

# Service Tracking Survey 2013

May 2013– March 2014



Health facility survey to monitor second Nepal Health Sector Programme (NHSP II)

## Project Objectives:

- To monitor indicators in the revised NHSP-2 Logical Framework
- To monitor the implementation of the Aama and Free Health Care Programmes
- To monitor the financial management capacity of health facilities (including a detailed accounting of the flow of services and finance)
- To monitor the quality of care, including client experience
- To collect information related to governance and GESI

## Team Members:

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## Project Summary

There is a clear need for additional data collection, including facility-based and household surveys, which can give the comprehensive picture of NHSP indicators and objectives. The STS evolved from previous health-facility-based surveys. The Family Health Division (FHD) of MoH, with the Support to the Safe Motherhood Programme (SSMP), also undertook facility surveys in 2009 and 2010, using instruments similar to those used in the Health Sector Reform Support Programme (HSRSP) study. The major focus of these studies was to monitor the achievements of the Aama Programme, quarterly cash flows, and services provided. In contrast, STSs are carried out to gather additional facility-based information on human resources and quality of care, including the Aama Programme. These surveys are also designed to inform health-related programmes at the health facility and community levels. To date, three STSs have been conducted in three consecutive years (2011, 2012, and 2013).

**Study Design:** STS 2013 was a nationally representative cross-sectional survey. The sampling strategy used in this survey was a two-stage sampling design:

- In the first stage of sampling, one district was randomly selected from each of 13 sub-regions. Therefore, the districts were the Primary Sampling Units (PSUs), and one PSU was selected per stratum (sub-region). This resulted in three districts being selected from the Mountain region, five from the Hill region, and five from the Terai region.
- In the second stage, the facilities were selected within each of the 13 districts. The higher the level of facility, the greater the probability of being selected: all public hospitals and PHCCs from the selected districts were included and an Equal Probability Sampling Method (EPSEM) was used to select HPs and SHPs.

The selected districts were: Sankhuwasabha, Dolakha, Jumla, Ilam, Lalitpur, Lamjung, Surkhet, Achham, Siraha, Dhanusha, Rupandehi, Dang, Kanchanpur. A total of 447 health facilities, 224 maternity and 819 OPD clients were covered under this study. 43 field researchers and 13 supervisors were mobilised for data collection.

## Key Findings:

- All district hospitals and PHCCs were implementing the AAMA programme
- About 85% outpatients were aware of free care but still 57% maternity clients paid for delivery services
- On an average, 84% health facilities had conducted an internal financial audit at least once a year
- Stock-out of medicines as well as family planning methods were common in lower level health facilities
- Majority of maternity clients (85%) and outpatients (90%) were satisfied with health facility services
- There was good gender balance maintained in the composition of members in HFDMCs

## Final Report:

The final report of this study has been recently published by NHSSP. The full report is available at NHSSP's website, link here: <http://www.nhssp.org.np/monitoring/Service%20Tracking%20Survey%202013.pdf>



Cover Photo of STS 2013 Report

