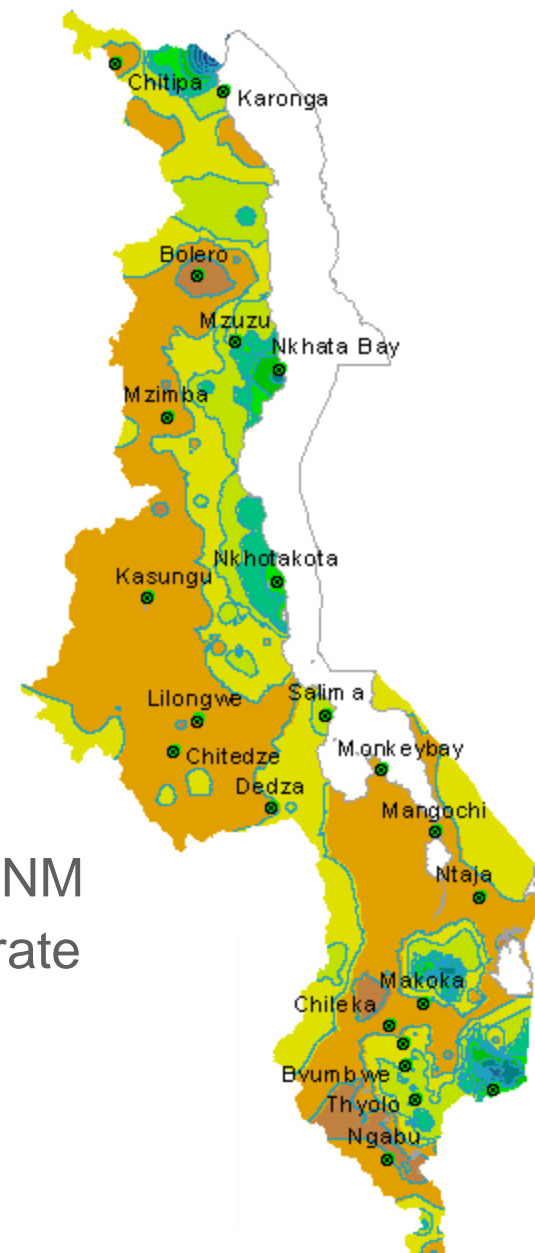




Community Score Card (CSC) in Ntcheu, MALAWI: A government perspective

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PRESENTATION OUTLINE

- 1) Government's engagement in CSC process in Ntcheu, Malawi?
- 2) How has the CSC helped the MOH of Malawi fulfill, protect and respect rights in Malawi?
- 3) The challenges and complexities of using CSC in Malawi?
- 4) Roles of different actors in social accountability approaches?



Government's engagement in CSC process in Ntcheu, Malawi?

MOH's Key interventions to reduce maternal and neonatal mortality in Malawi:

- Emergency obstetric care services
- Family Planning
- Skilled attendants during pregnancy and childbirth
- Essential newborn care
- Early PNC
- **Community MNCH initiatives**
- Effective referral system using

Government of Malawi's engagement in CSC process in Ntcheu

- District government (mainly DHMT) playing leadership role in CSC process
- Health providers and government responding to needs identified through the CSC process
- Reproductive Health Unit has a focal person to oversee the CSC activities in Ntcheu
- Providing overarching support and coordination
- Sharing learning from the CSC process beyond Ntcheu



How has the CSC helped the MOH fulfill, protect and respect rights in Ntcheu ,Malawi?

- Monitor and improve the quality of services, facilities or projects
- Helps service providers to monitor progress and service quality
- Track inputs and expenditures (e.g. availability of drugs at a medical centre)
- It clarifies roles and responsibilities of service users and providers
- Identify community-approved 'benchmark performance criteria' for resources and budgeting decisions
- Compare functioning, performance and satisfaction across facilities districts;



Pre-interface meeting with DHMT to discuss issues identified through CSC process



Cont. How has the CSC helped the MOH fulfill, protect and respect rights in Ntcheu, Malawi?



Community members sharing their reproductive and maternal health challenges with a CSC facilitator

- Improve feedback and accountability loops between providers and users
- Link CSC findings with internal management and incentive systems of ministries and service providers
- Strengthen citizen voice and community empowerment – the reason for the community focus
- Empowers service users and claim responsibility to assume community ownership



Cont. How has the CSC helped the MOH fulfill, protect and respect rights in Ntcheu, Malawi?



Health provider visit in Ntcheu, Malawi

- Led to improvements in service provider attitudes to patients and improved the provider-client interface
- Improved relations between service providers and service users
- Helped common understanding of prevailing problems and possible solutions
- Served as a forum for consensus building of different interest group
- It exposed corrupt providers



The challenges and complexities of using CSC in Malawi?

- The CSC process is long and takes about 6 months to follow through
- Acceptance of the process requires time and process was not very easy at the beginning
- Required dedicated team and resources to follow through the process, including dedicated facilitators
- Occasionally, can lead to conflict, if not properly handled. May result in finger pointing and individuals being targeted.



- Deciding which members of the communities should take part in the process. Ensuring participation of all parts of the community including women and the marginalized.
- Sustainability when government has to take over



Roles of different actors in social accountability approaches?

Government

- Government is to create an enabling environment to ensure that the rights of individuals and communities are fulfilled, respected and protected
- Guarantee freedoms of information, petition and investigation
- Allow and facilitate process of participatory budgeting and expenditure tracking
- Facilitate public commissions and hearing
- Institute community advisory boards, health advisory committees and ombudsman process
- Be responsive to supply side and community side needs (sub national and national levels)

NGOs & CSOs

- NGOs and CSOs monitor the process to ensure the rights of individuals, families and communities are fulfilled, respected and protected
- Train community members and right holders on their rights
- Oversee the process of accountability
- Monitor the accountability process and highlight deviations while also seeking corrective measures

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- Train community members and right holders on their rights
- Oversee the process of accountability
- Monitor the accountability process and highlight deviations while also seeking corrective measures
- Provide resources for the social accountability process
- Provide facilitators



Thank You