

Applying Co-creation approach to improve quality and accessibility of health services in local health systems in Benin: methods and learnings

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Introduction

The problem: The classic methods used to involve system players have shown their effectiveness to be hard to convince.

The objective: In Benin, local partners of the Belgian NGO MEMISA initiated co-creation to improve quality and access to healthcare

Methods

Co-creation:

Pilar 1: Mix of actors including research institution and facilitator systemic learning process - 23 people involved (local health authorities, users, providers, researchers).

Pilar 2: “We sell, we buy” approach and multipolar performance for needs assessment of parties

Pilar 3: Data and evidence driven co-creation

Results

- Identification of root causes of poor quality and accessibility of care
- Clarification of the objectives, values, services and context of MEMISA's institutional partners and the health districts.
- Action plan based on the priorities problems and needs the different stakeholders, supported by a learning agenda.
- Follow-up of implementation of the action plan

Conclusion

This co-creation process mobilized local health systems actors in Benin for an in-depth analysis of the problems they are facing and yielded a collective action to solve them.

