

Objective I.1 Ghana—Improve availability and affordability of essential medicines through franchises					
Service Characteristic & Access Dimension: Availability					
Outcome Indicator: % of a set of tracer items in stock					
Subject	Baseline	Endline	Progress (% change)	Explanation	Details
Intervention CAREshop	66%	55%	-17%	Full tracer list included items not approved for sale in CAREshops, availability of which decreased from baseline to endline—reflecting greater adherence to legal guidelines. Also, certain products were in short supply for long periods throughout the region (e.g., bed nets, sulfadoxine-pyrimethamine, oral contraceptives).	<p>Baseline August 2003</p> <p>Intervention 38 CAREshops designates Eastern/Volta Regions</p> <hr/> <p>Control 90 LCS in Eastern/Volta Regions</p> <p>Endline October–November 2004</p> <p>Intervention 50 CAREshops Eastern/Volta Regions</p> <p>Control 55 LCS in Eastern/Volta Regions 46 LCS in Western Region</p> <ul style="list-style-type: none"> • Pre–post comparison of CAREshop outlets and controls in Eastern/Volta Regions • Post–only comparison with another group of chemical seller shops in Western Region
Control LCS Eastern/Volta	59%	46%	-22%		
Control LCS Western	—	55%	0% (compared to CAREshop)		
Outcome Indicator: % of a set of tracer items approved for sale in CAREshops minus bed nets and retinol					
Intervention CAREshop	91%	88%	-3%	When the tracer list included only items approved for sale in CAREshops and deleted two very	

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Control LCS Eastern/Volta	81%	74%	-9%	expensive items that were in short supply (bed nets and retinol), the availability picture looked much better.	
Control LCS Western	—	81%	-11% (compared to CAREshop)		
Outcome Indicator: % of a set of tracer items <u>not</u> approved for sale in CAREshops minus bed nets and retinol					
Intervention CAREshop	43%	39%	-9%	CAREshops should not sell items that are not approved for sale, so a decrease in the endline result is positive.	
Control LCS Eastern/Volta	41%	39%	-5%		
Control LCS Western	—	40%	+3% (compared to CAREshop)		
Service Characteristic & Access Dimension: Affordability					
Outcome Indicator: Average % difference in price to patients between franchise and non-franchise shops, for a set of tracer items					
Intervention CAREshop	—	4872 cedis (median)		Clients noted in exit interviews that affordable prices were one reason for coming into the shop, but other factors such as proximity, services, and drug availability were more often mentioned.	<ul style="list-style-type: none"> • Pre-post comparison of CAREshop outlets and controls in Eastern/Volta Regions • Post-only comparison of with another group of chemical seller shops in Western Region
Control LCS Eastern/Volta	—	5012 cedis (median)	+3% (compared to CAREshop)		
Control LCS Western	—	2762 cedis (median)	-43% (compared to CAREshop)		
<p>Baseline August 2003</p> <p>Intervention 38 CAREshops designates Eastern/Volta Regions</p> <p>Control 90 LCS in Eastern/Volta Regions</p> <hr/> <p>Endline October–November 2004</p>					

Subject	Baseline	Endline	Progress (% change)	Explanation	Details
					<p>Intervention 50 CAREshops Eastern/Volta Regions</p> <p>Control 55 LCS in Eastern/Volta Regions 46 LCS in Western Region</p>
Outcome Indicator: Average % difference in price to patients between franchise and non-franchise shops, for a set of tracer items approved for sale excluding two high-priced items (bed nets and retinol)					
Intervention CAREshop	—	607 cedis (median)			
Control LCS Eastern/Volta	—	623 cedis (median)	+3% (compared to CAREshop)		
Control LCS Western	—	542 cedis (median)	-11% (compared to CAREshop)		
Outcome Indicator: Median cost for malaria treatment					
Intervention CAREshop	—	5250 cedis			
Control LCS Eastern/Volta	—	4742 cedis	-10% (compared to CAREshop)		
Control LCS Western	—	7185 cedis	+37% (compared to CAREshop)		
Outcome Indicator: Median cost for URTI treatment					
Intervention CAREshop	—	8000 cedis			
Control LCS Eastern/Volta	—	7500 cedis	-6% (compared to CAREshop)		
Control LCS Western	—	7500 cedis	-6% (compared to CAREshop)		
Service Characteristic & Access Dimension: Quality of Services (Appropriateness of Recommendations)					
Outcome Indicator: % of encounters where appropriate antimalarial for simple malaria was sold					
Intervention	27%	35%	+30%	Government training on malaria in Western Region	Baseline

Subject	Baseline	Endline	Progress (% change)	Explanation	Details
CAREshop				may have influenced results there.	August 2003
Control LCS Eastern/Volta	26%	45%	+73%		Intervention 38 CAREshops designates Eastern/Volta Regions
Control LCS Western	—	50%	+43% (compared to CAREshop)		Control 90 LCS in Eastern/Volta Regions Endline October–November 2004 Intervention 50 CAREshops Eastern/Volta Regions Control 55 LCS in Eastern/Volta Regions 46 LCS in Western Region <ul style="list-style-type: none"> • Pre–post comparison of CAREshop outlets and controls in Eastern/Volta Regions • Post–only comparison with another group of chemical seller shops in Western Region
Outcome Indicator: % of malaria encounters where any antimalarial was sold					
Intervention CAREshop	50%	62%	+24%		
Control LCS Eastern/Volta	58%	55%	–5%		
Control LCS Western	—	63%	+2% (compared to CAREshop)		
Outcome Indicator: % of malaria encounters where any antimalarial was sold exactly according to standard treatment guidelines					
Intervention	18%	18%	0%	Though CAREshops showed increases in the	

Subject	Baseline	Endline	Progress (% change)	Explanation	Details
CAREshop				percentage of encounters that resulted in the sale of an antimalarial, too few attendants are following standard treatment guidelines. Additional training, supervision, and monitoring are necessary in this area.	
Control LCS Eastern/Volta	11%	10%	-9%		
Control LCS Western	—	13%	-28% (compared to CAREshop)		
Outcome Indicator: % of encounters where the attendant did NOT refer the client to a health center or physician (malaria)					
Intervention CAREshop	68%	79%	+16%	An increase in the number of clients that were not referred is a positive sign and consistent with training, showing that attendants may have more confidence in their knowledge to treat; controls also had improvement, which may be due to a spin-off effect.	
Control LCS Eastern/Volta	68%	79%	+16%		
Control LCS Western	—	94%	+19% (compared to CAREshop)		
Outcome Indicator: % of encounters where an antibiotic was NOT sold for URTI					
Intervention CAREshop	—	100%		CAREshop training emphasizes the inappropriateness of dispensing antibiotics for URTI, so these results are encouraging.	Baseline None <hr/> Endline October–November 2004 Intervention 50 CAREshops Eastern/Volta Regions Control 55 LCS in Eastern/Volta Regions 46 LCS in Western Region • Post-only comparison of CAREshop outlets with another group of chemical seller shops in Western Region
Control LCS Eastern/Volta	—	91%	-9% (compared to CAREshop)		
Control LCS Western	—	90%	-10% (compared to CAREshop)		
Outcome Indicator: % encounters where the attendant did NOT refer the client to a health center or physician (URTI)					
Intervention	—	83%		Rates of referrals for URTI are less than for malaria,	

Subject	Baseline	Endline	Progress (% change)	Explanation	Details
CAREshop				but there is still room for improvement.	
Control LCS Eastern/Volta	—	85%	+2% (compared to CAREshop)		
Control LCS Western	—	97%	+17% (compared to CAREshop)		
Service Characteristic & Access Dimension: Quality of Services (Dispensing Communications)					
Outcome Indicator: % of encounters where attendant provided instruction to patient/caregiver on how to take/give medication (malaria)					
Intervention CAREshop	94%	85%	-10%	Results were mixed regarding dispensing communications. CAREshop attendants almost always gave instructions on how to take medicines, but there was a moderate decrease from baseline in the malaria scenario.	<p>Baseline August 2003 (malaria scenario only)</p> <p>Intervention 38 CAREshops designates Eastern/Volta Regions</p> <p>Control 90 LCS in Eastern/Volta Regions</p> <hr/> <p>Endline October–November 2004</p> <p>Intervention 50 CAREshops Eastern/Volta Regions</p> <p>Control 55 LCS in Eastern/Volta Regions 46 LCS in Western Region</p> <p>For malaria scenario:</p> <ul style="list-style-type: none"> • Pre–post comparison of CAREshop outlets and controls in Eastern/Volta Regions • Post–only comparison with
Control LCS Eastern/Volta	94%	83%	-12%		
Control LCS Western	—	79%	-7% (compared to CAREshop)		

Subject	Baseline	Endline	Progress (% change)	Explanation	Details
					another group of chemical seller shops in Western Region
Outcome Indicator: % encounters where attendant provided instruction to patient/caregiver on how to take/give medication (URTI)					
Intervention CAREshop	—	96%			For URTI scenario: Post-only comparison of CAREshop outlets and controls in Eastern/Volta Regions with another group of chemical seller shops in Western Region
Control LCS Eastern/Volta	—	76%	-21% (compared to CAREshop)		
Control LCS Western	—	82%	-15% (compared to CAREshop)		
Outcome Indicator: % encounters where attendant asked for more information about the condition presented (symptoms for malaria)					
Intervention CAREshop	59%	65%	+10%		
Control LCS Eastern/Volta	26%	52%	+100%		
Control LCS Western	—	27%	-59% (compared to CAREshop)		
Outcome Indicator: % encounters where attendant asked for more information about the condition presented (symptoms for URTI)					
Intervention CAREshop	—	65%			
Control LCS Eastern/Volta	—	65%	0% (compared to CAREshop)		
Control LCS Western	—	28%	-57% (compared to CAREshop)		
Outcome Indicator: % encounters where attendant gave information on possible problems with medication (malaria)					
Intervention CAREshop	—	15%		Few attendants anywhere gave information on possible adverse reactions, but CAREshop attendants were slightly better than LCS attendants.	
Control LCS Eastern/Volta	—	3%	-80% (compared to CAREshop)		
Control LCS Western	—	3%	-80% (compared to CAREshop)		

Subject	Baseline	Endline	Progress (% change)	Explanation	Details
Western			CAREshop)		
Outcome Indicator: % encounters where attendant gave information on possible problems with medication (URTI)					
Intervention CAREshop	—	9%		Shop owners were present during endline data collection only 34% of the time, which may have affected the quality of dispensing communication results.	
Control LCS Eastern/Volta	—	0%	-100% (compared to CAREshop)		
Control LCS Western	—	7%	-22% (compared to CAREshop)		
Service Characteristic & Access Dimension: Quality of Products					
Outcome Indicator: % products stocked that were registered with the Ghana drug registration authority					
Intervention CAREshop	—	50%		Quality of medicines, as measured by the number of unregistered products available, remains a problem in all shops. Unregistered drugs are cheaper and because they are heavily advertised on the radio, customer demand is high.	Baseline None
Control LCS Eastern/Volta	—	50%	0% (compared to CAREshop)		
Control LCS Western	—	47%	-6% (compared to CAREshop)		
Endline October–November 2004 Intervention 50 CAREshops Eastern/Volta Regions Control 55 LCS in Eastern/Volta Regions 46 LCS in Western Region <ul style="list-style-type: none"> • Post-only comparison of CAREshop outlets and controls in Eastern/Volta Regions with another group of chemical seller shops in Western Region 					
Service Characteristic & Access Dimension: Acceptability/Satisfaction					
Outcome Indicator: % of customers who expressed satisfaction with service (Customer rating of overall quality of experience)					
Intervention CAREshop	—	Average: 5% Good: 84%	CAREshops received excellent satisfaction		To ascertain customer perception of service based on fulfillment of

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		Excellent: 10%	ratings from 10% of customers compared with only 1% and 2% in the control regions.		<p>pre-determined criteria</p> <hr/> <p>Baseline N/A</p> <p>Endline October–November 2004</p> <p>Intervention 50 CAREshops Eastern/Volta Regions</p> <p>Control 55 LCS in Eastern/Volta Regions 46 LCS in Western Region</p> <p>Post-only comparison of CAREshop outlets and controls in Eastern/Volta Regions with another group of chemical seller shops in Western Region</p>