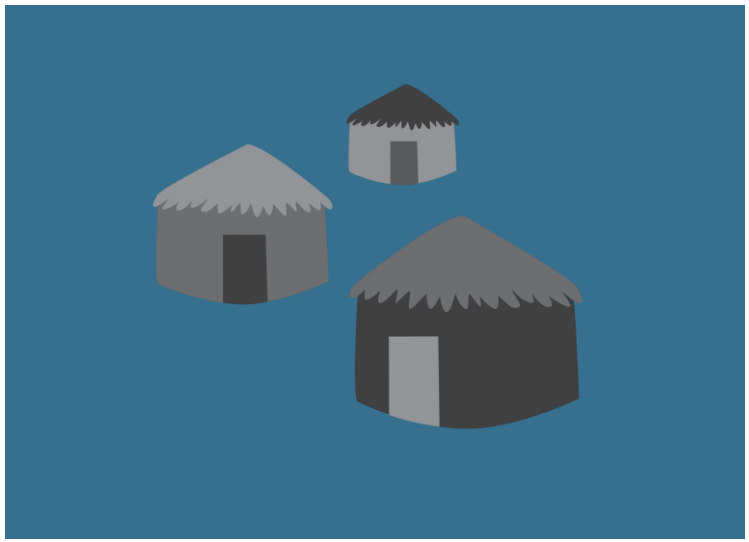

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Can CARE's Community Score Card improve Community Health Worker performance and accountability?

Thumbiko Msiska, CARE Malawi

PRESENTATION OUTLINE

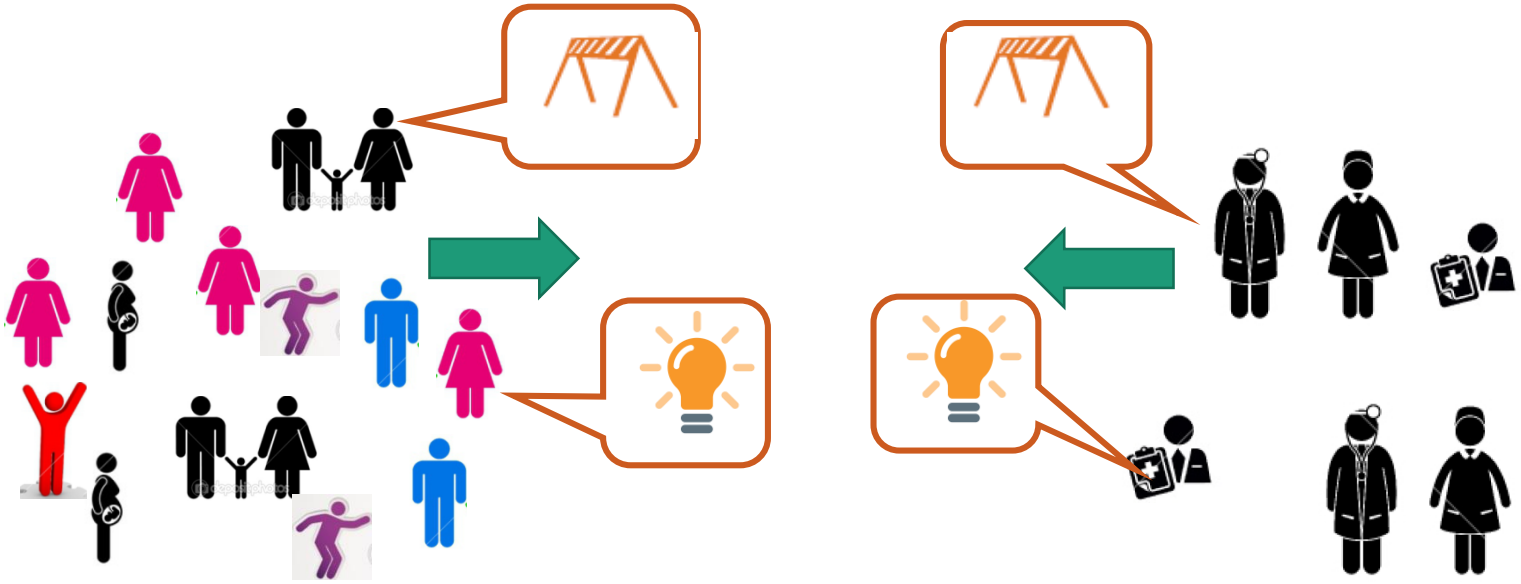
- **CSC Approach**
- **Evidence: Results and Impact**
- **Advantages and Challenges**
- **Sustainability**
- **Replication and Scale Up**

Approach

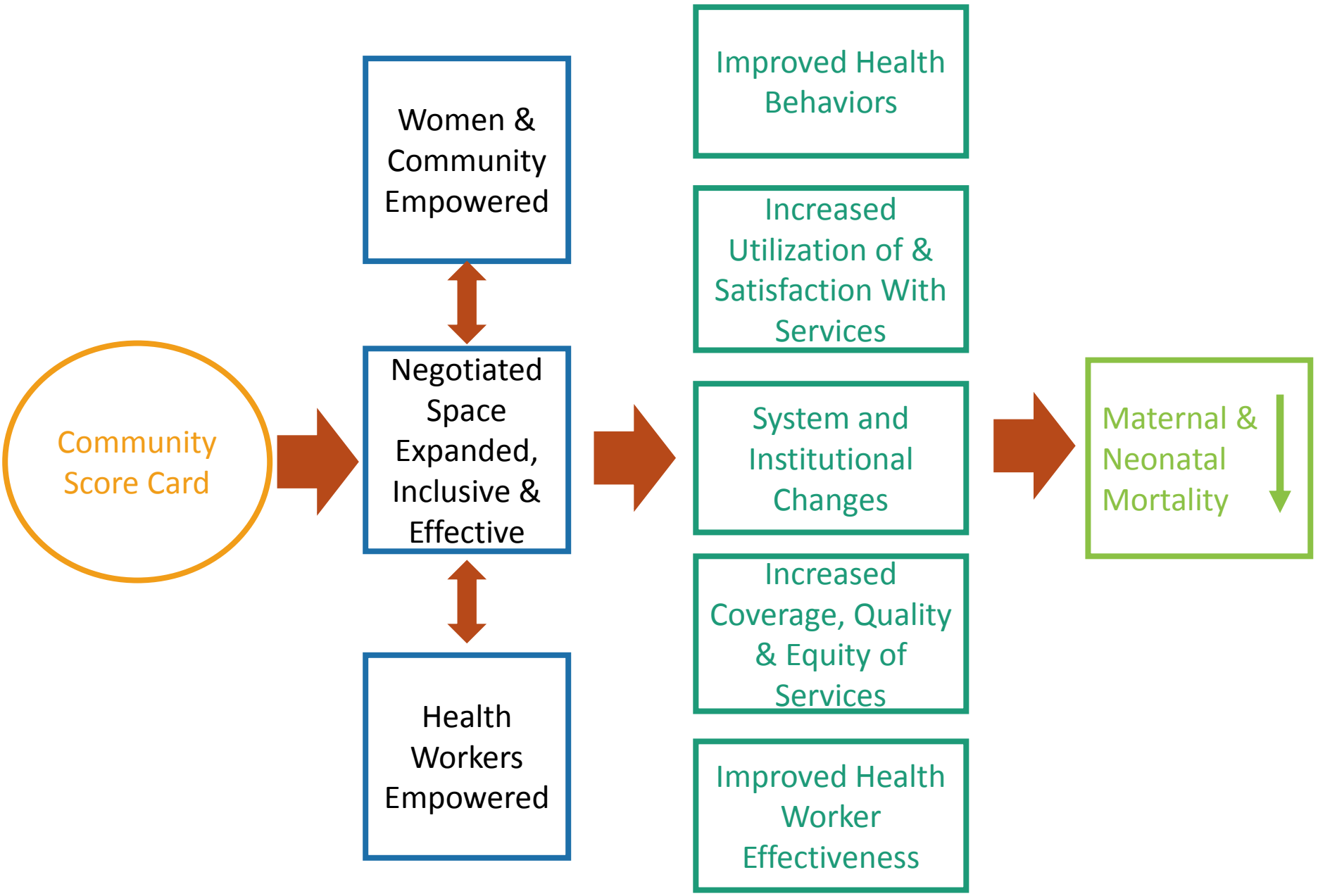
Approach – CARE's Community Score Card (CSC)

A social accountability approach that brings together **community members**, **service providers**, and **local government** to

- identify service access, utilization and provision challenges;
- mutually generate solutions;
- and work in partnership to implement and track the effectiveness of those solutions in an ongoing process of improvement.



CSC Theory of Change



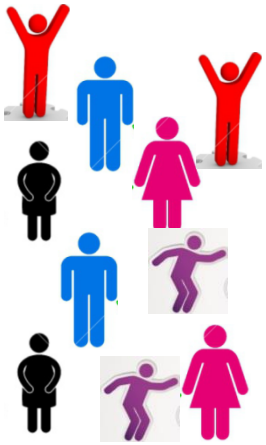
CARE's Community Score Card Methodology

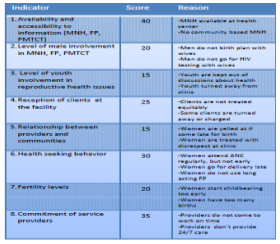
PHASE I: PLANNING AND PREPARATION

PHASE II: Conducting the Score Card with the Community

PHASE III: Conducting the Score Card with Service Providers

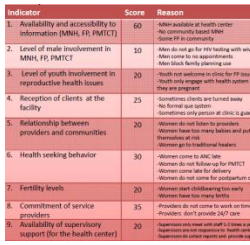
PHASE IV: Interface Meeting and Action Planning





Catchment Community

Local gov't & decision makers



Health providers

PHASE V: Action Plan Implementation and M&E

Repeat Cycle

Evidence

CSC RCT Overview

Project: Maternal Health Alliance Project

Donor: Sall Family Foundation

Implementers: CARE, in partnership with the Government of Malawi

Dates: January 2011- December 2015
(evaluation 2012-2014)

Location: Ntcheu district, Malawi

Goal: to identify, test and share broadly applicable approaches for improving reproductive and maternal health services and outcomes.

Tested & Evaluated:
Gullo S, Galavotti C, Sebert Kuhlmann A, Msiska T, Hastings P, Marti CN (2017) **Effects of a social accountability approach, CARE's Community Score Card, on reproductive health-related outcomes in Malawi: A cluster-randomized controlled evaluation**. PLoS ONE 12(2)

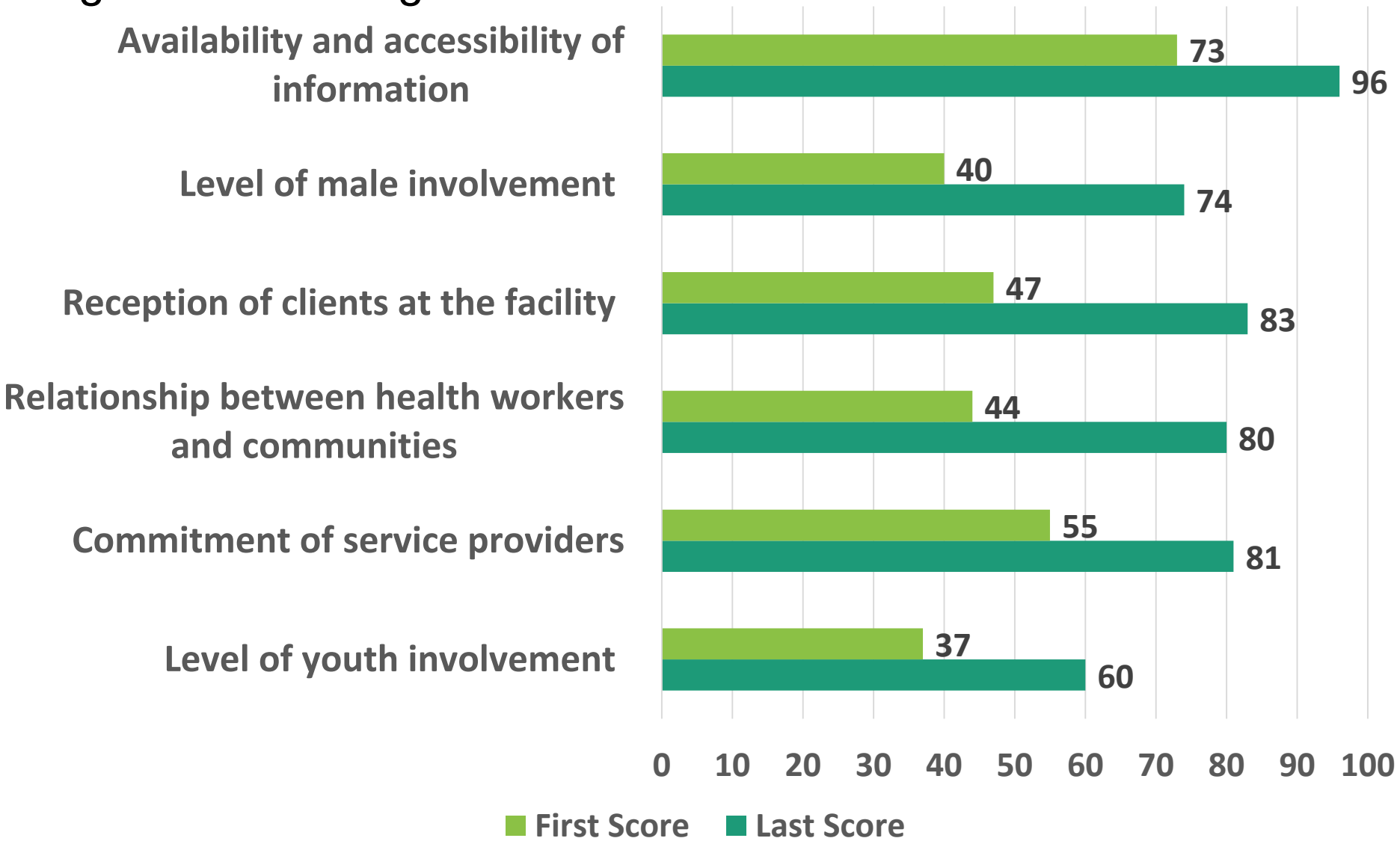
Evaluation Design

- **Cluster-randomized control design**
  - **10 intervention sites**
  - **10 control sites**
  - **Study population= 398,230**
- **Health facilities were matched and randomly assigned to either intervention or control**

Women's Survey	Score Card Indicator Monitoring Data
Cross-sectional, quantitative Face-to-face survey Baseline (2012) sample = 1,301 Endline (2015) sample = 1,300 **Analysis** Difference in Differences Approach Instrumental Variable Approach	**Score Card Indicators** • 12 indicators per Score Card • 10 intervention sites • 3-4 rounds of Score Cards per site **Analysis** • Scores for each indicator 0-100 • Compared first and last score for each indicator

Score Card Indicator Results

Significant Changes ($p \leq 0.05$)



Women's Survey Results: Headline

- **Increase in Community Health Worker visits:**
  - **20% greater** increase in health worker visits for **antenatal care** in the intervention area
  - **6% greater** increase in health worker visits for **postnatal care** in the intervention area
- **Satisfaction with Services:**
  - **Increase in overall satisfaction** with **health services**
- **Modern Family Planning:**
  - **57% increase** in use of modern methods of **family planning.**

Conclusions

- By facilitating the relationship between community members, health service providers, and local government officials, the CSC contributed to important improvements in reproductive health-related outcomes.
- The CSC can be an effective strategy for increasing CHW home visits during both pregnancy and the postnatal period.
- CHW programs are often plagued by insufficient community involvement and weak linkages to the formal health system – the CSC provides a concrete approach to tackling these issues.
- One of the greatest strengths of the CSC is that it helps build a strong, trusting relationship between health workers and community members. This relationship is a critical driver of service utilization and satisfaction.
- The CSC builds mutual accountability, and ensures that solutions to problems are locally relevant, locally supported and feasible to implement.

Advantages and Challenges

Advantages

- **Common understanding** of issues and solutions to problems
- **Community participation, dialogue and improved relationship** with service providers
- **Empowers service users:** community monitoring of services, increased community ownership of services and projects
- **Accountability, transparency, and responsibility** from service providers
- **Clarifies roles and responsibilities of service users** in service delivery
- **Can expose corrupt officials**
- **Tool** for community and service providers **to monitor progress** and service quality

Challenges

- It requires **time** and **excellent facilitation skills.**
- It can sometimes lead to **conflict** if not facilitated well.
- **Individuals** can be **targeted** (rather than services and systems).
- It can raise **high expectations**, which are difficult to meet in the short term.
- It requires an **enabling environment** (democracy, decentralized systems, policies on social monitoring, willingness from government representatives, adequate budget allocation, etc.)

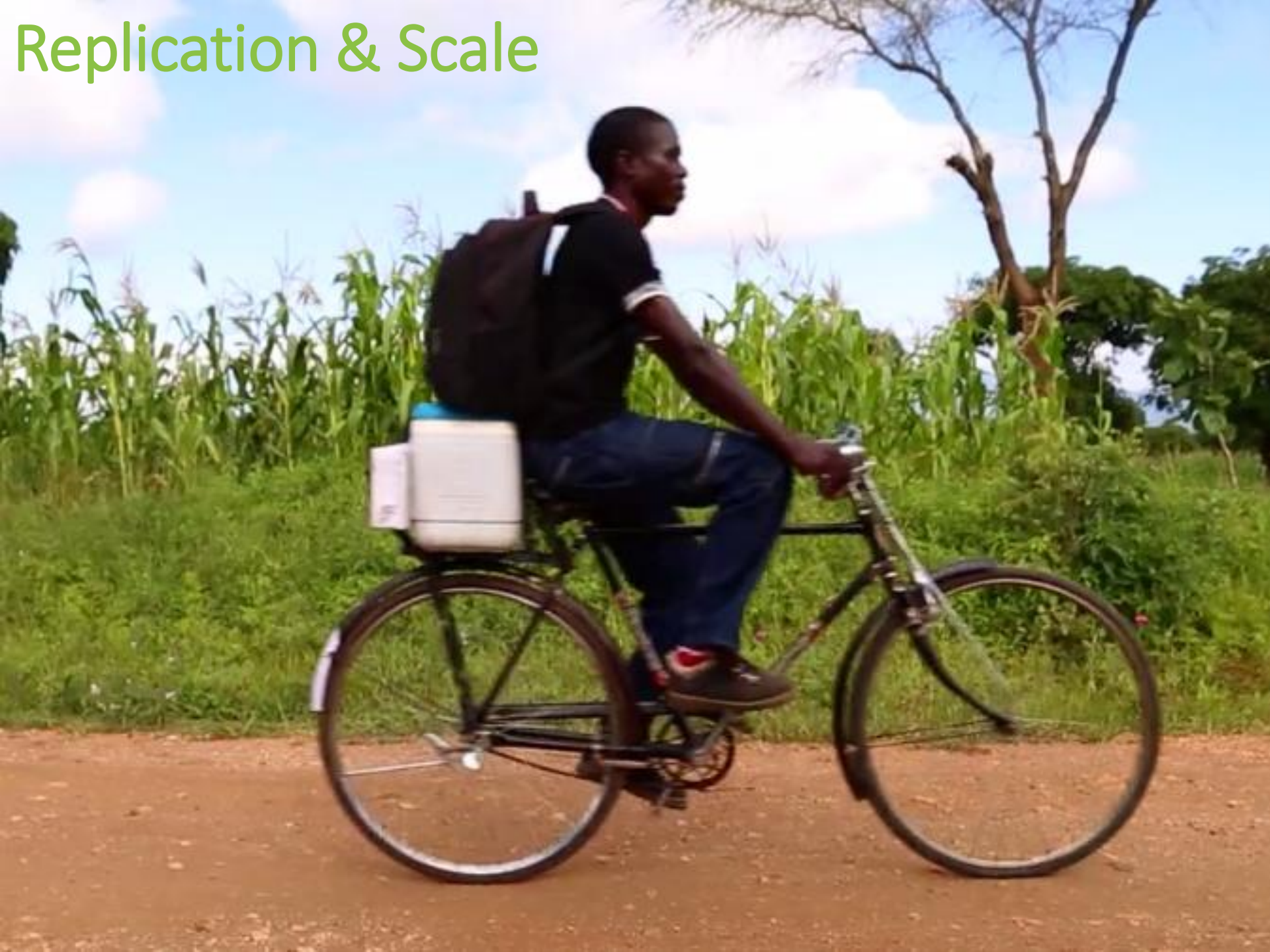
Sustainability

Sustainability

1. **Politically smart**: identifying who can help bring about change
2. **Locally led**: Community Score Card structured identification of community priorities
3. **Locally owned:** community members and frontline providers invested governance over local health services
4. **Focused on tangible need** (e.g. better maternity service) rather than general objective (e.g. improved health)
5. **Adaptive to changing context and over long term**
6. **Builds alliances** for learning and support to help bring about change and overcome barriers
7. Adopted by community members like Youth Groups in Ntcheu and District Health Office

Ref: Sue Unsworth "**It's the politics! Can donors rise to the challenge?"**

Replication & Scale



Replication & Scale: CARE's CSC Consulting Group

Training facilitators and trainers

Direct project implementation

Design and advice on adaptation of process to your programme

Follow-up and advocacy review

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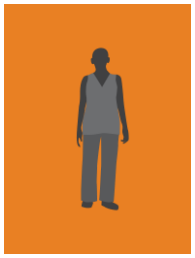
David.waller@communityscorecardconsultinggroup.com

www.communityscorecardconsultinggroup.org

Community Score Card tools and resources

- **CSC Toolkit-** http://familyplanning.care2share.wikispaces.net/The+Community+Score+Card
- **Films-** www.raisingthescore.org
- **Evidence on CSC**
  - Gullo S, Galavotti C, Sebert Kuhlmann A, Msiska T, Hastings P, Marti CN (2017) **Effects of a social accountability approach, CARE's Community Score Card, on reproductive health-related outcomes in Malawi: A cluster-randomized controlled evaluation. PLoS ONE** 12(2): e0171316
  - Gullo S, Galavotti, C., Altman, L. (2016) **A review of CARE's Community Score Card experience and evidence**. **Health Policy and Planning** 31(10): 1467-1478
  - Sebert Kuhlmann A, Gullo S, Galavotti C, Grant C, Cavatore M, Posnock S. (2016) **Women's and Health Workers' Voices in Open, Inclusive Communities and Effective Spaces (VOICES): Measuring governance outcomes in reproductive and maternal health programmes. Development Policy Review** 35(2): 289-311



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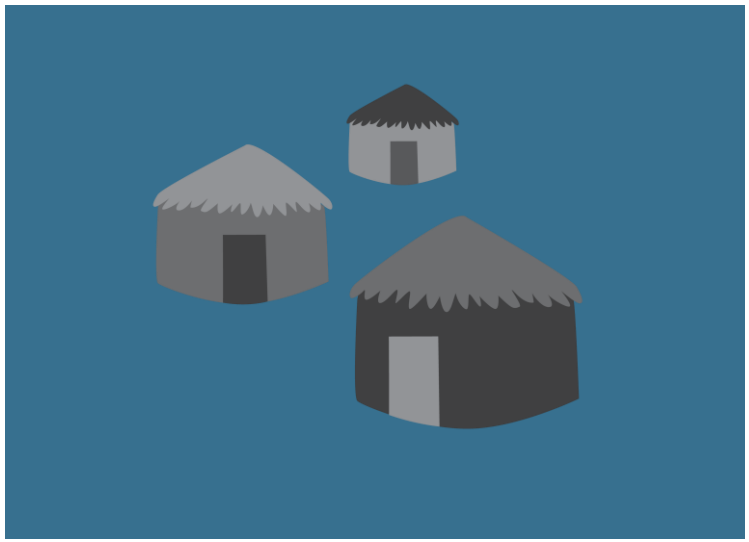

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