



Progressive
Health
Partnership

Governance, Citizenship, and Accountability: Community-Centered Development in the Uganda Health Sector

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Outline



- Challenge
- Solution
- Implementation
- Impact and Contribution

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A persistent challenge



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- Technical interventions vs. structural interventions (Pritchett and Woolcock 2004; Bold and Svensson 2013)
- Throwing money at the problem may not work; *incentives matter!*

Are we asking the right **questions?**



It is possible to hit the target but miss the point (Ramalingam 2013).



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- How can we operationalize the law to improve health service delivery?

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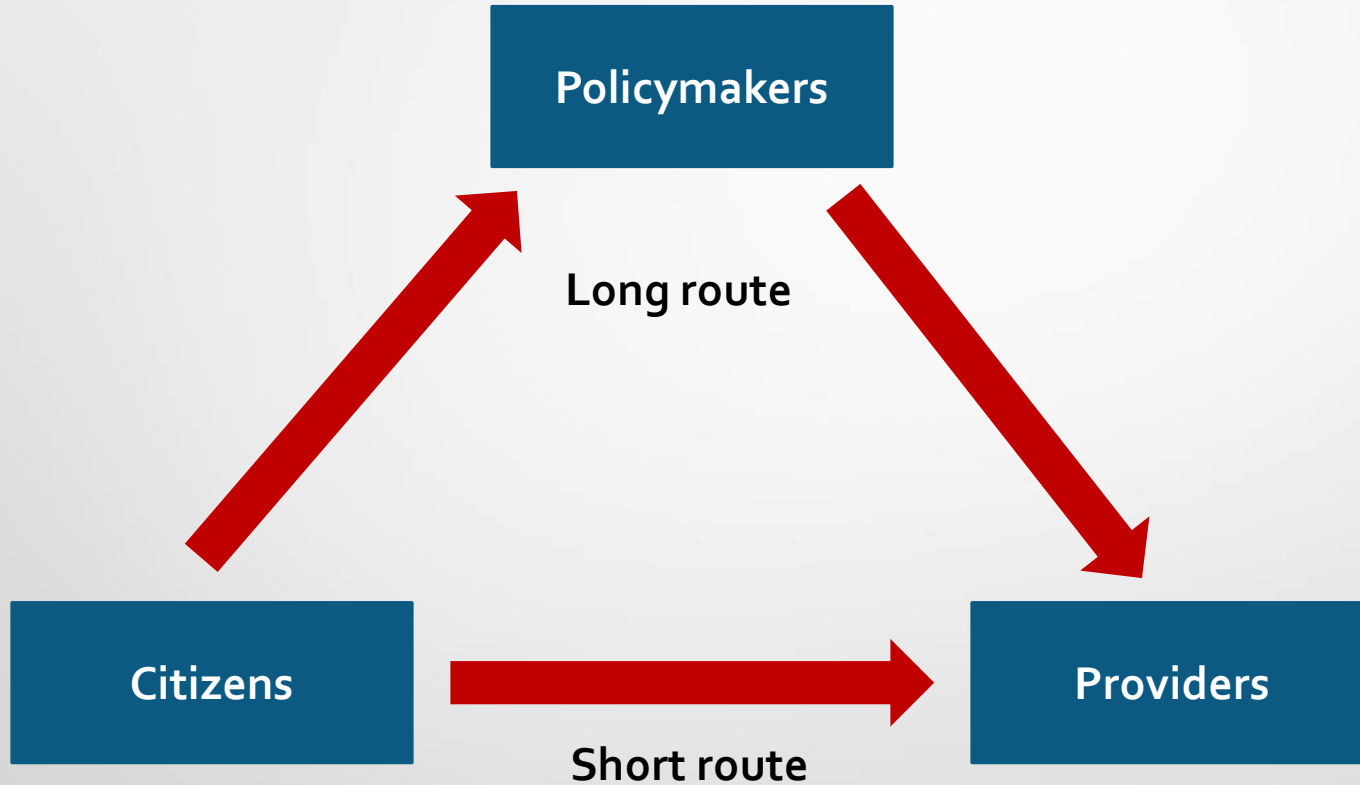
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- Our innovation is not so much *what* we are doing but *how* we are doing it.

Long Route vs. Short Route



(World Bank 2004)

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Implementation



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Implementation



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 - Quarterly basis in 20 subcounties/town councils/divisions throughout Ankole
 - In advance of each meeting: (1) preparation visit and (2) extensive mobilization activities
 - All community members welcome, but mobilization places emphasis on households with recent experiences at local health centers
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- *Chairperson skills training:*
 - Standardized curriculum to train LC3 chairpersons on monitoring local health facilities and acting upon their findings
 - Topics: understanding rights and responsibilities, gathering patient complaints, conducting monitoring visits, using proper channels to pursue change

Implementation



- A focus on quality and accountability: if we want others to be accountable, we must exemplify accountability ourselves

Implementation



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- Implementation materials include a wide range of standard operating procedures and reporting systems that we have developed to guide each activity



HEALTH SECTOR PERFORMANCE INITIATIVE HEALTH LEADERSHIP MANUAL

For the LC3 Chairperson



Community-Centered Development Project



ENGLISH VERSION



TRAINING GUIDE

LC3 Chairperson Health Leadership Manual

Community-Centered Development Program





CITIZEN-CHAIRPERSON DIALOGUE MEETINGS IMPLEMENTATION GUIDELINES

For Meeting Facilitators



Community-Centered Development Project

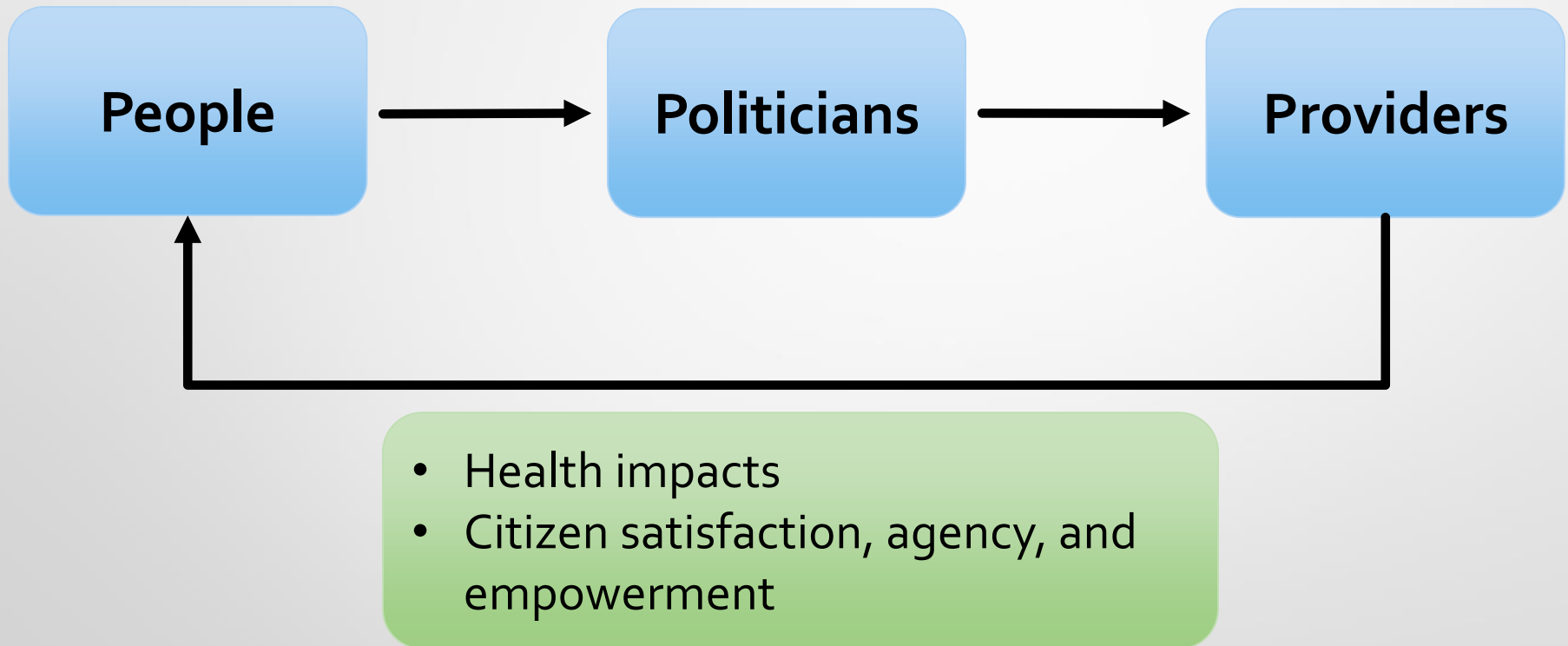


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Impact Pathway



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- Gives citizens a platform and aims to foster diverse participation of under-heard groups.
- Contrasts with many projects that focus on novel interventions implemented in laboratory-like settings, often with limited generalizability due to background institutional context (Acemoglu 2010; Deaton 2010)

Impact and Contribution



- Elucidates supply-side factors in health sector, with particular focus on citizen-leader relationship

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- Prioritizes an area that has received significant attention (World Bank 2003; 2017) but has not been widely appreciated in development policy

Impact and Contribution



- Elucidates supply-side factors in health sector, with particular focus on citizen-leader relationship

Health Quality = Capital + Labor + Institutions

- Prioritizes an area that has received significant attention (World Bank 2003; 2017) but has not been widely appreciated in development policy
- Approach provides a model that may be adopted across sectors in Uganda and integrated into GOU's local government protocols



Thank you!

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