QuEST

Quality Evidence for Health System Transformation

QuEST Network Newsletter

July 2021

Welcome to the first QuEST Network quarterly newsletter, in which we share research
updates, policy spotlights, upcoming events, and related literature. Please feel free to share with those interested.

Be sure to visit our website and follow us on twitter.

Research Updates

People's Voice Survey (PVS)
PVS country teams from 11 countries in Africa, Asia, and Latin America have begun acquiring ethics approvals and preparing the tool for cognitive interviews prior to fielding in October and November 2021. Use-cases and policy applications of PVS will be discussed with a group of multilateral stakeholders in September.

E-Cohorts to Track Longitudinal Care Quality
The first draft of the E-Cohorts tool to track longitudinal care for maternal and newborn health has been developed and is under review by the E-Cohorts Global Development Group. Research teams from East Africa and Latin America are beginning to identify sites for implementation.

Health System Resilience during COVID-19 Study
The Health System Resilience during COVID-19 Study has collected health management
information system (HMIS) data from 10 countries: Chile, Ethiopia, Ghana, Haiti, Laos,
Mexico, Nepal, South Africa, South Korea, and Thailand. Analyses and manuscripts are
underway. The first paper from the study will explore the effect of COVID on service utilization in these 10 countries and the second paper will assess HMIS data quality.

Service Delivery Redesign
The QuEST Center at Harvard continues to plan for the large-scale evaluation of Service
Delivery Redesign in Kakamega County, Kenya. As part of the evaluation, more than 60,000 pregnant women will be enrolled in a pregnany registry.

Research Spotlight: Service Delivery Redesign Women's Survey

In April of 2021, the QuEST Center at Harvard completed a survey of 781 pregnant women living in Kakamega County, Kenya. This survey investigated the perceptions and barriers of pregnant women on delivering in hospitals or delivery hubs. Findings from the survey (highlighted below) are informing the implementation of Service Delivery Redesign (SDR) in Kakamega County.

- Perceived quality of care does not substantially differ between hospitals/delivery hubs and nearest primary care clinics.
- Familiarity with hospitals and delivery hubs is related to intention to deliver in those locations. Approximately 40% of women who had visited a hub would most likely go there for delivery vs. 15% who had not.
- About 90% of women surveyed would likely deliver in the nearest hospital or delivery hub if improvements were made.
- Challlenges and concerns around delivering in a hospital or delivery hub include accessing transportation at night, unsafe transportation, crowded facilities, poor quality of care, lack of medicines and supplies, and the inability to bring a birthing companion to the facility.
- To successfully implement SDR, respondents recommend training healthcare workers to provide skilled and respectful care, while ensuring safe transportation options for women. One-third of women had no recommendations.

Ms. Khatra Ali, Senior Health Program Officer for the Kenya Council of Governors, has worked on SDR in Kakamega County from the beginning. Ms. Ali works for the Council of Governors to communicate and collaborate with Kenyan counties on SDR. In the video from the QuEST Network Launch below, Ms. Ali discusses the importance of involving
policymakers in the SDR process.

Events and Announcements

On May 18-20th, 2021, the QuEST Network held its virtual launch. More than 200 people from 40 different countries joined us to launch the QuEST Network to elevate health systems research. Thank you to all of our guest speakers and participants for providing insightful and thoughtful discussion. Featured recordings from the event can be found on the QuEST Network website.

As of June 2021 we have four QuEST Research Affiliates:
Korean Foundation for International Healthcare (KOFIH)
Principal Investigator: Dr. Soon Ae Kim, Head of Research Unit, KOFIH
QuEST Project: People's Voice Survey

Mexican Institute of Social Security (IMSS)
Principal Investigator: Dr. Svetlana Doubova, Head of Epidemiology and Health Services Research Unit, IMSS
QuEST Project: Health System Resilience during COVID-19 Study

Seoul National University College of Medicine
Principal Investigator: Prof. Juhwan Oh, Professor, Seoul National University College of Medicine
QuEST Project: Health System Resilience during COVID-19 Study

Southern Medical University, China
Principal Investigator: Dr. Dong Roman Xu, Professor of Health Systems and Global Health, Southern Medical University
QuEST Project: People's Voice Survey

On July 1, 2021, Dr. Hannah Leslie, the PVS Lead at QuEST Harvard, joined the University of California San Francisco as an Assistant Professor in the Division of Prevention Science, School of Medicine. Congratulations, Hannah - we look forward to working with you in your new role.

About the QuEST Network
The QuEST Network is a global partnership of researchers and changemakers who are
advancing health system quality research.