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# PERFORMANCE-BASED INCENTIVES RESEARCH

## ENHANCING QUALITY ASSESSMENT INSTRUMENTS WITHIN SENEGAL'S PERFORMANCE-BASED INCENTIVES PROGRAM

### CHALLENGE

Senegal's Ministry of Health and Social Affairs (MOH), with support from USAID, launched a pilot performance-based incentives (PBI) program in 2012 with a focus on maternal, newborn, and child health and infectious disease. The PBI program incentivizes improvements in health quality and health outcomes in the low-resource context of Senegal's health system, with a goal of motivating health workers and strengthening the capacity of district health teams to better meet targets. The PBI program rewards the performance of health centers and providers based on the quantity of services provided, adjusted for a quality of care rating at the service delivery level.

The MOH has recently succeeded in revising the quality of care assessment instrument (QCAI) to include indicators that are more within providers' scope of control (e.g. from indicators related to infrastructure or staffing to indicators related to patient safety and equipment maintenance). The updated QCAI is still comprised largely of structural indicators of quality. The MOH is interested in further updating it to include more process and outcome indicators, which are a more optimal measure of quality. In addition, the MOH hopes to develop a checklist for use in hospital settings (the existing QCAI is applied only in primary care settings—health centers and health posts).

### ADDRESSING THE CHALLENGE

This study aims to enhance Senegal's primary care QCAI to capture broader measures of quality of care. In addition, the study team will support the MOH in designing a secondary care QCAI, with a focus on essential obstetric and neonatal care indicators (EONC). The study team's recommendations for the primary and secondary care QCAIs will aim to reflect provider, patient, and clinical perceptions of quality of care, and will be used to determine distribution of reward payments to

#### LOCATION

Senegal

#### TIMELINE

May 2015 to June 2016

#### IMPLEMENTED BY

Results for Development and the Dutch Royal Tropical Institute (KIT)

#### KEY OBJECTIVES

Study objectives include:

- ▶ To revise the existing primary care QCAI and to design the secondary care QCAI to include provider, patient, and clinical perceptions of quality
- ▶ To document best practices for implementing a QCAI in primary and secondary care facilities
- ▶ To determine the effect of a quality assessment mechanism on service provision and utilization

#### PROJECT STATUS



STUDY INFORMATION

providers and facilities. Further, this study will focus on documenting the process of QCAI revision and development, and will examine the implementation of the QCAI checklists in both primary and secondary care settings, with a focus on the structures and processes that must be in place to effectively use a QCAI.

### October 2015

Translating Research into Action, TRAction, is funded by United States Agency for International Development (USAID) under cooperative agreement No. GHS-A-00-09-00015-00. The project team includes prime recipient, University Research Co., LLC (URC), Harvard University School of Public Health (HSPH), and sub-recipient research organizations.



A drug dispenser at a health post in the rural community of Gassane in the Louga region of Senegal is responsible for inventory of medical supplies.

Photo credit: Amelie Sow-Dia, Courtesy of Photoshare

## STUDY APPROACH

This study has three primary research objectives:

- ▶ To revise the existing primary care QCAI and to design the secondary care QCAI to include provider, patient, and clinical perceptions of quality
- ▶ To document best practices for implementing a QCAI in primary and secondary care facilities
- ▶ To determine the effect of a quality assessment mechanism on service provision and utilization

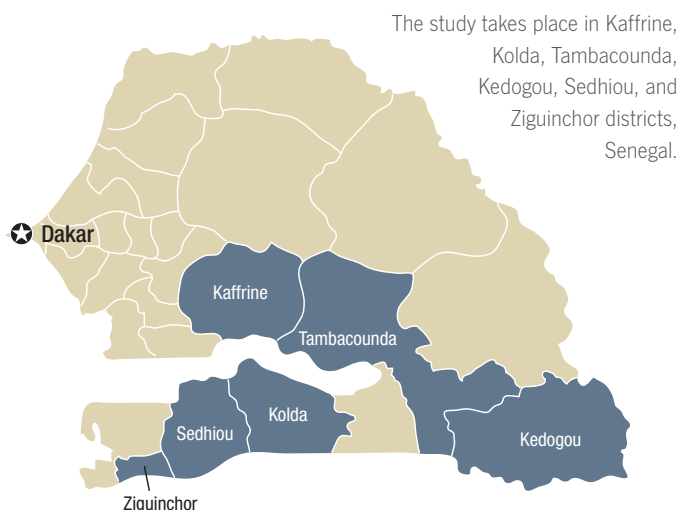
Enhancement of the existing primary care checklist will include analysis of QCAI scores from the two pilot regions, using EONC services as indicators. Analysis will identify trends and outliers in quality scores over time and by facility. Existing checklist items will be compared to national norms and international standards. Interviews with providers will examine health worker perspectives on the checklist items.

To support development of the hospital-level QCAI, the study team will assist the MOH in determining which factors should be included in the checklist, as well as how QCAI scores will be verified and rewarded. The study team will pilot, monitor, and evaluate the implementation of the secondary care QCAI.

In order to examine the impact of the QCAI on provider behavior and perspectives, focus group discussions (FGDs) and in-depth interviews (IDIs) with providers in both pilot and non-pilot districts will be conducted. IDIs and FGDs will focus on barriers and facilitators to improving quality in the current QCAI system, best practices for improving quality of care, and understanding what motivates providers to change behaviors and how after exposure to a PBI system.

## RESEARCH INTO ACTION

This study is an example of a close research collaboration with the MOH and the national PBI program partners to improve processes through implementation science. Enhancements to Senegal's QCAI checklist will be used in the expanding PBI program, and the findings on provider behavior will contribute to the evidence gap on the effect of PBI programs on provider behavior.



## TRACTION PROJECT OVERVIEW

The Translating Research Into Action (TRAction) Project, funded by the U.S. Agency for International Development, focuses on implementation and delivery science—which seeks to develop, test, and compare approaches to more effectively deliver health interventions, increase utilization, achieve coverage, and scale-up evidence-based interventions. TRAction supports implementation research to provide critically-needed evidence to program implementers and policy-makers addressing maternal and child health issues.

For more information on the TRAction Project:  
[www.tractionproject.org](http://www.tractionproject.org) ▶ [tracinfo@urc-chs.com](mailto:tracinfo@urc-chs.com)