

## Case Study

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# Gates Foundation Uses Premise to Monitor Vaccine Service Delivery in Areas of Poor System Performance

## Challenge

In order to improve immunization coverage, the Bill and Melinda Gates Foundation, as well as Gavi, the Vaccine Alliance, sought to support the Democratic Republic of Congo's Expanded Program on Immunization in identifying where service deficiencies were likely driving immunization deficits, specifically in Kinshasa. The ability to provide equitable access to immunizations with a high level of care rested upon a clear understanding of what services and resources were available, where to find them, and any potential barriers to accessing them.

## Solution

The EPI and their consulting partner, Acasus, used the Premise Platform across three sequential data collection tasks. First, they expanded their health facility registry by mapping private sector facilities in Kinshasa Province. Second, they tasked Contributors with visiting these facilities in order to enrich their data on each facility's attributes (including the availability of vaccines and schedule of immunization sessions). Lastly, they used Premise to monitor immunization sessions and perform exit interviews and household visits.

Throughout the three phases, Contributors were asked to:

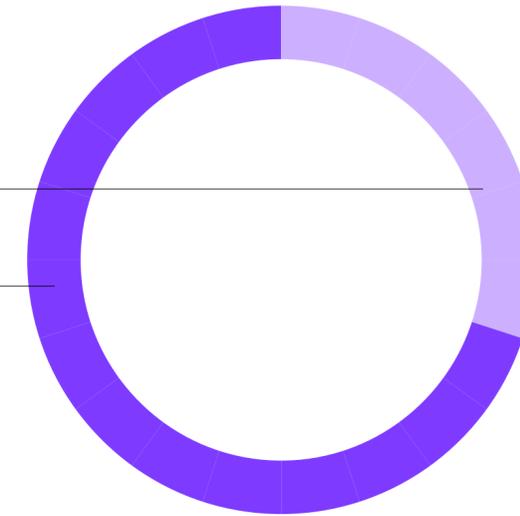
- Take photos of health facilities and document names and service hours
- Interview health facility staff in order to record vaccine availability, taking photos of vials as proof
- Validate that vaccine refrigerators and their voltage regulators were still on site and functional
- Observe immunization sessions to measure vaccine service reliability
- Ask child caretakers about factors related to patient satisfaction, e.g. cleanliness and fees

## Findings

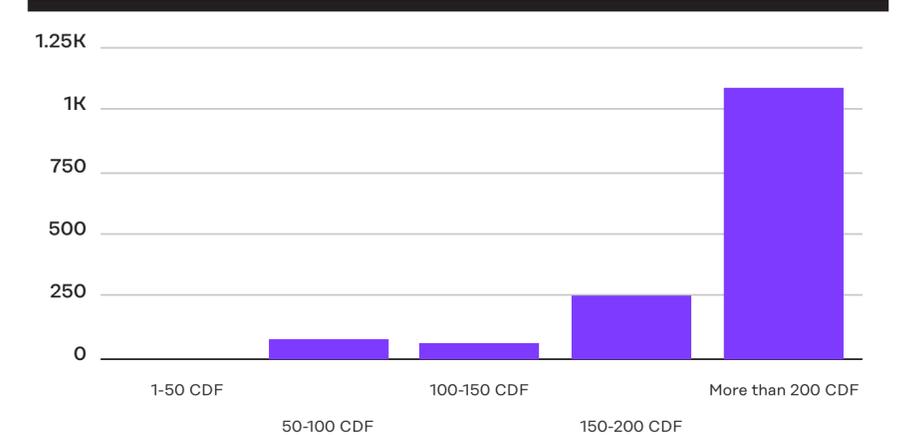
Premise Contributors identified 650 health facilities that were otherwise not a part of the client dataset. Contributors helped document service hours and vaccine availability at 782 health facilities and documented cold storage availability. Over the course of three months, Contributors monitored 1,635 immunizations at more than 250 facilities and conducted over 2,500 interviews with caregivers. Results showed that 70% of caregivers paid for their child's vaccination card despite policy against charging for such services.

Did you pay for the vaccination card?

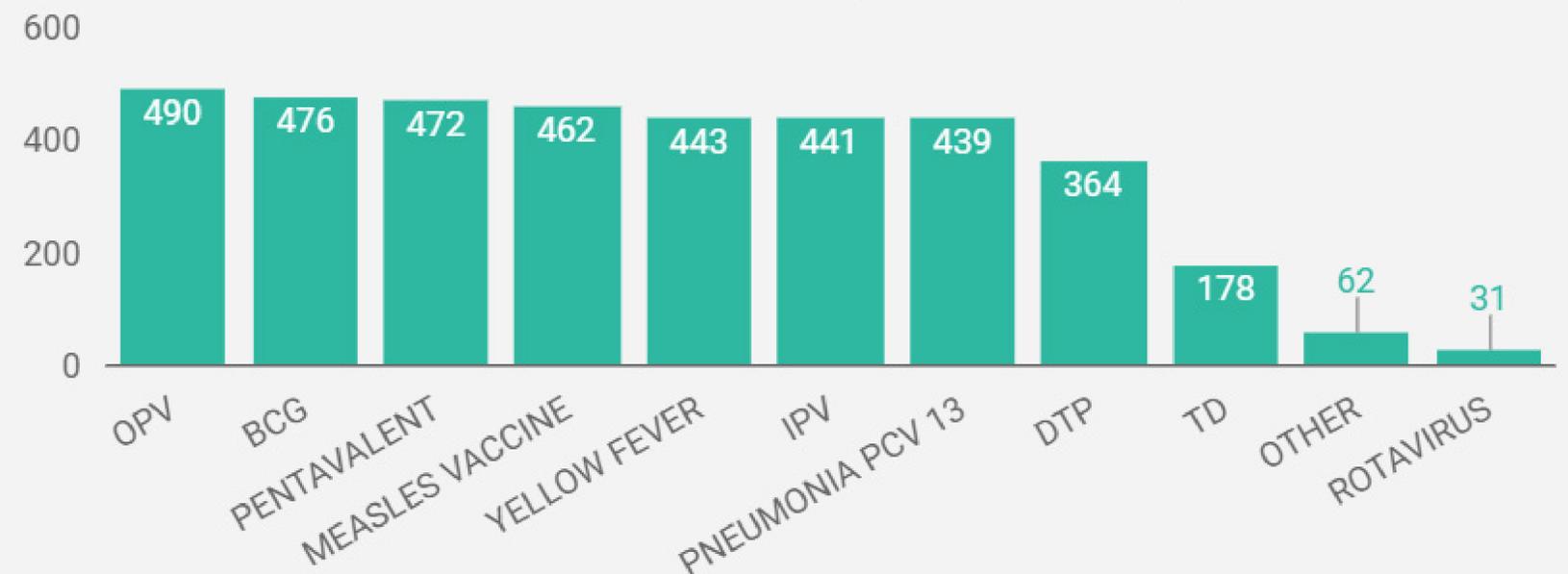
No 30.5%  
Yes 69.5%



How much did you pay for the card?



Vaccines offered by different facilities





## Implications

Equipped with these observations from the Premise platform, the client was able to:

- Harmonize the discovered health facility data with prior datasets
- Gauge perceptions of health facility quality and vaccine awareness
- Understand which health facilities were performing better than others in order to initiate improvements and work toward equitable access and a higher standard of care

### About Premise

Premise is a crowdsourced insights company. Our technology connects communities of global smartphone users to source actionable data in real-time, cost-effectively, and with the visibility you need. In more than 125 countries and 37 languages, we find Data for Every Decision™.

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