

<b>Objective 2.1 Ghana—Improve mission health sector pharmaceutical supplies and services</b>				
<b>Service Characteristic &amp; Access Dimension: Quality of Products and Availability</b>				
<b>Outcome Indicator: % of drugs registered</b>				
<b>Subject</b>	<b>Baseline</b>	<b>Endline</b>	<b>Progress (% change)</b>	<b>Details</b>
Intervention Catholic	—	82%	+19% (compared to controls)	<b>Pooled Procurement program evaluation sample group</b>  Intervention Group: Catholic facilities that were targeted to participate in the program, along with catholic drug distribution centers. (26 facilities in baseline; 28 facilities in endline)  Control Group: Public hospital facilities, regional drug distribution centers (7 facilities in baseline; 9 facilities in control)  Baseline evaluation conducted in October 2002  Endline evaluation conducted in January 2005
Control public	—	69%		
<b>Outcome Indicator: % of a set of 20 tracer items in stock</b>				
Intervention Catholic	78%	78%	0%	
Control public	81%	64%	-21%	
<b>Outcome Indicator: % of customers who expressed satisfaction with drug availability from supplier</b>				
Intervention Catholic	—	Poor: 8% Average: 39% Good: 47% Excellent: 6%		
Control public	—	Average: 20% Good: 80%		
<b>Service Characteristic &amp; Access Dimension: Affordability</b>				
<b>Outcome Indicator: Average % difference in median patient prices for a set of tracer items</b>				
Intervention Catholic	378 cedis	1084 cedis	+187% (33% more than controls)	Supplier prices also increased, indicating that facilities were charged more to purchase the products at endline than at baseline.
Control public	239 cedis	814 cedis	+241%	
<b>Outcome Indicator: Average % difference in median supplier prices for a set of tracer items</b>				

Subject	Baseline	Endline	Progress (% change)	Details
Intervention Catholic	192 cedis	655 cedis	+241% (2% less than controls)	
Control public	171 cedis	668 cedis	+291%	
<b>Outcome Indicator: % of customers who expressed satisfaction with drug prices</b>				
Intervention Catholic	—	Affordable: 91% Expensive: 9%	11% more Catholic customers than public customers thought prices were affordable	
Control public	—	Affordable: 80% Expensive: 20%		
<b>Service Characteristic &amp; Access Dimension: Satisfaction/Acceptability</b>				
<b>Outcome Indicator: Overall quality of services from your supplier</b>				
Intervention Catholic	—	Average: 43% Good: 49% Excellent: 9%	22% fewer Catholic customers rated services <i>good</i> or <i>excellent</i> .	
Control public	—	Average: 20% Good: 70% Excellent: 10%		
<b>Outcome Indicator: Orders processed in a timely manner by supplier</b>				
Intervention Catholic	—	Always: 20% Most of the time: 57% Sometimes: 23%	7% more Catholic customers rated order processing as <i>always</i> timely or <i>most of the time</i> .	
Control public	—	Always: 10% Most of the time: 60% Sometimes: 30%		

Subject	Baseline	Endline	Progress (% change)	Details
<b>Outcome Indicator: Frequency with which items ordered matched items received by supplier</b>				
Intervention Catholic	—	Always: 19% Most of the time: 42% Sometimes: 36% Never: 3%	11% more Catholic customers rated order matched as <i>always</i> or <i>most of the time</i> ; 19% said <i>always</i> , while 0% of public customers said <i>always</i> .	
Control public	—	Most of the time: 50% Sometimes: 50%		
<b>Outcome Indicator: Supplier responsiveness to problems</b>				
Intervention Catholic	—	Always: 55% Most of the time: 27% Sometimes: 3% Never: 15%	15% more Catholic customers rated responsiveness to problems as <i>always</i> or <i>most of the time</i> .	
Control public	—	Always: 56% Most of the time: 11% Sometimes: 22% Never: 11%		
<b>Service Characteristic &amp; Access Dimension: Service quality</b>				
<b>Outcome Indicator: Average number of medicines prescribed per encounter (malaria)</b>				
Intervention Catholic DTC	3.7	3.3	-11%	Intervention Group: Five Catholic hospital facilities participating in the DTC program.  Control Group: Five public facilities and five catholic hospital facilities not participating in the DTC program. All facilities in this sample group were also surveyed for the pooled procurement program.  Baseline evaluation conducted in October 2002  Endline evaluation conducted in January 2005
Control Catholic	3.4	3.3	-3%	
Control public	3.7	3.5	-5%	
<b>Outcome Indicator: Average number of medicines prescribed per encounter (hypertension)</b>				
Intervention	3.5	3.0	-14%	

Subject	Baseline	Endline	Progress (% change)	Details
Catholic DTC				
Control Catholic	3.0	2.9	-3%	
Control public	3.4	3.5	+3%	
<b>Outcome Indicator: % of medicines prescribed by generic name (malaria)</b>				
Intervention Catholic DTC	29%	30%	+4%	
Control Catholic	17%	21%	+24%	
Control public	43%	26%	-40%	
<b>Outcome Indicator: % of medicines prescribed by generic name (hypertension)</b>				
Intervention Catholic DTC	47%	50%	+6%	
Control Catholic	58%	52%	-10%	
Control public	46%	44%	-4%	
<b>Outcome Indicator: % of medicines prescribed for treatment that were dispensed (malaria)</b>				
Intervention Catholic DTC	89%	98%	+12%	
Control Catholic	99%	100%	+1%	
Control public	41%	74%	+81%	
<b>Outcome Indicator: % medicines prescribed for treatment that were dispensed (hypertension)</b>				
Intervention Catholic DTC	83%	92%	+11%	
Control Catholic	96%	93%	-3%	
Control	41%	51%	+24%	

Subject	Baseline	Endline	Progress (% change)	Details
public				
<b>Outcome Indicator: % encounters prescribing any antimalarial in 2000 STGs for treatment of malaria</b>				
Intervention Catholic DTC	97%	81%	-17%	The reduced use of antimalarials from the 2000 STGs may be due to an increase in the use of the antimalarials recommended in the 2005 STGs. Artemether became the new first-line treatment for malaria in Ghana starting in 2005. The records reviewed in this study were dated through December 2004, when the new guidelines were not yet in place. However, the new medicines were already becoming available in facilities and clearly were being used.
Control Catholic	90%	75%	-17%	
Control public	95%	76%	-20%	
<b>Outcome Indicator: % encounters prescribing any hypertensive in 2000 STGs for treatment of hypertension</b>				
Intervention Catholic DTC	93%	93%	0%	
Control Catholic	92%	84%	-9%	
Control public	99%	92%	-7%	