

Community Scorecard

Developed twice a year, this scorecard captures community and health provider perceptions for a given state. Respondents are asked about the services, conditions, health workers, facility operations and quality of their local health facility. We display part of the scorecard, which shows the summary scores from community and health provider responses across all indicators. Typically, the scorecards are sorted from highest to lowest for the average of all questions.

MNCH2 COMMUNITY SCORECARD | All Communities & All Questions Community responses – sorted by LGA

	Community	Availability of healthcare workers	Attitude of healthcare workers	Availability of drugs	Water	Toilets	Sanitation	Security	Opening hours	ANC	Delivery	Immunisation	HTSP	Malaria	Diarrhoea	Other Health Services	General conditions at the clinic	Community Outreach	Waiting times	General satisfaction	All Qs
LGA 1	1	51%	100%	72%	73%	27%	65%	19%	97%	84%	55%	77%	73%	85%	82%	94%	59%	68%	85%	62%	70%
LGA 1	2	67%	92%	62%	35%	26%	100%	0%	100%	98%	98%	100%	60%	100%	59%	100%	100%	100%	100%	67%	77%
LGA 2	3	60%	100%	95%	25%	62%	86%	80%	92%	63%	57%	100%	78%	80%	100%	93%	51%	74%	71%	50%	75%
LGA 2	4	33%	100%	23%	7%	25%	100%	48%	83%	83%	91%	100%	84%	100%	83%	91%	9%	93%	33%	51%	65%
LGA 3	5	63%	100%	69%	50%	79%	92%	48%	94%	100%	58%	100%	83%	98%	83%	76%	59%	85%	68%	77%	78%
LGA 3	6	41%	98%	41%	100%	96%	87%	68%	80%	47%	63%	94%	87%	71%	69%	69%	62%	100%	68%	64%	74%
LGA 4	7	88%	91%	93%	84%	52%	94%	82%	100%	100%	77%	100%	94%	100%	89%	91%	67%	90%	99%	56%	87%
LGA 4	8	72%	97%	78%	65%	75%	67%	60%	86%	89%	87%	91%	73%	91%	71%	88%	57%	96%	94%	97%	81%

SUMMARY MEASURES

Community	Services	Conditions	Health workers	Facility operations	Quality	
LGA 1	1	79%	56%	75%	69%	74%
LGA 1	2	88%	65%	80%	76%	83%
LGA 2	3	82%	56%	80%	76%	60%
LGA 2	4	90%	35%	67%	68%	42%
LGA 3	5	85%	70%	81%	78%	72%
LGA 3	6	71%	86%	69%	76%	66%
LGA 4	7	93%	74%	90%	87%	77%
LGA 4	8	84%	66%	85%	78%	96%

MNCH2 COMMUNITY SCORECARD | All Communities & All Questions Healthcare Worker responses – sorted by LGA

	Community	Availability of healthcare workers	Attitude of healthcare workers	Availability of drugs	Water	Toilets	Sanitation	Security	Opening hours	ANC	Delivery	Immunisation	HTSP	Malaria	Diarrhoea	Other Health Services	General conditions at the clinic	Community Outreach	All Qs
LGA 1	1	50%	100%	77%	83%	7%	50%	0%	100%	94%	50%	73%	76%	82%	76%	100%	48%	55%	66%
LGA 1	2	67%	100%	67%	33%	33%	100%	0%	100%	100%	67%	100%	67%	100%	67%	100%	100%	100%	76%
LGA 2	3	67%	100%	100%	33%	100%	100%	67%	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	90%
LGA 2	4	100%	100%	67%	0%	100%	100%	33%	100%	100%	100%	100%	100%	100%	100%	100%	33%	100%	84%
LGA 3	5	37%	100%	52%	37%	93%	96%	41%	96%	100%	52%	100%	96%	81%	81%	74%	37%	93%	75%
LGA 3	6	61%	100%	39%	100%	89%	83%	67%	100%	44%	44%	100%	61%	100%	100%	89%	67%	94%	79%
LGA 4	7	92%	100%	100%	75%	46%	100%	67%	100%	100%	67%	100%	89%	100%	67%	100%	70%	67%	85%
LGA 4	8	100%	100%	67%	67%	67%	67%	33%	100%	100%	100%	100%	67%	100%	100%	100%	67%	100%	84%

SUMMARY MEASURES

Community	Services	Conditions	Health workers	Facility operations	
LGA 1	1	79%	47%	75%	65%
LGA 1	2	86%	67%	83%	76%
LGA 2	3	100%	75%	83%	91%
LGA 2	4	100%	58%	100%	82%
LGA 3	5	84%	66%	69%	75%
LGA 3	6	77%	85%	81%	79%
LGA 4	7	89%	73%	96%	83%
LGA 4	8	95%	67%	100%	82%

KEY: ■ 85-100% ■ 70-84% ■ 40-69% ■ 0-39%

CASE STUDY

According to the Community Scorecard, community perceptions of health timing and spacing of pregnancy in Godowoli Community of Fika Local Government Area, Yobe State were very low. This was attributed to lack of awareness and staff shortages.

This was a great concern for the Facility Health Committee who started by mobilising the community on the importance of child spacing, targeting women of child bearing age. In December of the same year, the Community Scorecard showed that community responses rated healthy timing and spacing of pregnancy services as high.

The Community Scorecard has improved relations between members of the community and health facility staff. "Community Scorecard has helped us identify issues that bother our community with regard to accessing health services in this health facility" said Hajara Saleh, a member of the community.

