

Empowering Marginalized Community Groups for Inclusive Governance in Kenya's Health Service Delivery - EMACIGHES Project Brief

Background:

Public health sector in Kenya has witnessed many reforms over time to address health-related challenges with a specific focus to increase equitable access; improve quality, responsiveness of services; enhance efficiency, effectiveness of service delivery; and financing.

Despite reforms, there is mismatch between government spending and desirable outcomes. Reports indicate severe challenges to consumers in the health sector. Factors attributed to include deficiency in health service delivery and absence of essential drugs and adequate professionals in government health centers.

The project is premised on the need to resolve challenges facing vulnerable groups in their participation in the governance process in Kenya's health service delivery.

Goal: Ensuring equitable and quality Health Service Delivery to the marginalized groups through Community Monitoring in Kenya.

Objectives:

- Enhance/empower participation of marginalized groups in demanding better governance of public health service delivery in Kenya.
- Enhance equitability and quality of Public Health Service Delivery through use of a replicable community based health service monitoring model.
- Establish challenges and constraints bedeviling delivery of quality public health services and equitability in distribution of resources in the rural public health centers in Kenya.

Activities

Budget Analysis of public healthcare service over the last five years to understand the nature and extent of allocation and corresponding expenditure, – to understand whether they are as per priority of various consumers groups, qualitative analysis of factors such as who decides budgetary allocation and expenditure, how they are decided, existing parliamentary and departmental accountability mechanism on allocation and expenditure and how effective that mechanism is.

Citizens' Report Card will be generated by asking the community members about perception/level of satisfaction on various services delivered at the PHCs. a random sample of

users of public healthcare services in the chosen district/community in the country will be selected to score different attributes of those services with respect to a time horizon and what they want to do to improve their quality. Regular users of public healthcare services in the study area will be targeted. A sample of about 200 users will be used for the purpose of this analysis.

Interviews with potential beneficiaries, Policy Makers and Practitioners to understand the community members' experiences and problems faced, as well as assess the extent to which key services are being delivered effectively. A selected number of policy makers and practitioners will be interviewed to understand their views and concerns about improving the governance and social accountability of public healthcare service delivery in Kenya. Interviews will focus on what steps to be taken to improve quality of public healthcare service delivery Kenya.

Community-focused monitoring training workshop targeted at marginalized community and ethnic minority including poor women, persons with disabilities, people living with HIV/AIDs, youths, Self Help Group members, elected representatives etc. There will be discussions on the application of social accountability tools based on examples of good practices from other countries. Lessons will be drawn from those models and from the experience of CUTS International's work on this subject in India and other parts of South Asia.

Citizen monitoring card for noting down the absence/ presence of services at the PHCs during the survey. All the services people are entitled to get at a PHC will be mentioned in the Citizen Monitoring Card.

District Level Dissemination Meeting for results of budget analysis, citizen monitoring card and citizens' report card. By drawing lessons from community-focused capacity building workshop, a report on the state of public healthcare service delivery in Kenya will be prepared and disseminated at a public meeting at the district headquarter. Among others, parliamentarians and media personnel will be invited to this public meeting.

Advocacy for Policy & Practice Changes: a document on policy and practice, implementable model, a memorandum based on key messages and associated action points will be prepared and submitted to the Office of the President of Kenya, the Ministries of public and medical health, the local government and other such institutions associated with the delivery of public health services in Kenya.

Outputs

- Study Report: Kenya Health Sector Budget Analysis Report & State of Rural Public Health Service Provision in Kenya Report
- Social Accountability Training Report

- Policy Brief: Health Service Delivery Model & key messages and associated action points

Expected outcomes

- Enhanced capacity and increased participation of marginalized women, youths and the disabled persons in the governance process in health service provision.
- Enhanced vigilance of community members and accountability in leadership for better quality service delivery in Kenya's health sector.
- Enhanced equity, quality and focus of health service delivery and resources to the needs of the marginalized community groups.
- Better reflection on specific priority needs of marginalized groups in the national budgetary allocation and corresponding expenditure.
- Improved quality information on health care services and general reduction in mortality rate and increased productivity.