



METRICS FOR MANAGEMENT

CASE STUDY: Measuring the Experience of Care

Location: Global | **Funding:** Maverick Collective for M4M's work

THE CHALLENGE

The United Nation's Sustainable Development Goals (SDGs), among other priorities, specifically set universal high-quality healthcare services as a global aim. The experiences of people passing through the healthcare system globally, however, can be vastly different — especially when taking into account distance from health facilities; access to services, medication, and resources; provider engagement; and localized historical outcomes of care. Every interaction a person has with the healthcare system — and the quality of that care — has an impact on their overarching experience, or Client Experience of Care (CEC).

People's experiences are both directly and indirectly linked to clinical effectiveness and their sense of safety. However, CEC is rarely assessed. Without actionable assessment methods, reliable evidence-based improvements to healthcare quality and person-centered care

would not occur.

THE SOLUTION

In partnership with Population Services

International (PSI), Metrics for Management (M4M) has set out to develop an easily-accessible, generalizable, and user-centered measure of CEC. To start this process, M4M and PSI conducted a literature review and series of key-informant interviews (KIIs) and convened an expert advisory group.

Through this process, M4M and PSI developed a new conceptual framework for CEC. A version of the framework is being used to guide M4M's work on women's experience of care and to develop a new generalizable measure of CEC.



Photo credits (top to bottom): modovisible/nurse/healthcare/Venezuela/pixabay; Yagazie Emezi/Getty Images/Images of Empowerment/Kigali, Rwanda

WORK WITH US

partnerships@m4mgmt.org | <https://m4mgmt.org/>