

Inter-agency Global Evaluation of RH Services for Refugees and IDPs

Component 3: Evaluation of
Quality, Access to, and Use of RH
Services for Refugees and IDPs

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Purpose

- To identify factors that facilitate or hinder access to, use of, and satisfaction with RH services, from the perspective of the beneficiaries of these services

Methodology

- Uganda, Republic of Congo (RoC) and Yemen selected from the 33 inventoried countries (Component 2)
- Consideration given to:
 - Regional and cultural balance
 - Refugee and IDP populations
 - Contexts
 - Providers of RH services
 - Security and access
- Eleven sites evaluated
- Evaluation conducted February-April 2004

Evaluation Tools

- Adapted from RHRC Consortium's Refugee RH Needs Assessment Field Tools and the M&E Toolkit
 - Health Facility Questionnaire and Checklist
 - Group Discussion Questions
 - Refugee Leader Questions
 - Client Exit Interview Protocol

Findings

- Varied from country to country
- Similar gaps to those identified in Components 1 and 2:
 - SM services reasonably good, but services for obstetric emergencies need strengthening
 - FP services in Uganda and Yemen better than in RoC
 - Treatment of STIs variable
 - Limited GBV programming

Organizational Structures

- Differed from NGO to NGO:
 - Differing approaches to practicing medicine:
 - Highly interventionist
 - PHC oriented
 - Differing views regarding staff incentives:
 - Doctors received incentives but nurses did not
 - CHWs received incentives but TBAs did not

Access to RH Services

- Factors thought to affect access:
 - Poor or no roads
 - Insufficient transport
 - Limited communications systems
 - Lack of water and poor sanitation
 - Poor security
 - Distance to health facilities, hours of operation and cost
 - Perceived competence of staff and quality of services

Health-Seeking Behaviours and RH Outcomes

- Factors thought to affect health-seeking behaviours:
 - Cultural and religious barriers to FP
 - Preference for using TBAs
 - Lack of time to attend antenatal care
 - Dislike of lithotomy position and fear of episiotomy during childbirth

Refugee Satisfaction with RH Services

- Many expressed gratitude for high quality services
- But concerns were expressed by some about:
 - Quality and availability of appropriate drugs
 - Perceived inappropriate use of drugs
 - Poor communication between staff and patients
 - Attitudes and behaviour of staff
 - Perceived discrimination

Limitations

- The main limitation of the evaluation in the three study countries were:
 - Number of participants in discussion groups
 - Reliability of data
 - Settings

General Recommendations

- Formalise referral networks and strengthen referral systems through strategic planning
- Ensure availability of essential drugs for treating STIs and for obstetric emergencies
- Ensure availability of equipment needed for post-abortion care

General Recommendations (cont'd)

- Provide GBV awareness raising activities in all refugee camps and with all staff working in camps
- Build on the capacity of TBAs
- Improve data collection methods relevant to RH