EVALUATING INNOVATIVE HEALTH MARKET PROGRAMS

Development of the T-HOPE Framework

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Inspired Care. Inspiring Science.

T-HOPE

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T-HOPE Team and CHMI

T-HOPE

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Innovative programs need to report on performance

SMS Sex Education

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"Sex education through SMS"

- Free hotline for teenagers
- Send SMS inquiries to doctors
- Anonymity and privacy for taboo topics
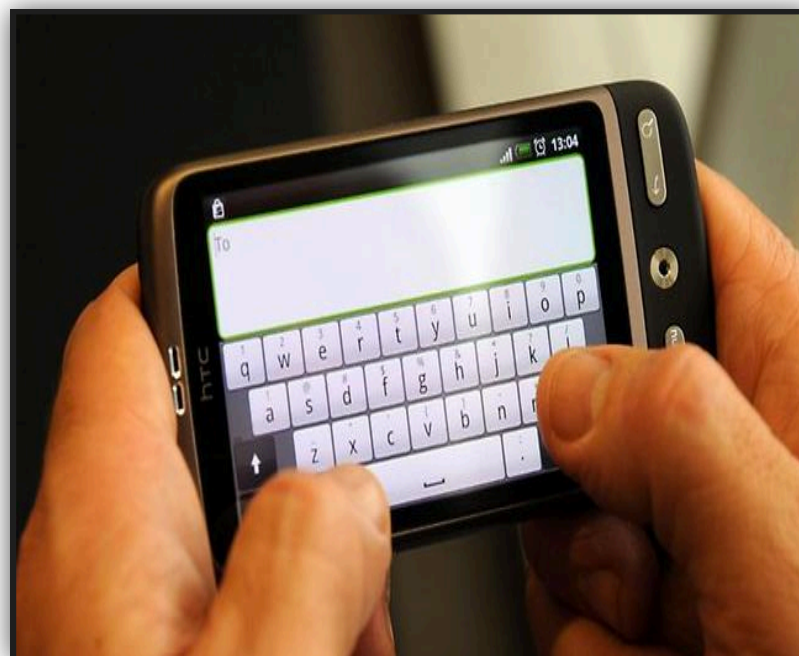
Performance frameworks must be operationalized to be useful

Measurement challenge
- What results are being achieved?
- How are they being achieved?
- What can be feasibly reported?

Why a new framework?
- How can innovations in LMICs be captured?
- Balancing credibility, comprehensiveness and feasibility

Understanding innovation
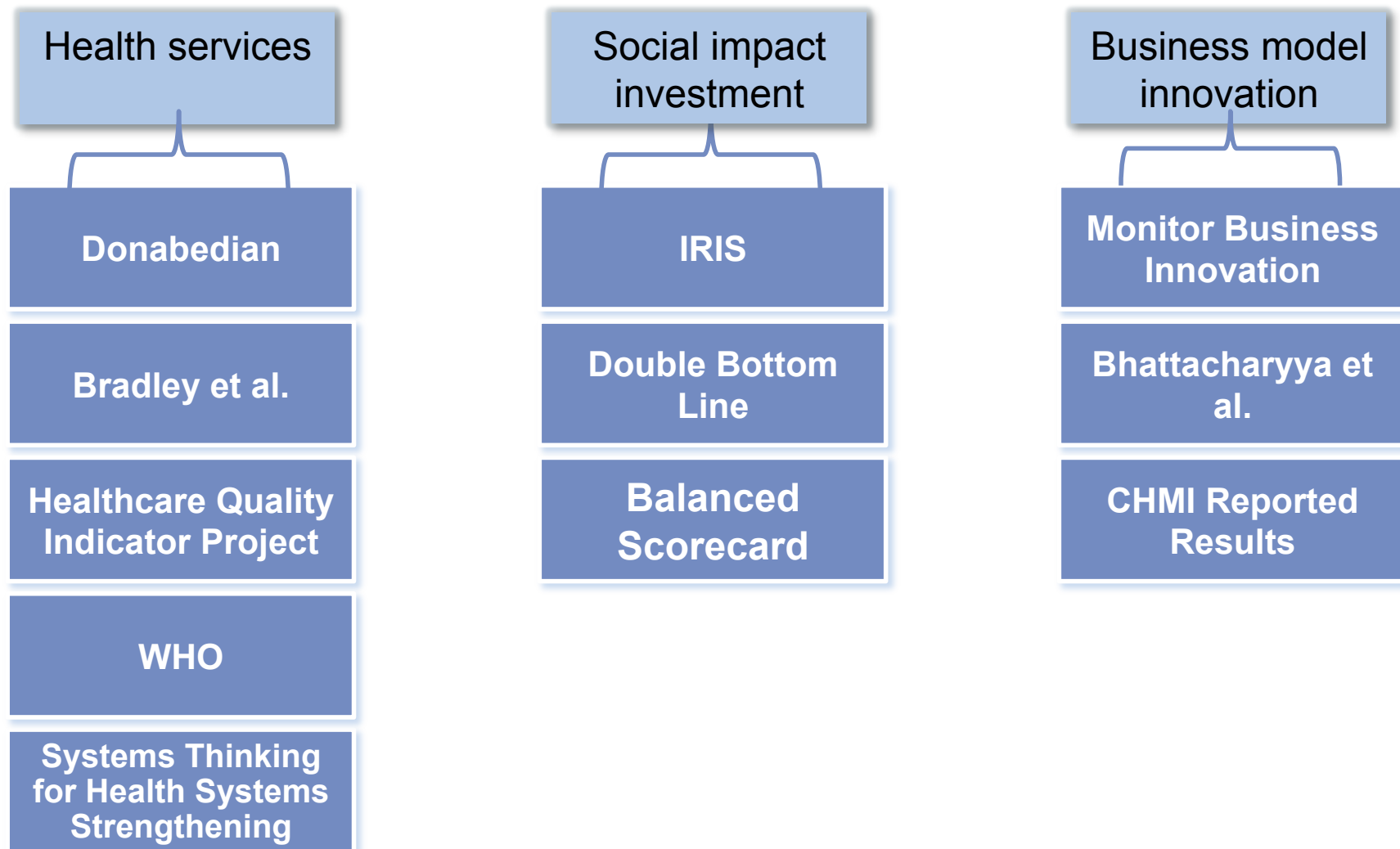- New idea
- Creates value
- Execution

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"CHMI promotes policies and practices that improve privately delivered health care for the poor in low- and middle-income countries."

"Informing and connecting those who strive to improve the health of the world's poor"

- Reported Results Framework

- Promoting innovative programs that provide accessible quality care in LMICs

- Database includes >1200 programs

Existing performance measurement frameworks offer useful insights

Health services

- Donabedian
- Bradley et al.
- Healthcare Quality Indicator Project
- WHO
- Systems Thinking for Health Systems Strengthening

Social impact investment

- IRIS
- Double Bottom Line
- Balanced Scorecard

Business model innovation

- Monitor Business Innovation
- Bhattacharyya et al.
- CHMI Reported Results

The methodology adopted was an iterative process

Data Extractions	Refining framework
Extracted data for 80 CHMI programs: • 33 programs from top-reporting list • 21 mHealth programs • 17 well-known programs • 19 programs on maternal and child health	• Added descriptive categories • Disaggregated fields into component parts • Used Impact Reporting and Investment Standards (IRIS) as guide for financial management category

Different stakeholders are interested in different dimensions of performance measures

Funders

- Credibility most relevant for investors
- Credible indicators in financial management, health output, and population coverage

Program Managers

- Feasible indicators: health output, human resources supply, commitment of staff, and management quality

Researchers

- Comparability important to researchers
- Comparability high for financial management and moderate to low for other dimensions of performance

Performance models can help connect innovators to funders

Domain	Indicator Categories		
Health Status	Population coverage	Health Output	Health Outcome
Health Access	Affordability	Availability	Pro-poor targeting
Operations and Delivery	Clinical quality	Management quality	User satisfaction
	Human resources supply	Political support	Financial management
	Economic efficiency	Non-economic efficiency	

Descriptive categories provide context to performance reporting

Descriptive Categories			
Program Profile	Problem	Goal	Process
Challenges / Opportunities	Strategic Planning	Strategies	

LifeSpring's performance data shows its contributions to maternal and child health in India

Output & Outcome	Affordability and Pro-Poor Targeting	Clinical Quality & User Satisfaction
Outputs • > 20000 deliveries • > 250,000 out-patients visits • **Fetal morbidity rate:** April 2010: 13% Dec 2010: 6%	**Prices** • Normal delivery ~ USD $40 • USD standard ~ $200 • 40% of customers earn below $90 per month (2013)	**Process protocols adherence** • Jan 2010: 72% • Dec 2010: 92% • Customer satisfaction averaged 95% across hospitals

Frequency of reporting of innovative health market programs

Indicator Category	Frequency of reporting
Health output	91%
Human resources supply	57%
Affordability	54%
Health outcome	45%
Population coverage	16%
Non-economic efficiency	12%

Conclusion and next steps

Program implementers in LMICs are confronted by a number of reporting constraints

Framework encourages greater quality and quantity of reporting by focusing on measures that are informative without being onerous

Identify promising programs and connect innovators to funders, policymakers, or others who can help them scale up, replicate, or improve on their organization

Field test framework with program managers and compare performance of innovative programs

Collaborate with partners to understand what works and why: CHMI and GIIN

THANK YOU

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