

# QuEST Network Newsletter

October 2021

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

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## Research Updates

### [People's Voice Survey \(PVS\)](#)

PVS country teams have finalized the survey instrument which will collect the perspectives of health system users and non-users on three primary domains: 1) utilization of care and health system competence, 2) care experience, and 3) confidence in the health system. Several countries have conducted cognitive interviews to refine the survey instrument and inform adaptations to specific settings. In September, the PVS was reviewed with stakeholders from the WHO, World Bank, USAID, and OECD. Attendees found the tool relevant, exciting, and useful, and look forward to the preliminary results. We are also thrilled to welcome Dr. Todd P. Lewis as the new QuEST Harvard lead for PVS.

### [E-Cohorts to Track Longitudinal Care Quality](#)

The E-Cohorts Global Development Group has further refined the E-Cohorts tool for Maternal and Newborn Health (MNH) which will be used to follow pregnant women over the continuum of care, from the first antenatal care visit through childbirth and postnatal care. The instrument will assess utilization patterns, health status for the mother and newborn, quality of care (prevention, detection, timely care, appropriate treatments), and respectful and user-centered care and satisfaction. Sites for implementation of the MNH E-Cohorts have been selected in Kenya and Ethiopia. QuEST Latin America will lead the adaptation of the tool to measure quality of care for non-communicable conditions such as hypertension.

### [Health System Resilience during COVID-19 Study](#)

Dr. Catherine Arsenault (QuEST Harvard) and colleagues from seven countries was awarded a grant from the Grand Challenges ICODA pilot initiative titled *Impact of COVID-19 on health service delivery and institutional mortality: a multi-country consortium*. The grant will support analyses and dissemination of findings. Dr. Svetlana Doubova (QuEST Research Affiliate, Mexican Social Security Institute) recently published a [paper](#) on the disruption of health services in Mexico during COVID-19.

### [Service Delivery Redesign](#)

QuEST country teams have begun site selection for SDR for MNH feasibility assessments. Additionally, QuEST is conceptualizing a tool for primary health care redesign.

The principal investigators for the evaluation of SDR in Kakamega County traveled to Kenya to meet with implementation partners, the Kenya Council of Governors, the Ministry of Health, and development partners. Data collection is set to begin in November. We also welcome new members to the evaluation team: Mr. Kennedy Opondo, Research Manager and Dr. Oriol Solé Borrás, Research Assistant.

## Researcher Spotlight

Catherine Arsenault, PhD is an Epidemiologist and Global Health Researcher and Research Scientist at the Harvard T.H. Chan School of Public Health. Her work focuses on health system strengthening, health care quality, health equity and monitoring and evaluation to improve health system performance in LMICs. Dr. Arsenault co-authored the Lancet Global Health Commission on High Quality Health Systems and currently leads a multi-country project on the indirect effects of COVID-19 on health systems using dhis2/HMIS data. She obtained a PhD in Epidemiology from McGill University and is the current research lead for E-Cohorts and the Health System Resilience during COVID projects. Listen to Dr. Arsenault discuss her research interests and QuEST work in the video below.



## Recent Publications

[Seizing the moment to rethink health systems](#). Lancet Glob Health. Authors: Nimako K, Kruk ME

[Disruption in essential health services in Mexico during COVID-19: an interrupted time series analysis of health information system data](#). BMJ Global Health. Authors: Doubova S, Leslie HH, Kruk ME, Pérez-Cuevas R, Arsenault C

[Patterns of essential health services utilization and routine health information management during Covid-19 pandemic at primary health service delivery point Addis Ababa, Ethiopia](#). Ethiopian Journal of Health Development. Authors: Ayele W, Biruk E, Kifle A, Habtamu T, Taye G, Wondarad Y

[Using health management information system data in a low-income country setting: a case study and verification of institutional deliveries in Ethiopia](#). BMJ Global Health. Authors: Arsenault C, Yakob B, Kassa M, Dinsa G, Verguet S

[Predictors of job satisfaction and intention to stay in the job among healthcare providers in Uganda and Zambia](#). Intl Journal for Quality in Health Care. Authors: Kim MK, Arsenault C, Atuyambe L, Kruk ME

### About the QuEST Network

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