Beyond Real-time Monitoring:

The My Voice Service Improvement Platform

Goals for Today

1) Introduce Reboot & our real-time service improvement platform, My Voice

2) Surface lessons from My Voice that are relevant other health initiatives

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About Reboot

REBOOT is a NYC-based social impact firm dedicated to inclusive development and accountable governance.

From our office in Abuja, we improve service delivery, make government more transparent, and strengthen independent media.

The Problem

In rural Nigeria, primary health centers have **no formal way of collecting patient feedback**.

This gap strips patients of the rights they deserve, deprives clinic management of valuable inputs for improving quality of care, and limits the ability of state and federal policymakers to oversee the clinics.

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The Solution

Reboot designed and implemented My Voice to help change this status quo: to give patients an opportunity to provide feedback on the quality of care that they receive, and to give clinics more information about their patients' needs.
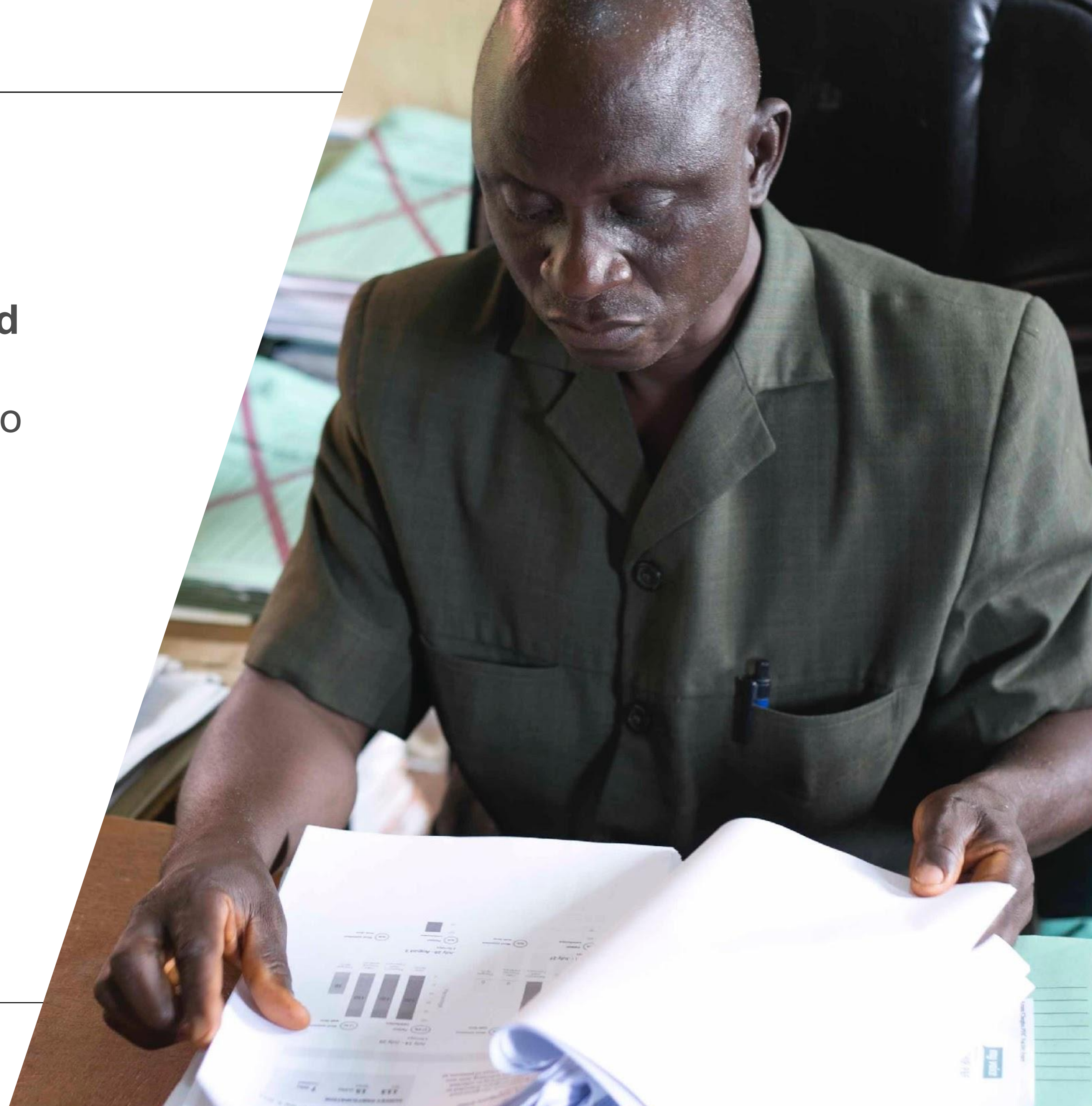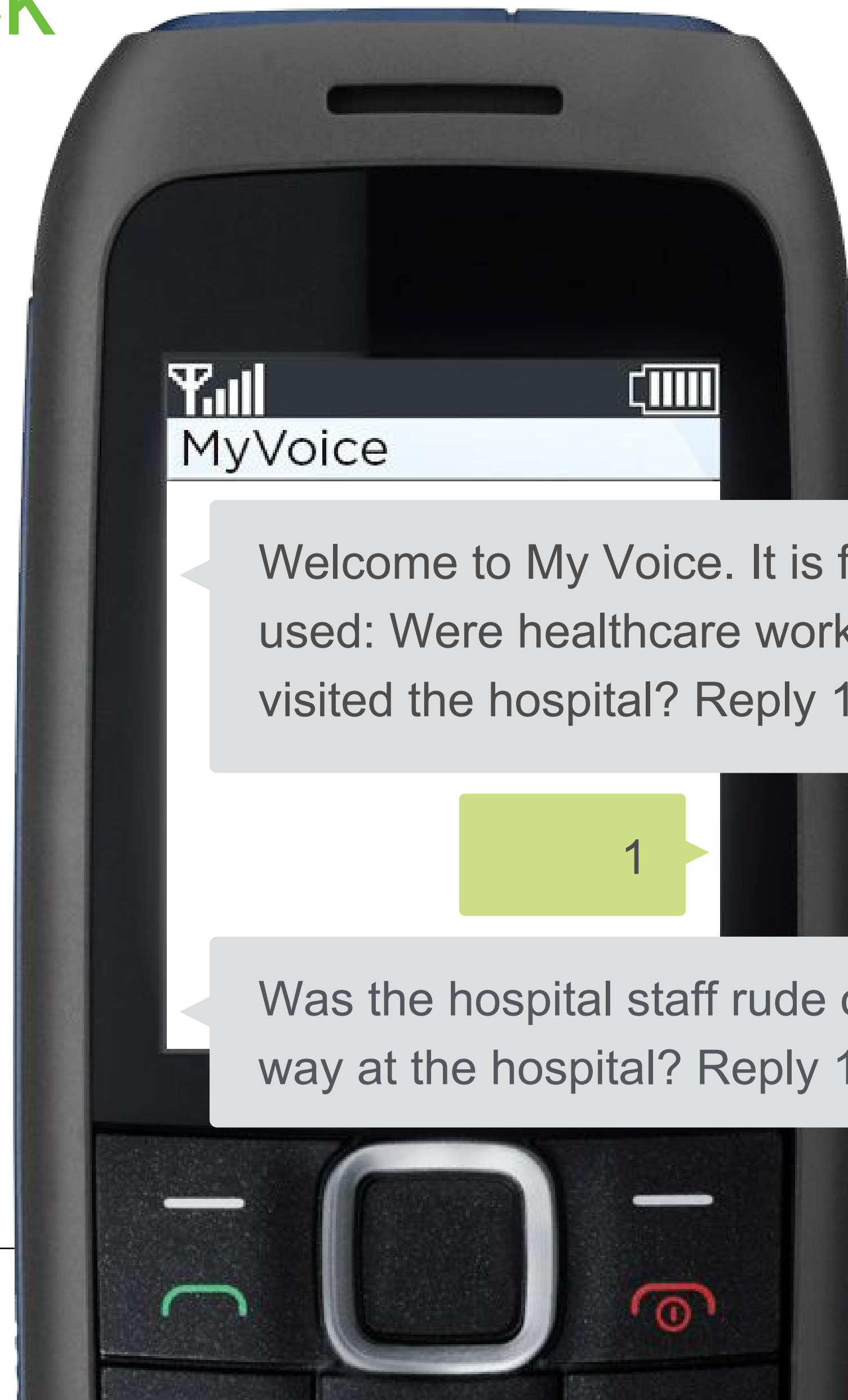
How it Works

My Voice is comprised of two integrated and mutually-reinforced components: an **open source technology platform** and **programmatic model**.

Together they enable My Voice to collect, manage, and analyze citizen inputs, and to support governments in providing meaningful responses to citizen needs.
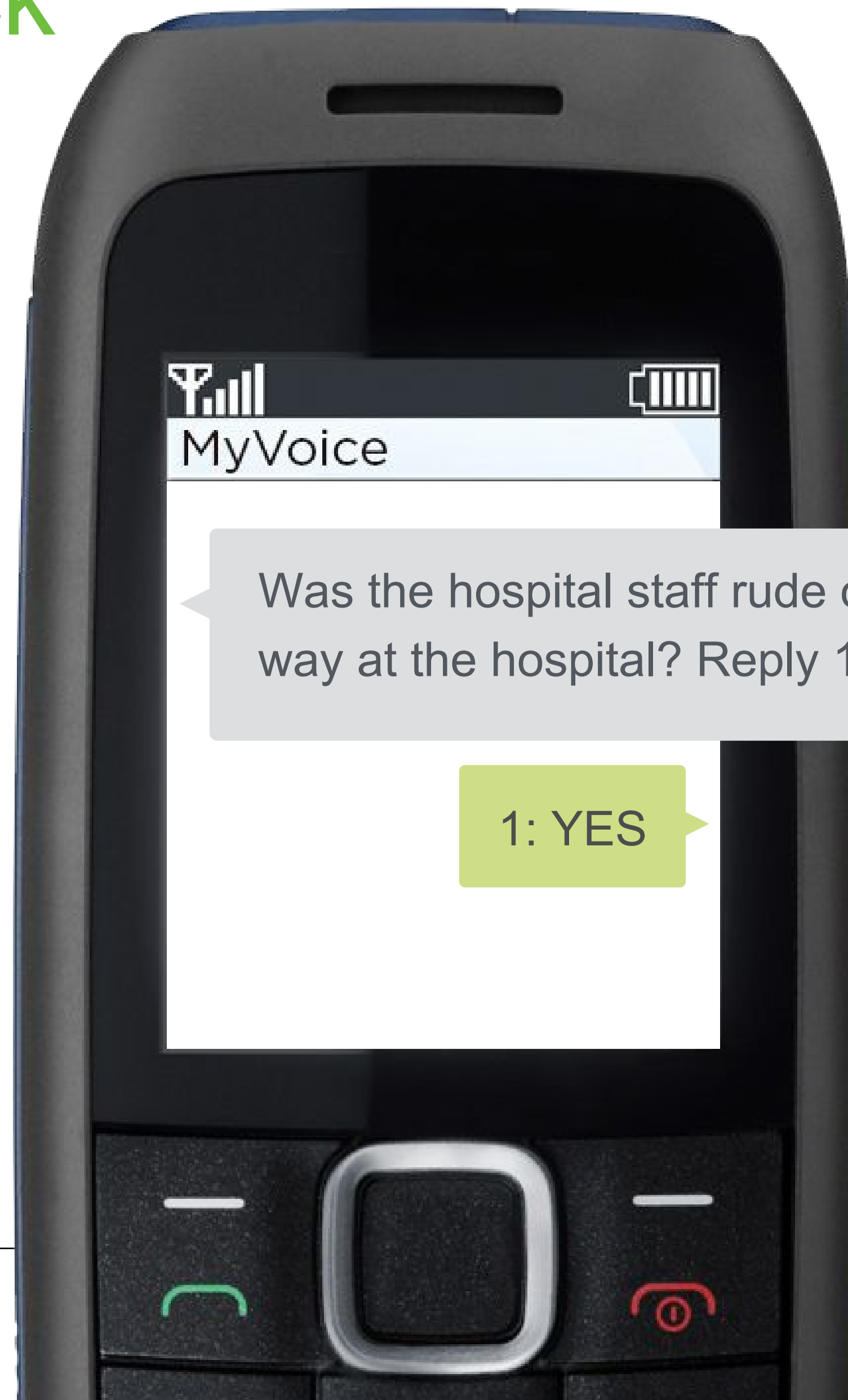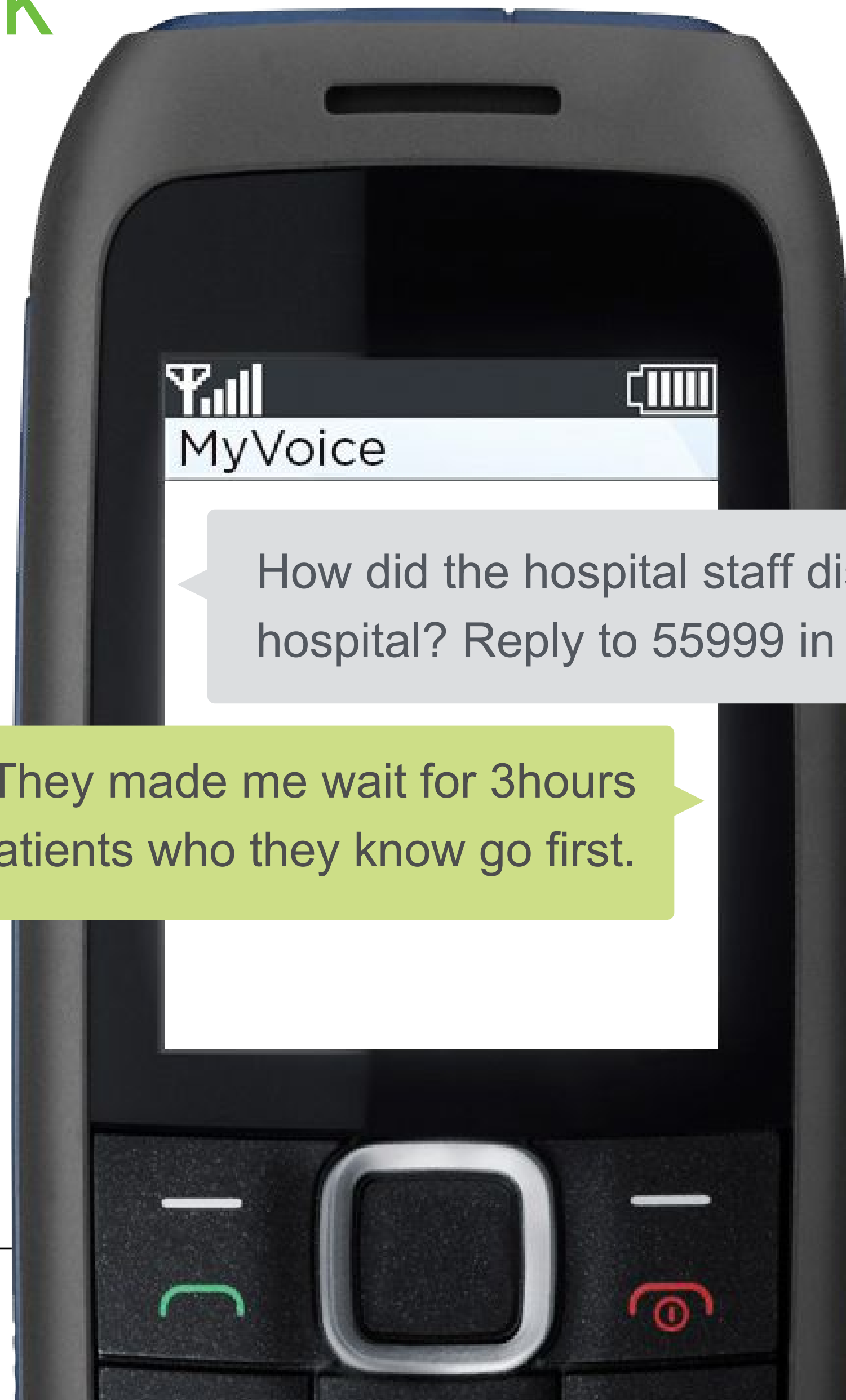
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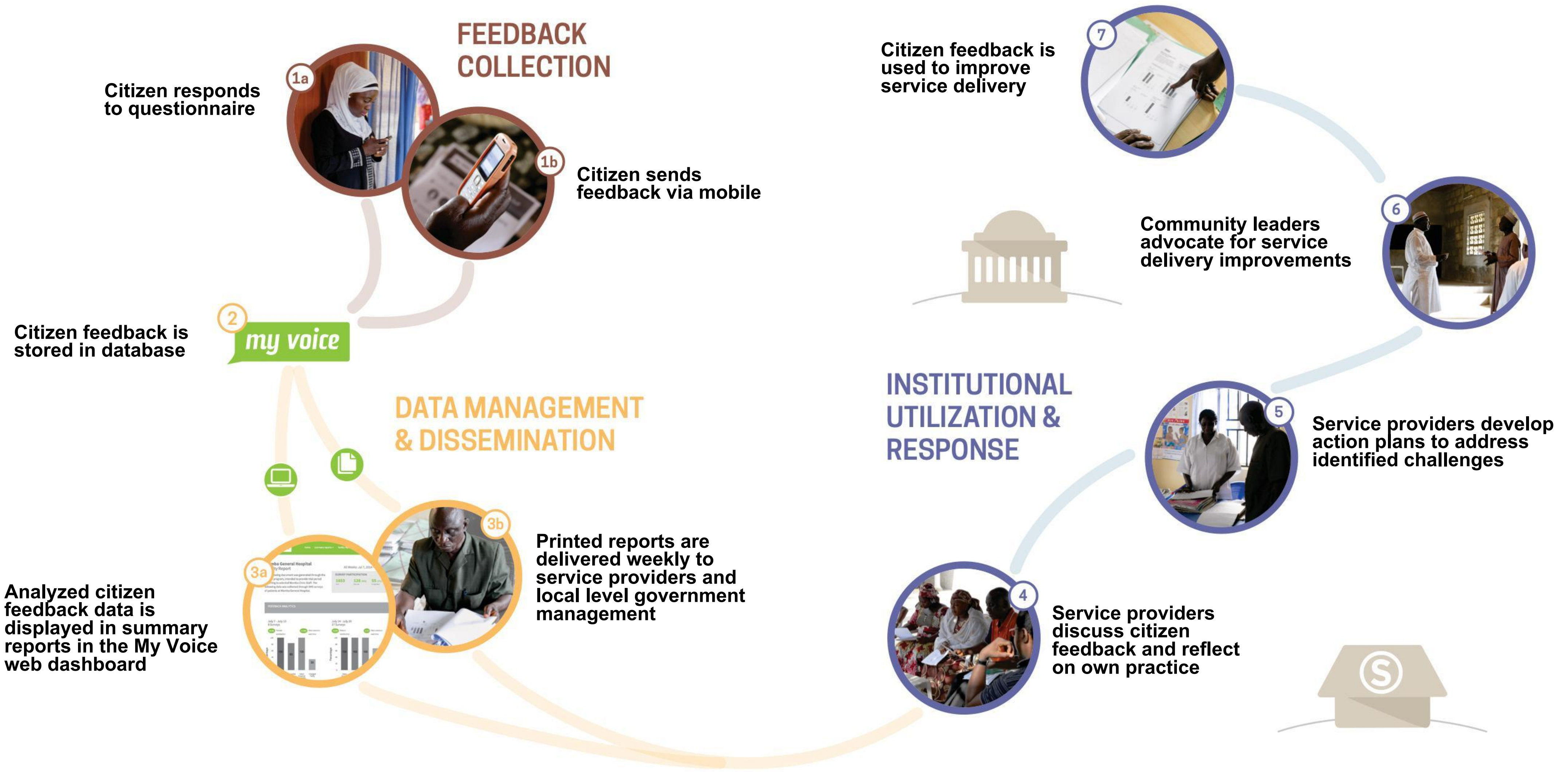# Patient Feedback
SMS Survey

Patient Feedback
SMS Survey

How did the hospital staff disrespect you at the hospital? Reply to 55999 in details.

I came from another town. They made me wait for 3hours and would let other patients who they know go first.

MyVoice

Data into Action

FEEDBACK COLLECTION

Citizen responds to questionnaire (1a)

Citizen sends feedback via mobile (1b)

Citizen feedback is stored in database (2)

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DATA MANAGEMENT & DISSEMINATION

Analyzed citizen feedback data is displayed in summary reports in the My Voice web dashboard (3a)

Printed reports are delivered weekly to service providers and local level government management (3b)

Citizen feedback is used to improve service delivery (7)

Community leaders advocate for service delivery improvements (6)

INSTITUTIONAL UTILIZATION & RESPONSE

Service providers develop action plans to address identified challenges (5)

Service providers discuss citizen feedback and reflect on own practice (4)

RESULTS, LEARNINGS, &
## NEXT STEPS

Pilot Results
Indicators of Success

- ☐ **Registered 60%** of total patients, **22% completion rate**, remarkable especially given the context, and when compared to other similar initiatives.

- ☐ Users and stakeholders alike expressed **satisfaction with My Voice** program.

- ☐ The system **proved to be capable of generating changes** in service provision based on beneficiary feedback.
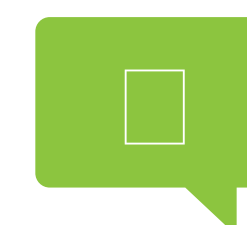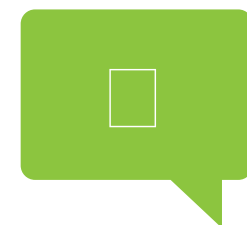
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Design Approach

KEY PRINCIPLES

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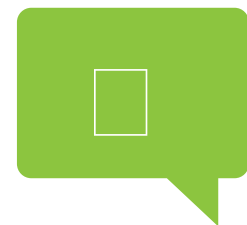
Build deep contextual understanding and stakeholder trust by embedding in the local context.

Optimizing design and implementation through early, field based prototyping and continuous iteration.

Guide institutional change with tailored, just in-time training and support.

Encourage institutional buy-in by tailoring to existing incentives and processes.
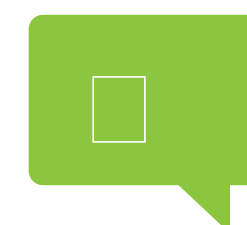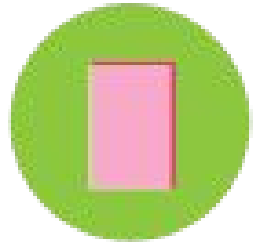
Enable sustainability by respecting local capacity and building local ownership.

Learning: Institutional Integration

1 To record a patient visit and put them into the My Voice system, you need:

a mobile phone

the patient's hospital card

0814...
the patient's mobile number

2 In one text message, enter the hospital code, the patient's mobile number, the patient's serial number, and the service code they visited the hospital for.

Separate each item by one space.

Example:

8 08142235832 123456 4
Wamba PHC Patient mobile Patient serial OPD

If the patient does not have a mobile number, enter "1" instead.

8 1 123456 4
Wamba PHC 1 Patient serial OPD

3 Send the text message above to: **55999**

4 After sending, you will receive a message in response.

Received
OR
Error

✓ if everything is correct   ✗ if something is incorrect
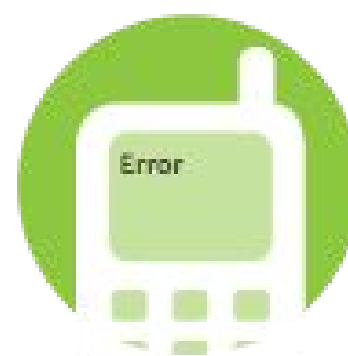
HOSPITAL CODE

1 — Arum Chugbu
2 — Gwagi
3 — Kwabe
4 — Kwarra
5 — Mararaba Gongon
6 — Nakere
7 — Wamba General Hospital
8 — Wamba PHC Model Clinic
9 — Wayo Matti
10 — Yashi Madaki
11 — Zalli

SERVICE CODE

1 — ANC
2 — Normal Delivery
3 — Immunization/ Vaccination
4 — OPD
5 — Family Planning

5 Tell the patient that they will receive a survey on their mobile phone and it's very important that they complete it.

Encourage the patient to be honest, and respond with both positive and negative comments. **Good and bad is ok!** Their comments will help improve the hospital!

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Learning: Marketing Value

Learning: Low Bandwidth

Future Implementations

- State governments can pay for ongoing utilization, seeking donors to support institutionalization & change management

- Network of private primary health care clinics in Lagos interested in adapting monitoring system for private sector

- HMOs interested in building into service agreements across their providers

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Thank You

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