Social Accountability and Community Score Card Measurable Results

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Let’s Link Social Accountability to the Community Score Card (CSC)

Social Accountability

- World Vision’s (WV) social accountability approach is Citizen Voice and Action (CVA).
- WV is using CVA in 324 health programs in more than 500 health clinics.
- CVA and others social accountability approaches have been tested with research partnerships including Oxford, Columbia, Georgetown and John Hopkins universities.
Linking Social Accountability to the CSC (cont’d)

Community Score Card
World Vision Inc.

CSC in action
So, we’ve heard about the:

- Who?
- When?
- Where?
- Why?

Now, within the context of social accountability:-

- **What** does CSC measure?
- **How** is CSC used to measure progress/success of the “**What**?”
CSC can be used to measure -

- Quality of health services:
  - Improvement in availability and quality of essential drugs
  - Increase in facility-based delivery
  - Reduced clinic and hospital waiting times
  - Increased immunization coverage
- New incentive systems for doctors to visit remote areas
- Better sanitation, new infrastructure such as maternity wards
- Improved relations between staff and patients
Measurable results reported on CSC

1. Health services quality e.g.

- Reductions in Child morbidities
  - 33% reduction in child mortality

- Increase in use of health facilities
  - 58% increase in births at clinics

- 22% increase in use of family planning after just one year

Measurable results reported on CSC

2. Use of and access to health services

- Estimated 57% greater use in the intervention versus control at end line
- Increases in community health workers’ (CHWs’) home visits during and after pregnancy (up 20% and 6%, respectively) from baseline
- Improvements in clients’ satisfaction with services

Source:
Effects of a social accountability approach, CARE’s Community Score Card, on reproductive health-related outcomes in Malawi: A cluster-randomized controlled evaluation
http://journals.plos.org/plosone/article?id=10.1371/journal.pone.0171316
(Sara Gullo et al)
3. Increases access to quality family planning (FP) and MNCH services in Hardoi district, Uttar Pradesh, India
MOMENT Project

Source:
Social accountability and education revives auxiliary nurse-midwife sub-centers in India, reduces travel time and increases access to family planning services
(Susan Otchere et al)
### Data on Hardoi, India: CSC and Social accountability Increases access to quality FP and MNCH services

<table>
<thead>
<tr>
<th>Period</th>
<th>Total No. of Clients who visited the 17 ANM subcenters for services</th>
<th>Condoms distributed upon request</th>
<th>Oral pills</th>
<th>Intra-Uterine Device</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before February 2015</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>February 2015- January 2016</td>
<td>5,532</td>
<td>19,155</td>
<td>1,576</td>
<td>621</td>
</tr>
<tr>
<td>February 2016- September 2016</td>
<td>3,763</td>
<td>10,161</td>
<td>1,580</td>
<td>500</td>
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<tr>
<td>Total</td>
<td>9,295</td>
<td>29,216</td>
<td>3,156</td>
<td>1,211</td>
</tr>
</tbody>
</table>

40 VHSNCs revived in rural Hardoi district, Uttar Pradesh, India

17 Auxiliary Nurse-Midwife (ANM) sub-centers functional from Feb 2015 using government untied funds
Revived and Re-opened ANM Sub-Centers

Before

December 2014: ANM sub-center - Before Improvements

After

February 2015: ANM sub-center - After improvements
There is promising evidence that the CSC can contribute to citizen empowerment, service provider effectiveness, accountability and responsiveness and create safe spaces for negotiation between the two groups that are effective and inclusive.

   https://doi.org/10.1093/heapol/czx024


   - Community recipients found to be 16% more likely to take action
Notable quotes

• "In a recent macro-evaluation of fifty social accountability interventions, DFID found that these interventions “almost always” improved services. In 46 out of the 50 sampled cases, project support to strengthen citizen engagement with service providers contributed to service delivery improvements. The evaluation found that as a result of social accountability activities: “Procedures at facilities became more efficient, open and equitable. Staff attitude and behaviour improved, with improved attendance by health professionals.”[1]

• Columbia study by Schaaf, M et al. 2017. “CVA (World Vision's approach to social accountability) positively impacted the state, society, state–society relations and development coordination at the local level. Specifically, sustained improvements in some aspects of health system responsiveness, empowered citizens, the improved provision of public goods (health services) and increased consensus on development issues appeared to flow from CVA.”[1]
Social accountability and the CSC – what next?

- Measurement of health worker attitudes (?)

- Donor community “acceptance” that CSC and social accountability works – however we are still learning and gathering the evidence base

- Is more research needed to test effectiveness of CSC and the social accountability approach?
Acknowledging Social Accountability Experts:
1. Suzanne Cant, World Vision Inc.
2. Sara Gullo, CARE.

Thank You
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