CARE’S COMMUNITY SCORE CARD

CARE’s Community Score Card was designed to increase access to quality healthcare services. Building on the African tradition of gathering under the baobab tree, the Community Score Card uses a five-phase approach to bring together community members, service providers, and other stakeholders in a collaborative and engaged process of identifying needs, naming barriers, and crafting local and sustainable solutions.

THE COMMUNITY SCORE CARD APPROACH

1. Planning And Preparation
Preparatory groundwork to identify scope, ensure engagement and buy-in from community members and other stakeholders, and plan for implementation.

2. Conducting the Score Card with the Community
Bringing together service users to identify priority issues, list and score indicators to measure progress, and generate suggestions for a sustainable improvement plan.

3. Conducting the Score Card with Service Providers
Assess barriers to health service delivery, develop and score indicators for quality health service, identify priority health issues, and generate suggestions for improvement.

4. Interface Meeting and Action Planning
Bringing together community members, services providers, duty-bearers, and other stakeholders in a facilitated process of communication and negotiations, to review Score Card results and identify action plans.

5. Action Plan Implementation, Monitoring and Evaluation
Identifying a sustainable and collective approaches to operationalizing, monitoring, and evaluating action plans.

THE COMMUNITY SCORE CARD IMPROVE MATERNAL AND REPRODUCTIVE HEALTH OUTCOMES?

CARE Malawi partnered with researchers to assess the effectiveness of the Community Score Card in improving maternal and reproductive health outcomes. Using a cluster-randomized control trial, we surveyed 1300 women in 20 communities across Ntcheu, Malawi.

HERE IS WHAT WE LEARNED:

- An estimated 57% greater use of modern family planning methods in communities that participated in the Community Score Card.
- 20% increase in the number of women who had a community health worker visit their home during pregnancy.
- 6% increase in the number of women who had a community health worker visit their home after childbirth.
- 16% greater increase in health service satisfaction.

6% increase in the number of women who had a community health worker visit their home after childbirth.

The Community Score Card improves maternal and reproductive health outcomes. By creating opportunities and spaces for communities and health workers to discuss issues and jointly problem solve, women are more likely to trust, utilize, and be satisfied with maternal and reproductive health services.
INDICATORS OF POSITIVE CHANGE

We also reviewed the actual Score Cards and compared first and final scores community members and healthcare providers gave select indicators. We found that the Community Score Card significantly helped improve the level of male involvement in family planning, level of youth involvement in reproductive health issues, the relationship between providers and communities, and the availability and accessibility of health information.

CHANGE IN SCORE CARD INDICATORS FROM FIRST TO FINAL SCORING

<table>
<thead>
<tr>
<th>Indicator</th>
<th>First Score</th>
<th>Final Score</th>
<th>Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationship between providers &amp; communities</td>
<td>23</td>
<td>37</td>
<td>***</td>
</tr>
<tr>
<td>Reception of clients at the facility</td>
<td>22</td>
<td>33</td>
<td>***</td>
</tr>
<tr>
<td>Level of male involvement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level of youth involvement in reproductive health issues</td>
<td>23</td>
<td>36</td>
<td>**</td>
</tr>
<tr>
<td>Availability &amp; accessibility of information</td>
<td></td>
<td></td>
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</tbody>
</table>

* Z-test comparing the significance of 2 proportions (one-tailed p-value)  
** p-value significant at ≤.05;  
*** p-value significant at ≤.01  
MHN, maternal newborn health; FP, family planning

COMMUNITY-DEFINED REPRODUCTIVE HEALTH SOLUTIONS

Our findings indicate that the Community Score Card is an effective way to improve maternal and reproductive health services and outcomes in low-resource settings. An age-old approach reimagined to amplify community voice and identify community-defined solutions.

READ THE FULL REPORT HERE
journals.plos.org/plosone/article?id=10.1371/journal.pone.0171316

LEARN MORE ABOUT THE CSC HERE:
care.org/work/health/sexual-and-reproductive-health-and-rights/how-we-work/inclusive-governance