Early Warning System

IADB-RG-T3768

Making the People's Voice Heard on Health System Quality in Latin America in Times of Crisis

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Quick Facts

Financial Institutions	Inter-American Development Bank (IADB)
Status	Proposed
Bank Risk Rating	U
Borrower	Regional
Sectors	Education and Health, Law and Government, Technical Cooperation
Investment Type(s)	Grant
Investment Amount (USD)	$ 0.65 million

Project Description

The project will develop and implement am two tools: the People's Voice Survey (PVS): a virtual (phone/web) assessment of health system performance, with core content on expectations of care, health system utilization, and trust in providers as well as a module on public health emergencies. It will conduct item development, cognitive pretesting, piloting, and implementation in four countries, providing nationally representative and comparable estimates to benchmark people-centered care and inform health system improvements during and after the pandemic. The tool itself will give governments an approach for rapid population assessment suitable for use in health emergencies. e-Cohorts: Longitudinal assessment of individuals with noncommunicable disease to identify system failures across the care cascade, including deficits in routine services during public health emergencies. It will develop brief monthly mobile phone surveys capturing recent health care use, system competence, and patient-reported experience measures in preexisting active cohorts in Uruguay and Peru.

Investment Description

- Inter-American Development Bank (IADB)

Contact Information

ACCOUNTABILITY MECHANISM OF IADB

The Independent Consultation and Investigation Mechanism (MICI) is the independent complaint mechanism and fact-finding body for people who have been or are likely to be adversely affected by an Inter-American Development Bank (IDB) or Inter-American Investment Corporation (IIC)-funded project. If you submit a complaint to MICI, they may assist you in addressing the problems you raised through a dispute-resolution process with those implementing the project and/or through an investigation to assess whether the IDB or IIC is following its own policies for preventing or mitigating harm to people or the environment. You can submit a complaint by sending an email to MICI@iadb.org. You can learn more about the MICI and how to file a complaint at http://www.iadb.org/en/mici/mici,1752.html (in English) or http://www.iadb.org/es/mici/mici,1752.html (Spanish).