### Performance of primary health care services

#### Examples of research in three continents

**Bangladesh**
- Evaluation of impact of major health reform programme on public perception, use, and experience of health services
- Each 25,000 households, 2,000 health workers, 200 facilities
- Feedback to communities, service planners, professional bodies
- Satisfaction with and use of government health services fell during the period
- Serious problems with corruption
- Poorest and women worse experience and no improvement during period.

**Baltic States**
- Public perceptions and experience of health services in Estonia, Latvia and Lithuania; focus on system leakage
- 10,300 households across three countries
- Nearly half did not consider unofficial payment to health workers corruption; but half thought corruption was “very high”
- Few admitted unofficial payments
- Variation across the region (see map)
- Feedback included national parliaments.

**Nigeria**
- Nigeria Evidence Based Health System Initiative – NEHSI – in two states, ongoing
- Government priorities: maternal morbidity; and childhood (0-47 months) illness
- Data from some 25,000 women and 21,000 children in the two states
- Features:
  > Government involvement, sustainability
  > Capacity building for health planners
  > Socialising evidence as intervention
  > Mobile technology for data capture.

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For more information:
- Hlth Res Pol Syst 2007, 5:1
- BMC Hlth Serv Res 2008, 8:15
- BMC Hlth Serv Res 2011,11(suppl2): S7
- http://www.ciet.org