

Evaluation of health care services

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Evaluation

- ❑ Systematic way to determine how much program achieve intended objectives & factors contributing to that achievement.
- ❑ Positive process for strategic development with clear set goals, involving stakeholders, depending on more than one source, aiming to correct deficiencies, improve methods.

Who does the evaluation?

- ❑ **External consultants:** update experience, costly, for short time, ignorant on local habits.
- ❑ **Univ professors:** available, less costly, but slow.
- ❑ **Program administration staff:** best who knows, depends if they like/dislike program.
- ❑ **Policy makers:** can induce change, threatening & not good evaluators (Alma Ata).
- ❑ **The community:** the user is the king, can induce pressure, don't know benefit, unscientific

When to evaluate?



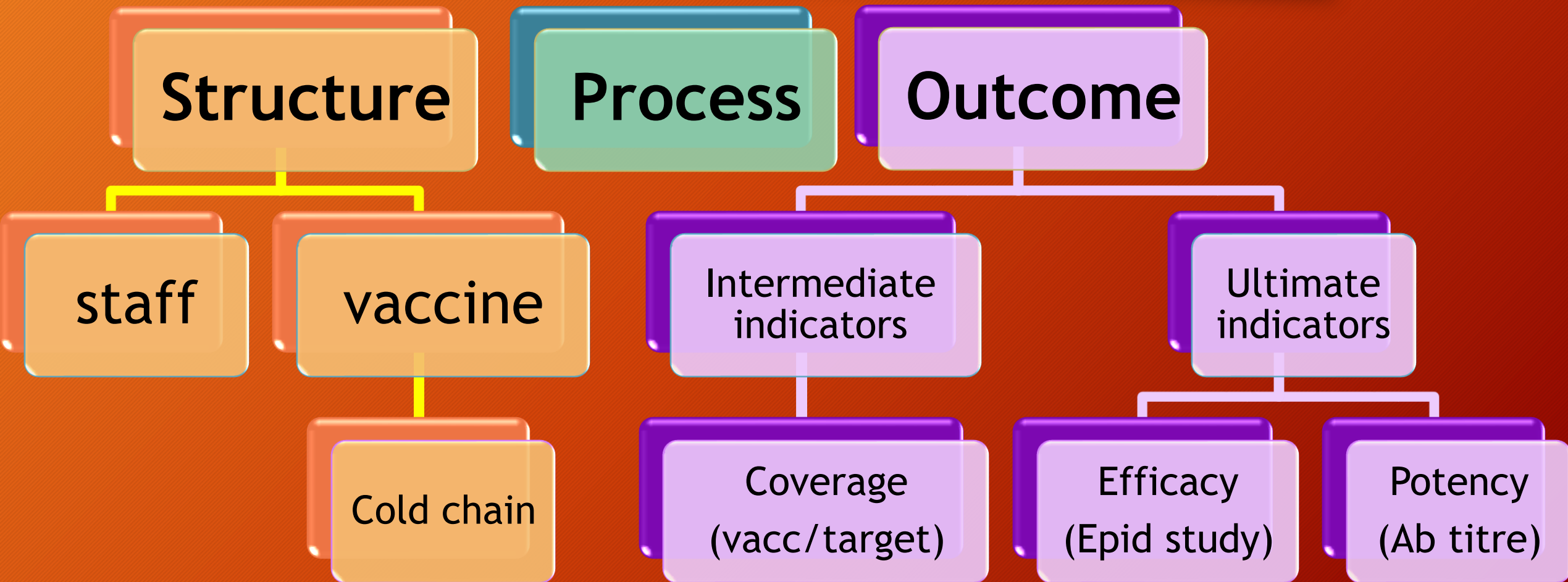
Why to evaluate?

- ❑ Managerial control (corrective action).
- ❑ Diagnosis of problems.
- ❑ Research (comparative).

What to evaluate? (& At what level?)



Example: Vaccination evaluation



Kirkpatrick evaluation levels (health education)



ANC evaluation in Abul Khaseeb – Basrah

		% Of expected
Structure	Building	89%
	Furniture	92%
	Doctors	50%
	Facilities	76%
	Drugs	77%
	Vaccines	100%
Activity	Medical exam	59%
	Investigations	24%
	Risk detection	89%
	BP measurement	100%
	GUE	17%
		% Of pregnant
ANC visits	1-2	53%
	3-4	32%
	5+	15%
	Total users	66%
	Non users	34%
TT doses	0	11%
	1-2	44%
	3-4	40%
	5	5%

Al Taha M, Basrah Univ. 2001.

Unless you stop the crack,
you will rebuild the wall

