

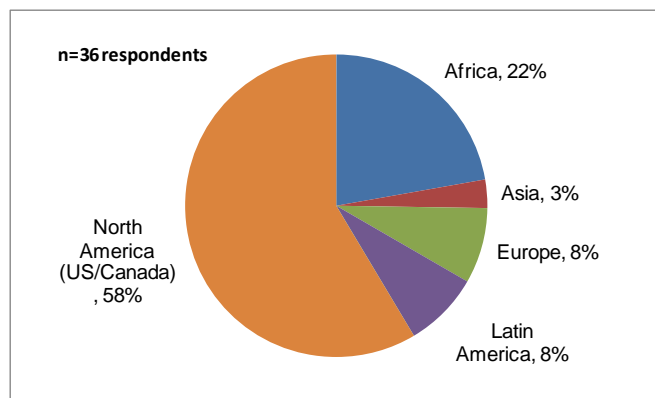
## CORE Social and Behavioral Change Working Group – QI Survey

The newly formed Quality Improvement (QI) Subgroup of the CORE Social and Behavior Change Working Group seeks to foster sharing and learning among CORE members about effective approaches and methods to improve the quality of program implementation. By quality, we mean that programs are achieving their desired results. The term quality is defined broadly here, to encompass many aspects of program implementation, including accessibility, equity, affordability, effectiveness, efficiency, and acceptability in both facility and community settings.

### Who responded to the survey:

Three- week response period: Sept. 21-Oct. 11, 2011; n= 36 responses

- 71% (25) from PVO/NGOs, 11% (4) from private companies, 6% (2) University, 6% (2) other, 3% (1) US Government, 3% (1) independent consultant



### What kinds of quality issues are you/your organization struggling with?

Data/measurement of results/monitoring what is happening on the ground: 11 responses

Program effectiveness/impact: 5 responses

Training effectiveness: 5 responses

Sustainability: 3 response

Access to/affordability of health care: 3 resp.

Supervision: 2 responses

Supply chain: 1 response

Retaining CHWs: 1 response

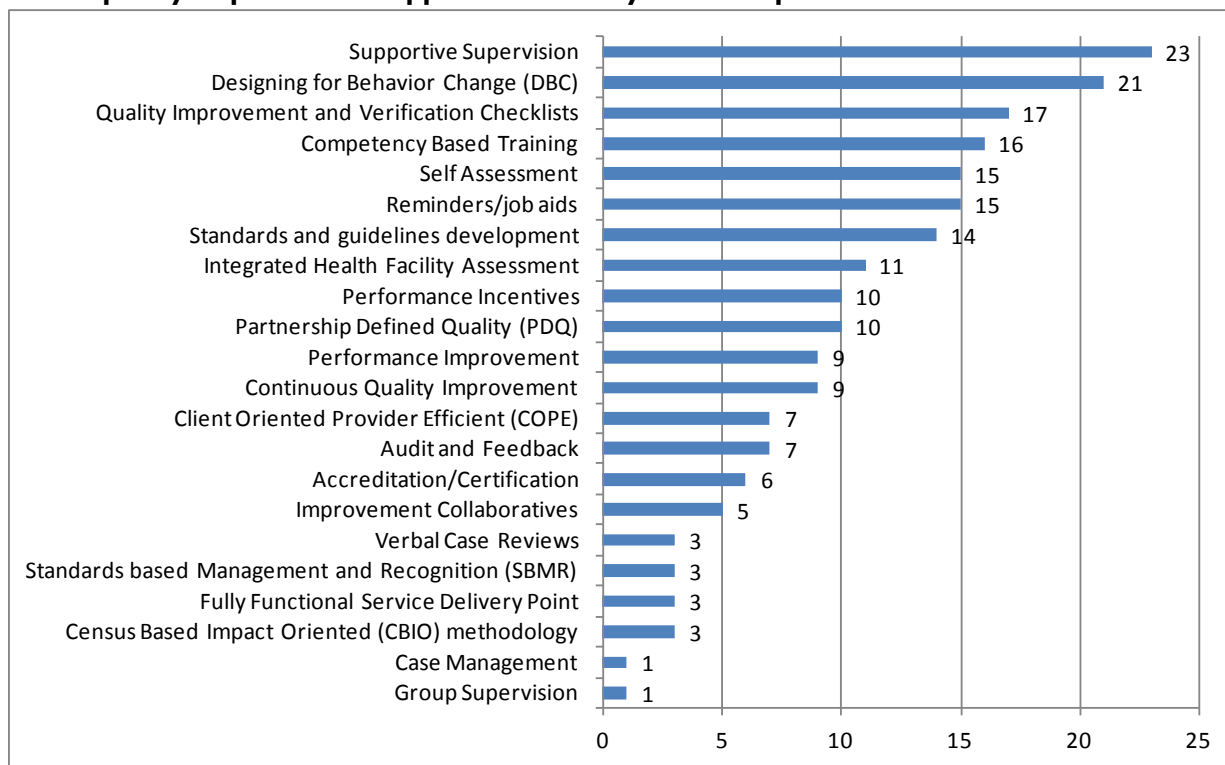
MCH or family planning services: 3 responses

Behavior change effectiveness/implementation: 2 resp.

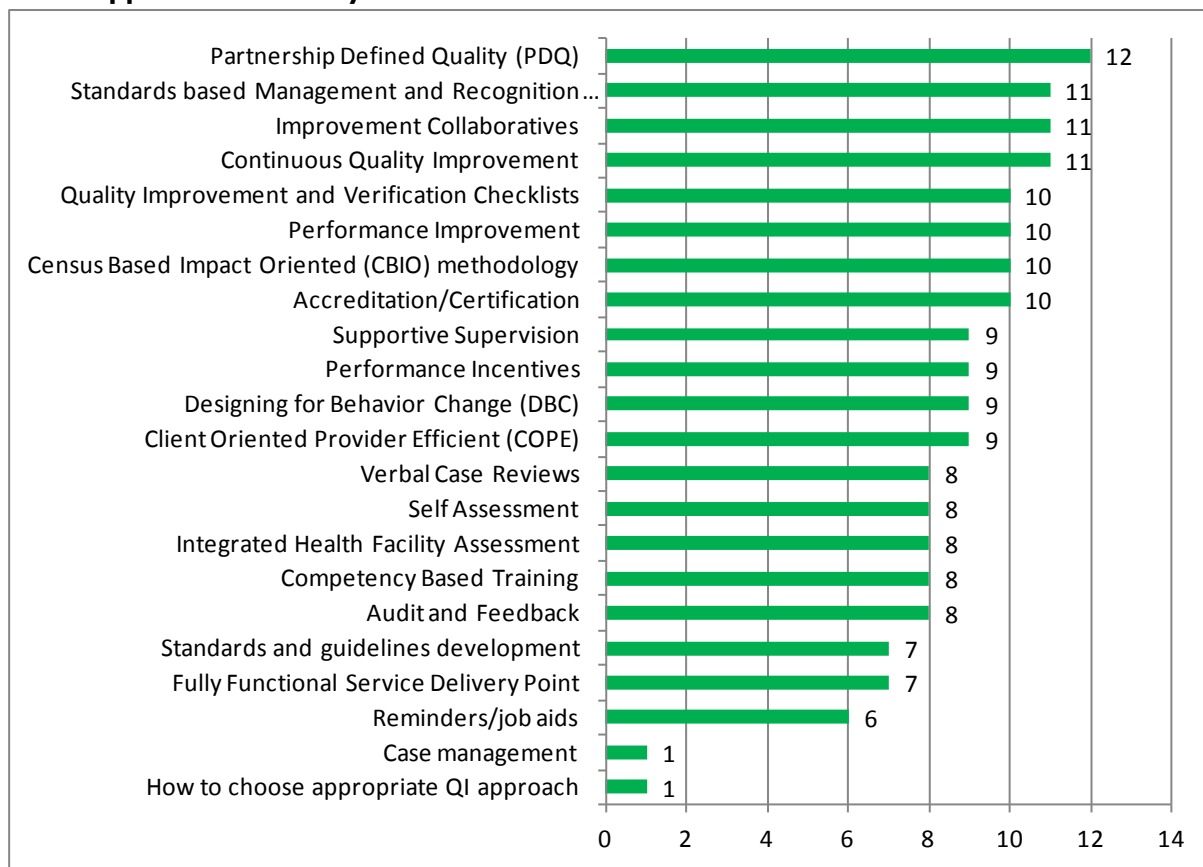
Financial accountability: 2 responses

Quality of work of CHWs: 1 response

### What quality improvement approaches have you had experience with?



**What approaches would you like to learn more about?**

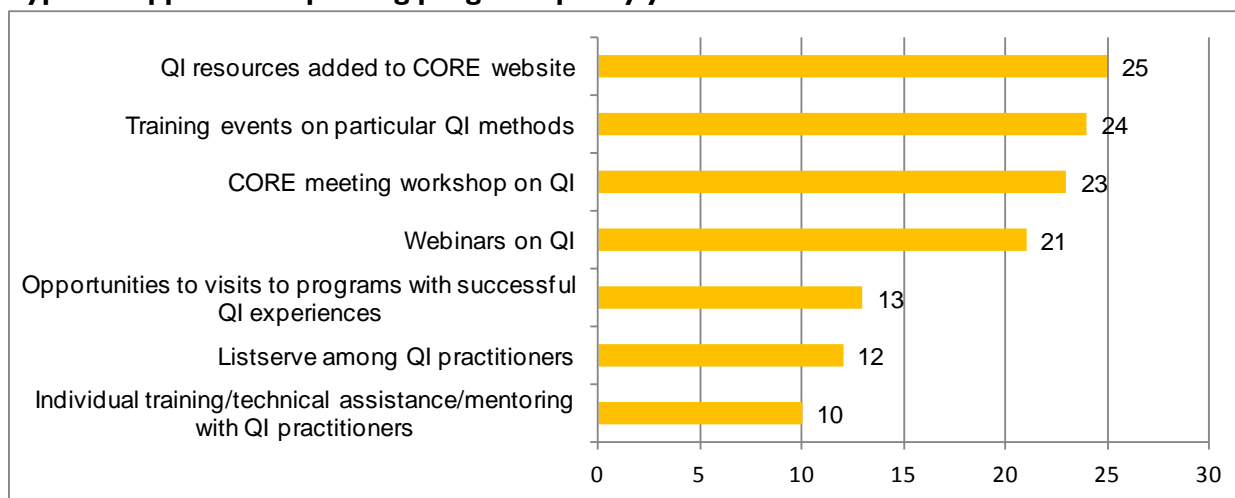


Interested in applying QI approaches at **community** level: 94%

Interested in applying QI approaches at the **facility** level: 67%

Have **positive experiences** using QI methods or tools that you would be willing to **share with others**: 19%

**Type of support to improving program quality you want to receive:**



Interested in quality improvement? Contact SBC QI Subgroup Co-Chairs:

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