Enhancing motivation of family planning service providers as a lever to avoid stock-outs and increase quality of service

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Problem Statement

- Modern contraceptive coverage Mozambique 11.3%
- Poor supply management (PSM) in HC services

- Medical supplies: 15.4 % stock out rate
- Condoms & Depo: 20.5% stock out rate

Reasons stock outs
- Distance to district warehouse
- Human Resources: Limited staff
- Lack of training, accountability, motivation
- ...

(Wagenaar, 2014)
Problem Statement

- Focus human resources
- Performance strategies = Motivation $\uparrow$ = Quality of Care $\uparrow$
  (Dieleman, 2006)

Need for innovative interventions to improve motivation in stock management
Project development & implementation
Objectives

1) Examine link motivation/quality of care/ stock outs
2) Test interventions to increase motivation

Interventions
• Rewards (non-financial ~ long term)
• Performance Report (self-assessment ~ comparison)
• Motivational training

Outcomes
• Motivation provider
• Satisfaction women
• Stock outs of FP methods in health centers
Project: Design & Methodology

15 health centers: 5 in each group

Group 1
Non-financial rewards
Motivational training

Group 2
Performance Reports
Motivational training

Control Group
Exit interviews with women & Motivational surveys with health care providers

- baseline: T0: 5/’15
- 1st follow-up: T5: 10/’15
- 2nd follow-up: T10: 02/’16

Monthly:
- Unexpected visits to collect stock data
- Distribution Reports/Incentives in IV groups

MOTIVATIONAL TRAINING group 1 & 2
Preliminary Results

Exit interviews with clients
Motivational Survey

Collection Stock Cards, Reports, Facility Audit

5/’15
10/’15
02/’16

1st follow-up
2nd follow-up
Baseline motivational outcomes

Motivation already high
Not always experienced in the field!

Social Desirability?
Measurement Motivation?

=> Add qualitative data next round
# RESULTS

## Performance scores (t0, t1, t2)

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<th>control group</th>
<th>IV group reports</th>
<th>IV group incentives</th>
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<td>HC1</td>
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Scores are improving, especially in both intervention groups.
RESULTS

Indicator A1: Percentage of facilities that offer each family planning product or method, reported by product or method on day of assessment

![Bar chart showing percentage of facilities that offer various family planning methods.](chart.png)
RESULTS

Indicator B: Percentage of facilities stocked out, by family planning product or method offered, on the day of the assessment (reporting day or day of visit)
Observations in the field

- Differences between each center in motivation
- High workload providers
- No continuity (closed/absence providers)
- High staff turnover
Conclusion

- Tested interventions have an impact (preliminary results)

- Motivation hard to measure
  => Additional assessment through FGD and qualitative data

- Stock indicators are feasible & reliable to track stock outs

- **Further research needed**

Follow up indicators

  Long term effects in motivation & QoC

Cost effectiveness?

Other supplies?

...
Next Steps

- Evaluation of project through FGD
- Qualitative part motivational survey
- Monitor changes in indicators

Dissemination results
- Inform Stakeholders
- Policy Briefs & scientific article
- International webinar
- Discuss rolling out to other districts (MoH)

THANK YOU