

### **Define the issues the score card will address**

The effectiveness of a CRC depends on local conditions and the capacity of the proposed lead institution.

- Evaluate local conditions to determine especially the concerns and problems to which the report card is expected to address

Also look into the situation or condition if a report card could be run:

- Identify possible lead groups or institution to oversee the study using the report card
- Assess the skills and motivations of the proposed lead institution(s).

Expertise Needed

- Knowledge of local (city/ town/ district/ village) conditions.
- Knowledge of the skills and motivations of the proposed lead institution(s).

### **Main objective(s)**

Defining the objective of the report card guides every step of the process. It includes the statement of purpose that describes the reason and scope of a Report Card.

The statement of purpose should start out by answering the following types of questions.

- What service(s) or sectors do you wish to cover?
- Do you want to focus on a single service provider or multiple services? The first time that you conduct a REPORT CARD there are several advantages to focusing on a single service or two services.
- Is there a government policy or program that you wish to assess?

The statement of purpose should also list the more specific objectives of the report cards.

**Specific objectives** describe the aspects of service delivery, or of a policy, to be examined. Specific objectives answer the following type of questions.

- What type of information do we need to gather?
- What aspects of service delivery (availability, access, quality of service, incidence and resolution of problems, interaction with staff, corruption) are important?

As part of defining your statement of purpose, you should determine how to measure the success of your report cards. One suggestion is to research and list the available information about service provision and quality. Then, identify the information that you hope to gather through the report cards. By recording what you know now and what you hope to know after carrying out a report card, you can evaluate the success of the effort.

Scope refers to the end-users or population (including sub-population) you want to cover. Answer the following questions to help clarify the population and the sub-populations of the Report Card .

- What is your population/community of interest?
- Will the Citizen Report Card survey be carried out in your own city / town / rural community?

## **Source Document**

Bank, A. D. (2007). Improving Local Governance and Service Delivery: Citizen Report Card Learning Toolkit. Manila, Philippines: Asian Development Bank.

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- Do you also want to analyze service delivery by zone, ward or some other regional division?
- Are there subgroups in the population that are of particular interest to your study (slum households, females, elderly, etc.)?

Mapping out service delivery for the REPORT CARD population provides useful information to finalize the statement of purpose and for later stages of the REPORT CARD - from questionnaire design to dissemination and advocacy efforts.

Example:

Is the central, state or local government the main service provider?

Are services provided by a combination of providers from various levels of the government?

Or has some portion of service delivery been contracted out to a private company?

### Sample Statement of Purpose

*This sample statement of purpose and listing of specific objectives is for a REPORT CARD in the city of Shakti. They provide a clear roadmap for the design of the survey instrument and the analysis of findings.*

#### Measuring the Success of our report card: Getting New Information

This Citizen Report Card will evaluate the quality of health services at public hospitals in the City of Shakti, with regard to a three-year old municipal policy that guarantees basic health services to the poor.

#### **Existing Information Regarding Health Services in Shakti**

- Examine the availability, accessibility and usage of state-authorized services for the poor in Shakti.
- Determine the quality of care provided, behavior of staff (doctors, nurses and others), locations and degree of corruption, quality of medicines, and overall satisfaction - separately for in and out patients.
- Using the above-mentioned indicators, also determine the quality of health services for poor women, children and elderly residents.
- Compare the quality of services across the three zones in Shakti.

#### **What the REPORT CARD should tell us**

- Publicly available information regarding public hospitals in Shakti is limited. The financial budgets of the two major hospitals are available for the previous financial year. In addition, there is a record of the number of people who visited the major hospitals last year: approximately 20,000 individuals. Of these users, it is estimated that 80% fall under the government's criteria of 'poor' and therefore qualify for the free basic services. With regards to the staff, all doctors and nurses must pass a state medical exam before joining a public hospital.

- By carrying out the REPORT CARD, we hope to gather detailed information about availability, accessibility and quality of free health services. We want to look for differences in the quality of services

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between women and men, between elderly and others, and between those who pay and those who qualify for free services. We also want to compare the quality of health services among different hospitals.

Thus, the above statement of the purpose identifies the scope and population of the REPORT CARD

- Service of interest: health care (public hospitals in Shakti)
- Population: the poor (as defined in Shakti's municipal policy)

The specific objectives clarify the important aspects of service delivery and identify key subgroups in the population

- Service aspects: availability, accessibility, usage, service quality, staff behavior, corruption, quality of medicines and overall satisfaction.
- Sub-groups of interest: in-patients and outpatients; women, children and elderly residents.

### **Key performance indicators**

List the areas that need feedback (standards)

- Common areas of feedback include: access, usage, problem incidence, problem resolution, staff behavior, service quality, corruption, and overall satisfaction.

Design the instrument or questionnaire

### **Key activities for implementation**

List the key steps or activities to get you to conduct the study, get the information through the report card

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