

LISTENING TO PATIENTS AND COMMUNITIES

AN ANALYSIS OF DOCUMENTED ENGAGEMENT AND FEEDBACK (OCBA 2024)

OVERVIEW

As part of OCBA's strategic planning for 2026–2031, this review was commissioned to consolidate and analyse community perspectives on MSF services. The evaluation synthesizes findings from regular community consultations, targeted qualitative assessments in Sudan, Somalia, and Mali, and patient satisfaction surveys conducted in 2024. It focuses on community knowledge, access barriers, perceived service quality, broader needs, and the overall impact of MSF interventions across diverse project contexts.

Results:

- *Communities widely value MSF for free, neutral, and life-saving care—especially maternal, pediatric, and emergency services.*
- *Patient satisfaction rates across projects were high.*
- *Barriers to access include transport costs, insecurity, poor roads, and awareness gaps.*
- *Quality concerns include long waiting times, medication stockouts, and cultural mismatches in service delivery.*
- *Persistent reliance on traditional medicine reflects cultural beliefs and limited health literacy.*
- *Broader community needs include water, sanitation, food, education, and livelihood support—often prioritized over health.*
- *MSF's presence contributes to local economies and social cohesion but expectations for broader support are growing.*

Conclusions

Community engagement in OCBA projects demonstrates strong potential to improve service delivery, inform strategy, and build trust. MSF's neutrality and responsiveness are widely appreciated, but access and communication gaps limit reach and equity. To ensure continued relevance and impact, feedback must be systematically gathered, analysed, and acted upon.

Recommendations:

Project Level:

- Improve outreach and communication about available services and eligibility.
- Expand and subsidize transport for remote or vulnerable populations.
- Address operational gaps (staffing, supplies, infrastructure).
- Tailor engagement strategies to local contexts and cultural practices.

Organizational Level:

- Standardize documentation and sharing of community consultation outcomes.
- Enhance community input integration into planning cycles using a flexible (“loose-tight-loose”) approach.
- Align consultation tools (e.g., PESS, regular meetings, strategic consultations) to key planning phases.


Methodology:

Review of 3 data streams:

- Regular community consultations across 22 OCBA projects.
- Targeted qualitative assessments in 3 countries (218 participants).
- Patient satisfaction surveys (PESS) across 8 projects (1,000+ respondents).

Triangulated thematic analysis across sources.

Limitations: Report availability varied; not all projects submitted usable data; interpretation limited by missing context information.



MSF OCBA's 2024 patient surveys in 8 projects show 88–100% satisfaction, matching high-income country benchmarks.

A strong result in crisis settings, but transport, wait times & stockouts still need work. **#VoicesOfCare**