

Social accountability to improve family planning information and services

September 25, 2023



Christine Galavotti, BMGF Moderator

Christine Galavotti, Ph.D., joined the Bill & Melinda Gates Foundation in January 2018 as a Senior Program Officer, Innovation and Implementation Research, for the Family Planning team. In this role, she shapes investments to test effectiveness and scalability of innovations to address personal, social, and structural barriers that constrain people's ability to make and act on their reproductive decisions, and to improve access, quality and equity of family planning services and reproductive health outcomes. Prior to joining the Foundation, she was the Senior Director for Sexual Reproductive Health and Rights at CARE USA, where she led the organization's global SRHR program.



Today's Agenda

- Opening and Welcome Christine Galavotti, BMGF
- Global Perspective Sarah Safi, USAID
- Overview of SA HIP brief Christine Galavotti, BMGF
- Country Experience Dialogue Alice Monyo, Tanzania
Sita Sekhar, India
- Questions & Answers Moderator
- Closing Moderator



Before we Begin



Webinar will be recorded



Submit your questions anytime



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What are the High Impact Practices (HIPs)?



Evidence-based family planning practices



Vetted by experts against specific criteria



Documented in an easy-to-use format



HIP Categories

HIP briefs are grouped into three primary categories:

Enabling Environment	Service Delivery	Social and Behavioral Change
Address systemic barriers that affect an individual's ability to access family planning information & services.	Improve the availability, accessibility, acceptability, and quality of family planning services.	Influence knowledge, beliefs, behaviors, and social norms associated with family planning.
Enhancements		
Approaches used in conjunction with HIPs to maximize the impact of HIP implementation or increase the reach.		




Service Delivery	Enabling Environment	Social and Behavior Change	HIP Enhancement
<ul style="list-style-type: none"> Community Health Workers Family Planning & Immunization Integration Immediate Postpartum Family Planning Mobile Outreach Services Pharmacies & Drug Shops Postabortion Family Planning Social Franchising Social Marketing 	<ul style="list-style-type: none"> Comprehensive Policy Processes Domestic Public Financing Educating Girls Galvanizing Commitment Leading & Managing Social Accountability Supply Chain Management 	<ul style="list-style-type: none"> Community Group Engagement Couples' Communication Digital Health for Social and Behavior Change Knowledge, Beliefs, Attitudes, and Self-efficacy Mass Media Social Norms 	<ul style="list-style-type: none"> Adolescent-Responsive Contraceptive Services Digital Health to Support Family Planning Providers Digital Health for Systems Family Planning Vouchers

HIP Briefs


HIP briefs define the *practice* and summarize evidence of *impact* and experiential learning from implementing.




Today's Panelists



Sarah Safi
USAID



Alice Monyo
Sikika



Sita Sekhar
Independent



Sarah Safi, USAID

Dr. Sarah Safi is the Senior Clinical FP Technical Advisor in the Service Delivery Improvement Division of GH/PRH/USAID. Dr. Safi is a health strategist, medical doctor and a public health expert working to improve maternal and child health outcomes. Dr. Safi thrives for a sustainable, resilient and equitable health system and believes in parallel and sustainable development. She has a Doctor of Medicine degree from Kabul Medical University, is a Fulbright Alumna and has a master's degree in Health Policy & Management from Georgia State University, Atlanta, USA.



Social accountability to improve family planning information and services

HIP FAMILY PLANNING HIGH IMPACT PRACTICES Social accountability to improve family planning information and services

ability to improve family planning

What is the high-impact practice in family planning?
Engage communities and health sector actors in a collaborative process to jointly identify problems, and to implement and monitor solutions to hold each other accountable for improvements in the quality and responsiveness of family planning services.



Health Development Initiative (HDI) was founded by Harvard physicians with the goal of empowering individuals and communities to improve health and advance development.

Background
Collective efforts of individuals and communities (rights holders) to hold service providers, government officials, and other decision makers (duty bearers) to account for the quality, effectiveness, and equitable provision of services is referred to as "social accountability."¹⁻³

Grounded in human rights, social accountability is an evolving umbrella term that covers a range of approaches. Social accountability has taken place for many years and across multiple sectors,^{4,7} including more recently family planning.⁸

This brief focuses on social accountability approaches for family planning that are grounded with the following:
Increasingly open and

Box 1. Social Accountability for Family Planning: The Process

This social accountability approach often starts with a non-governmental organization or local civil society organization initiating conversations with key health system stakeholders, during which the benefits of increasing dialogue between the community and health workers is shared and their support and co-ownership garnered. Next, a series of facilitated discussions with the community members, including key groups (e.g. women, youth, marginalized), are convened to solicit their concerns, discuss barriers to service use, and prioritize areas of most concern. A similar series of facilitated discussions is held with health providers to give them the opportunity to voice their concerns openly, and to prioritize their biggest problems from their perspective.



High Impact Practice

Engage communities and health sector actors in a collaborative process to jointly identify problems, and to implement and monitor solutions to hold each other accountable for improvements in quality and responsiveness of family planning services



Social Accountability

Background

Social accountability:

- **Collective efforts** of individuals and communities (rights holders) **to hold** service providers, government officials, and other decision makers (duty bearers) **to account** for the **quality, effectiveness, and equitable provision of services.**
- Evolving umbrella term that covers a wide range of approaches.



Social Accountability

This HIP: Specific type of social accountability approach

- 1) Operates at the **subnational level**, where the community and health facility intersect;
- 2) Involves a high degree of **community influence** and **control**;
- 3) Largely **collaborative** in nature rather than confrontational;
- 4) Facilitates community **voice** and bolsters service provider/power holder **responsiveness**; and
- 5) Structured, facilitated, and transparent processes that create **safe** and **inclusive space** for effective **dialogue** and **negotiation**.



Social Accountability

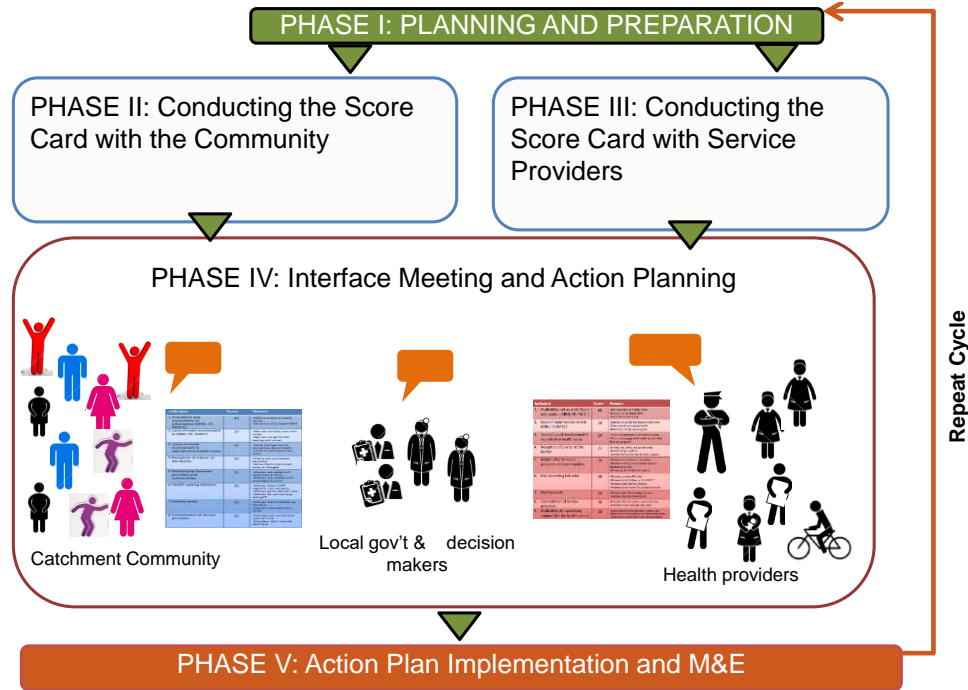
What does it look like?

1. A non-governmental organization or local civil society organization initiate **conversations with key health system stakeholders**.
2. A series of **facilitated discussions** with the community members are convened to solicit their concerns; A similar series is held with health providers.
3. Once all stakeholders have been heard, they **together prioritize the issues to tackle and discuss how these issues could be addressed**.



Social Accountability

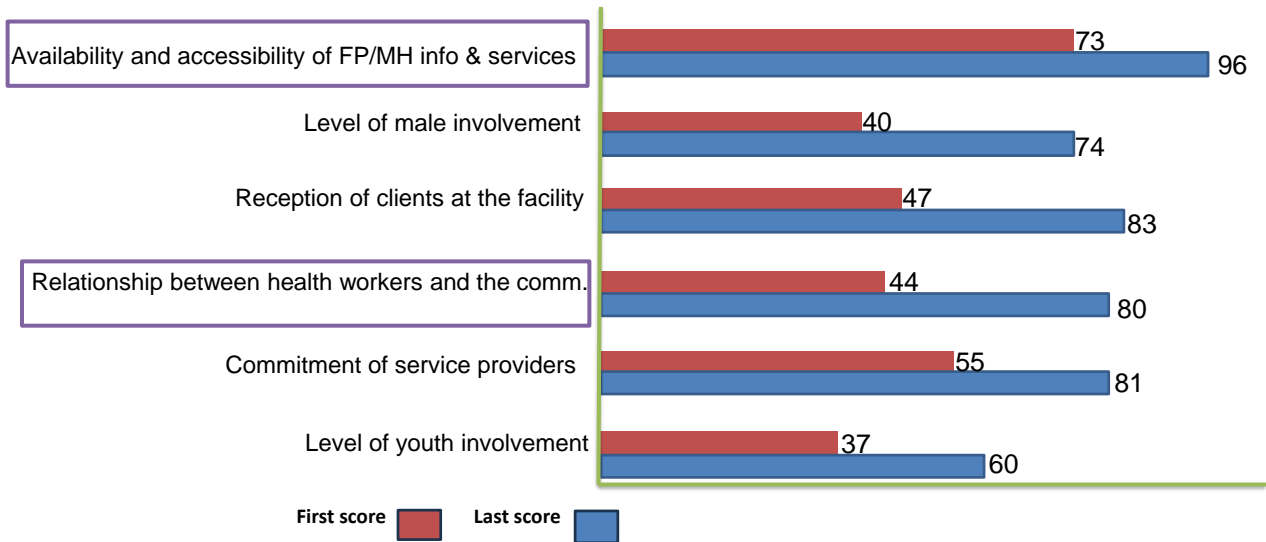
Community Score Card Methodology



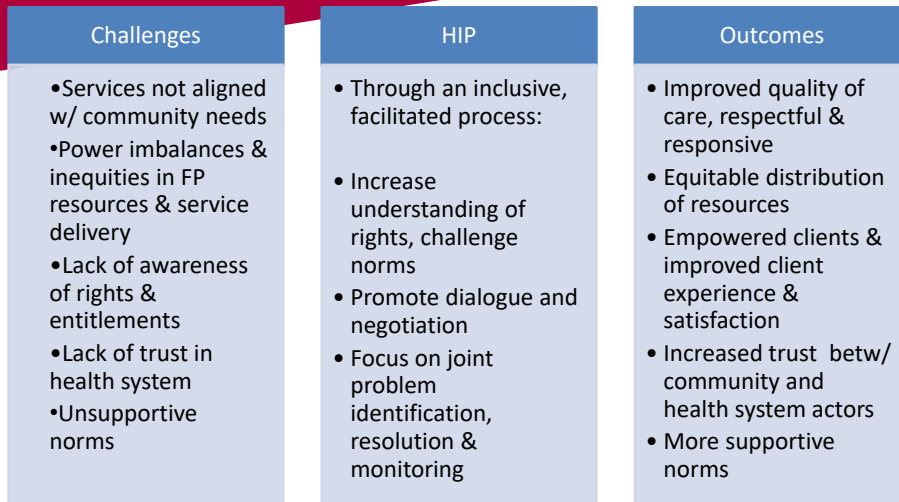
EXAMPLE SCORECARD

Indicator	Score	Reason
1. Availability and accessibility of health services	40
2. Availability of referral transportation from health facility to hospital during labor and delivery	30
3. Availability of resources	15
4. Availability and accessibility to information (MNH, FP)	50
5. Level of male involvement in MNH, FP	15
6. Level of youth involvement in reproductive health issues	10
7. Reception of clients at the facility	20
8. Relationship between providers and communities	20
9. Health seeking behavior	40
11. Commitment of service providers	30

SELECT SCORE CARD INDICATOR RESULTS--MALAWI



Theory of Change (abbreviated)



What is the Impact?

Social accountability programs can **disrupt and realign the governance structures** and systems that affect an individual's ability to access family planning information and services, resulting in:

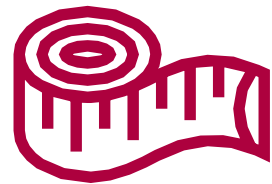
- Family planning services that are of **higher quality** and **more responsive** to client needs
- **Improved client experience** and **satisfaction**
- **Increased access to** and **utilization of family planning services**
- **Increased trust** between **community** and **health system**



Social Accountability

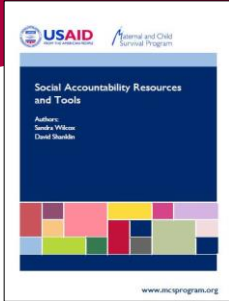
Key Indicators

- Percent of community/health facility catchment areas that have functional mechanisms for engaging communities (especially women and marginalized groups) in the design, implementation, and monitoring of family planning service delivery.
- Percent of women and/or number of marginalized groups who participate in functional accountability mechanisms that include family planning.
- Clients in the catchment area with social accountability mechanisms experience improved quality of care that is respectful and responsive to their family planning needs (e.g., measured from community scorecards, service statistics, surveys).

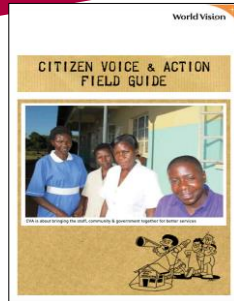


Social Accountability

Tools & Resources



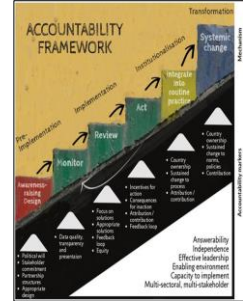
[Social Accountability Resources and Tools](#)



[Citizen Voice and Action Field Guide](#)



[Community Score Card \(CSC\) Implementation Guidance](#)



[Accountability Measurement Framework Tool](#)



Social Accountability

Thank You



Social Accountability

Country Experience Dialogue



Alice Monyo, Sikika -Tanzania

Alice Monyo is the Director of Programs at Sikika. She is a Social Scientist with experience in health policy, evidence-based advocacy, community engagement, governance and accountability. She has led several social accountability interventions in the health sector including SRHR/FP.



Sita Sekhar, Independent - India

Dr. Sita Sekhar is currently a global independent consultant on Governance and Social Accountability Tools. Her clients include the Water and Sanitation Program of the World Bank (WSP), WHO, Welthungerhilfe, UNWOMEN, Fight Huger First Initiative, HELVETAS, Sightsavers, National Foundation for India(NFI), Centre for Youth & Social Development(CYSD), Youth for Social Development (YSD), Samarthan, National Institute of Rural Development etc. She has a doctorate in Econometrics on Gender studies. She was formerly Head of Participatory Governance Research at Public Affairs Centre and Executive Director Public Affairs Foundation, Bangalore.



Questions & Answers



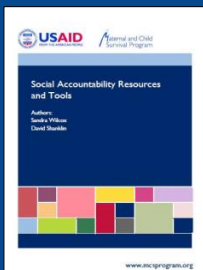
Before we close

Presentation and Recording available here:

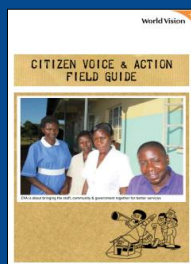
<https://www.fphighimpactpractices.org/social-accountability-to-improve-family-planning-information-and-services-webinar/>



Tools & Resources



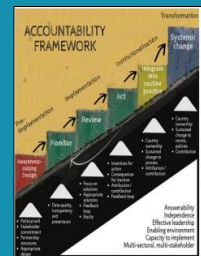
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For more information, please visit:

High Impact Practices: www.fphighimpactpractices.org

Social Accountability to improve FP information and services:

<http://www.fphighimpactpractices.org/briefs/social-accountability/>



Thank you for your participation today!

 [fphighimpactpractices.org](http://www.fphighimpactpractices.org)

