

Service delivery redesign to improve maternal & newborn health outcomes: a cross-case analysis

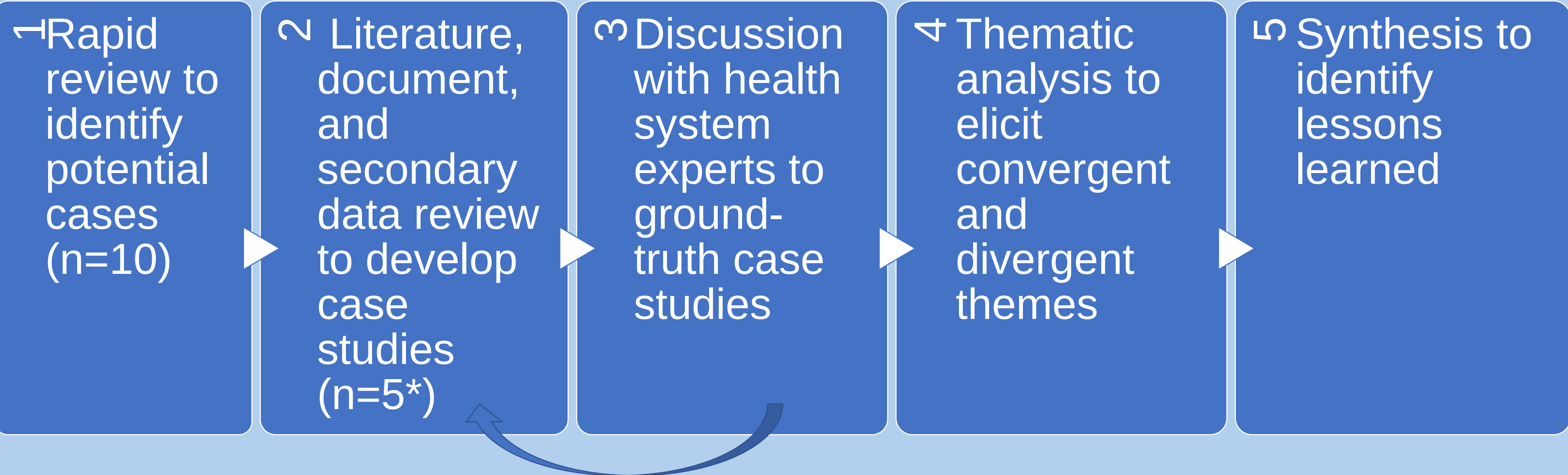
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Objective: Understand how system reorganisation has been used in practice. Identify lessons and best practices for service delivery redesign at scale.

Design: Service delivery redesign is the intentional reorganization of a health system to improve quality and outcomes. Though explicitly proposed as a quality improvement strategy in 2018, countries have used health system organization and reorganization as a lever to improve health before.

Methods:



Results: The state of Kerala in India, the Upazila system in Bangladesh, Chile, Morocco, and Namibia were selected for inclusion

Converging themes

Increase births in CEmONC facilities

- 1 Lagging maternal and newborn health outcomes in the context of socio-economic progress
- 2 Codifying in legislation, maternal policies and programs
- 3 Women empowerment

Diverging themes

Design for context

- 1 Specific policies for hard to reach & rural populations
- 2 Financial measures
- 3 Role of primary care
- 4 Role of midwives

Conclusion: This comparative cross-case analysis reviews the key elements of service delivery redesign in those five locations that led to maternal and newborn mortality rates decline in the hope to derive lessons that can apply to other countries that may consider applying the principles of service delivery redesign as a way to address poor maternal and newborn health outcomes.