

## Management Summary Evaluation of the Health projects in Mali - December 2005

“To promote quality health care with the help of medical image technologies to come to a good diagnosis,” was the reason given by an end-user to participate in a Health project.

The health sector was the main focus of the Monitoring & Evaluation (M&E) programme in Mali during the last months of 2005. This is the management summary of the evaluation report of two of the three Health projects. The two projects are IKON – a project for teleradiology and Keneya Blown – a Malian network for the exchange of medical information between hospitals. In total 61 end-users filled in questionnaires to provide us with their opinions and perceived impact. In September and October IICD’s local M&E partner, Porpé Daou, collected the data by visiting the doctors, nurses and pharmacists who are the direct users of the projects.



### Satisfaction

The end-users of the Health projects are very satisfied with the courses, the quality of the services and the information provided by the projects. They are less satisfied with the costs of the service, which was discussed as a theme at the Focus Group meeting. During the meeting, which was attended by both project owners and training partners, it was agreed that most end-users were particularly not satisfied with the costs of the internet connection. The project owners made several suggestions for lowering those costs.

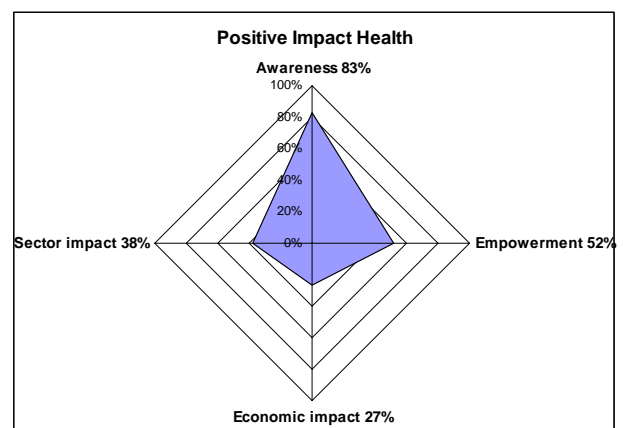
It is encouraging to note that more than half of the end-users of the projects use the project daily or weekly. At the same time, we might wonder why only one quarter of the users draws on the project less than once a month. This group of users all live in a provincial town. During the Focus Group meeting, the project owners agreed that a reduction of the internet costs will stimulate a more frequent use, as well as the availability of

internet and the availability of electronic materials.

It is expected that the proposed solutions to lower the internet costs will lead to a more regular use of the services of the projects. On the longer term this regular use of the services in the hospitals will lead to recognition of the projects by the authorities. If this results into successful integration of the ICT services in the hospitals, the effect will in turn be higher appreciation of the end-users.

### Impact

The percentage of end-users that indicate to be more aware of the potentials of ICTs because of the project is high (83%). This means that users perceive new perspectives with ICTs and the use of information in the Health sector. They see possibilities of ICTs to improve their standard of living and the project has widened their horizon.





Half of the end-users feel empowered (52%). To get a clear understanding as to why half of the end-users feel empowered, we can look at several aspects. The highest score is for improved skills with 73% indicating to have acquired useful ICT skills. Other aspects are more self-confidence, increased influence on decision making, and the ability to help others. Noticeable is the low score on increased status or social position. Only 32% indicates that since they are participating in the project others have more respect for them. Apparently the end-users don't feel their status is improved and the project is recognised in their surroundings. How come? During the Focus Group meeting the project owners took note of this result and became

aware of the situation. They proposed three types of action to improve the sense of status because of the project: officially acknowledging participation in the project, publicising about the project for a wider audience and improving the perception of the users of the project.

The economic impact and sector impact can both be improved. It must be noted personal economic impact is not the main goal in the Health sector. The impact on the Health sector corresponds to the effects of the projects on the medical patient records and the improvement of health care.

The Focus Group meeting made a contribution to the understanding of the views of the end-users and suggestions for improvements were made. It is expected that the projects will still mature and the percentage of 38% of sector impact will augment accordingly.

#### More information

For information about IICD and Monitoring & Evaluation, visit [www.iicd.org/evaluation](http://www.iicd.org/evaluation) or contact us at [information@iicd.org](mailto:information@iicd.org). The online M&E system can be viewed at <http://www.survey.iicd.org>.

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*The International Institute for Communication and Development (IICD) assists developing countries to realise locally owned sustainable development by harnessing the potential of information and communication technologies (ICTs). IICD realises its mission through two strategic approaches. First, Country Programmes bring local organisations together and help them to formulate and execute ICT-supported development policies and projects. The approach aims to strengthen local institutional capacities to develop and manage Country Programmes, which are currently being implemented in Bolivia, Burkina Faso, Ghana, Ecuador, Jamaica, Mali, Tanzania, Uganda and Zambia. Second, Thematic Networking links local and international partners working in similar areas, connecting local knowledge with global knowledge and promoting South-South and South-North exchanges. Thematic Networking focuses on sectors and themes like education, health, governance, the environment, livelihood opportunities (especially agriculture), and training. These efforts are supported by various information and communication activities provided by IICD or its partners. IICD is an independent non-profit foundation, established by the Netherlands Ministry for Development Cooperation in 1997. Its core funders include the Directorate-General for Development Cooperation (DGIS), the UK Department for International Development (DFID) and the Swiss Agency for Development and Cooperation (SDC).*

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