Strengthening Primary Health Care Leaders Capacity and Governance through Social Accountability/CSC

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**Context**

Despite progress in improving key health indicators, both the 2010 MDG and 2019 Endgame Strategies and Health Action Impact Package (HAPI) aimed to sustain and improve health outcomes. Nonetheless, evidence on the current status of health care delivery systems and the factors affecting them is limited. The lack of accountability in health services delivery contributes to poor quality and utilization of health services, especially in rural and urban poor communities. This dissemination paper presents the results of the New Partnerships Initiative EXPAND (NPI EXPAND), a five-year USAID-funded cooperative agreement (7200AA19CA00015) implemented from 2019 to 2024, to improve health care delivery by strengthening social accountability and governance in health care delivery systems at various levels.

**Activity Impact**

NPI EXPAND works with the Ethiopian health extension program and community leaders to introduce social accountability through CSC implementation to improve health service quality and governance. This approach is being implemented in 11 regions of Ethiopia, including Addis Ababa, Amhara, Oromia, SNNP, Sidama, Southwest Ethiopia, and Harari. The main objective of this initiative is to improve the quality of health care services by making them more responsive to community needs.

**Activity Description**

The New Partnerships Initiative EXPAND: New Partners for Better Health (NPI EXPAND), activity, implemented by Palladium International, LLC (Palladium), in collaboration with the United States Agency for International Development (USAID), seeks to improve the availability and quality of health services, strengthen social accountability and governance, and enhance community engagement and voice in health and service responsiveness to local needs. Currently, NPI EXPAND Ethiopia is implementing social accountability activities in primary health care in four regions: Amhara, SNNP, Sidama, and Southwest Ethiopia. The project aims to improve health service delivery by strengthening social accountability and governance in health care delivery systems at various levels. NPI EXPAND measures the project's success both quantitatively and qualitatively, using CSC scoring to objective measure the changes made to the six CSC indicators. The project has implemented two round CSC scoring sessions, this third step in CSC implementation process in which the project facilitates a formal scoring of the activities in the CSC indicators. The project has also implemented a series of capacity-building activities to improve the performance of health care providers and leaders.

**Facilitators**

- **Government of Ethiopia**, including the Ministry of Health and local health systems to effectively inform and facilitate the implementation of CSC activities.
- **Primary health care structure**, including health facility leaders and community-based health extension workers.
- **Government of Ethiopia** and the Ministry of Health to support the implementation of CSC activities.
- **Civil society organizations** to support the implementation of CSC activities.
- **Community members and leaders** to participate in CSC activities.
- **Health officials and leadership** to support the implementation of CSC activities.

**Challenges**

NPI EXPAND Ethiopia identified a number of challenges that hindered the implementation of CSC activities. These challenges include:

- **Gender and social inclusion**
- **Lack of resources and funding**
- **Community engagement and voice in health and service responsiveness to local needs**
- **Health service delivery**
- **Community participation and voice in health and service responsiveness to local needs**

**Lessons Learned**

- **Capacity strengthening for primary health care structure and health care provider on social accountability to effectively implement CSC activities**
- **Building partnerships and collaboration with different actors to improve social accountability and governance in health care delivery systems**
- **Community engagement and voice in health and service responsiveness to local needs**
- **Health service delivery**

**Evidence**

CSC Scoring result for the six CSC indicators by quarter:

- **Source:** NPI EXPAND Ethiopia

**References**

2. **National Assessment of the Ethiopian Health Extension Program, 2019**
3. **A Roadmap for Optimizing the Ethiopian HEP 2020-2035**
4. **Ethiopian Public Health Institute (EPHI) [Ethiopia] and ICF. 2019. Ethiopia Mini Demographic and Health Survey 2019: Key Indicators.**

**NPI EXPAND Ethiopia’s Theory of Change:**

- **Compassionate care**
- **Caring, respectful and compassionate HCW service**
- **Commitment of healthcare service providers improved in some PHCUs**
- **Facilitators**
- **Providers (90% females) on social accountability/CSC, including Gender Equality and Social Inclusion.**

**NPI EXPAND Ethiopia’s activity objectives:**

- **Facilitators**
- **Topography, road access, and unavailability of transport in some implementation areas**
- **Partnership and collaboration with different actors is very important for successful project implementation**
- **NPI EXPAND measures the project's success both quantitatively and qualitatively, using CSC scoring to objective measure the changes made to the six CSC indicators.**
- **The project has implemented two round CSC scoring sessions, this third step in CSC implementation process in which the project facilitates a formal scoring of the activities in the CSC indicators.**
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