

BACKGROUND

High-quality health systems generate health, trust, and economic benefit while responding to changing population needs. Current measurements of health systems fail to capture people’s perspectives at the population level. The People’s Voice Survey (PVS) is a new instrument that measures health system performance from the populations’ perspective. It assesses use of health care as well as people’s experiences, expectations, and confidence in the health system.

METHODS

During December 2024 - January 2025, data were collected from a nationally representative sample of 2,301 adults in Kenya across nine languages (primarily Swahili) via mobile phone or face-to-face surveys. All data are weighted to represent the population.

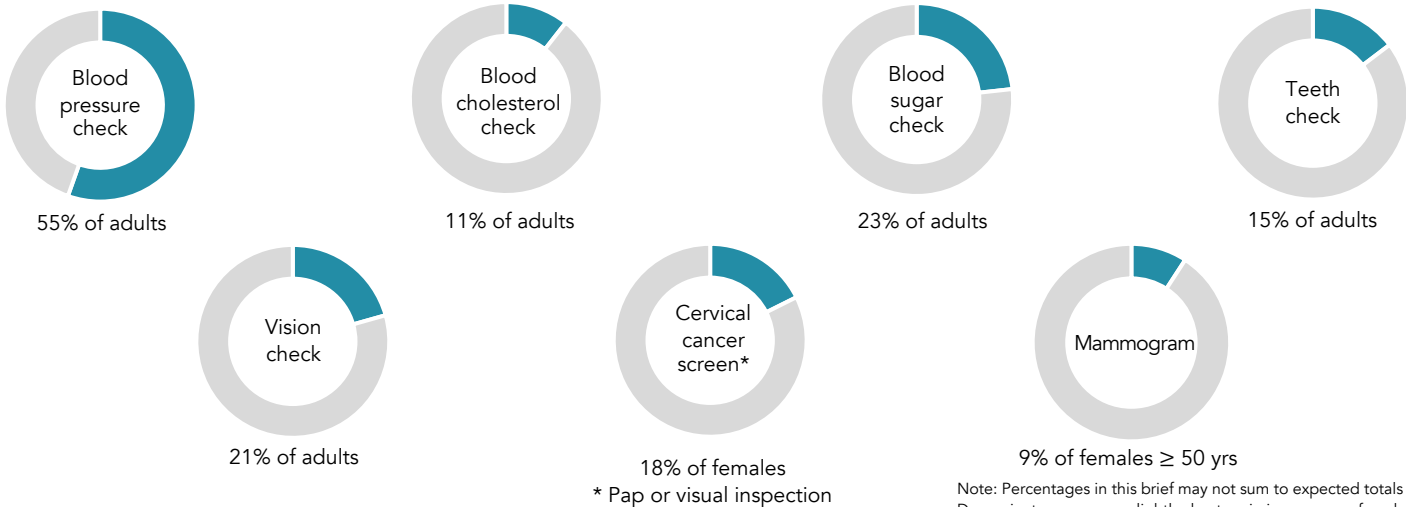
KEY FINDINGS

Health care utilization in past 12 months

Average number of health care contacts (all types)	3.52
Average number of in-person facility visits	2.98
Average number of virtual or telemedicine contacts	0.16
% of respondents who received mental health care (among those with poor or fair mental health)	8.27%
% of all respondents who had an overnight hospital stay	8.60%
% of all respondents with no unmet need for health care	79.28%

Health system competence

Preventative care services: Percent of eligible population who received service in past 12 months



\* Pap or visual inspection

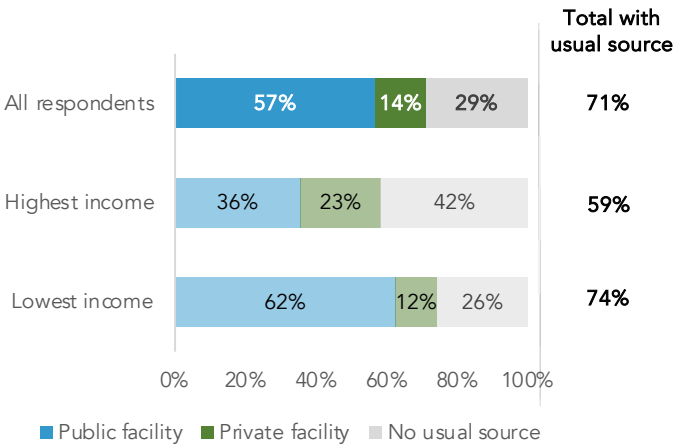
Note: Percentages in this brief may not sum to expected totals due to rounding. Denominators may vary slightly due to missingness or refused responses.

Respondent demographics <sup>1</sup>		Overall (N = 2,301)
Age (median) [Min, Max]		33.0 [18.0, 82.0]
Female		1167 (51.07%)
Urban residency		646 (28.10%)
Education (highest level)	Post-secondary	245 (10.66%)
	Secondary	564 (24.54%)
	Primary	1152 (50.10%)
Household income (monthly)	Highest (≥ Ksh 10K)	675 (29.32%)
	Middle (Ksh 3K – 10K)	772 (33.56%)
	Lowest (< Ksh 3,000)	710 (30.87%)
	Unknown	144 (6.25%)
Health insurance <sup>2</sup>	No insurance	1705 (74.28%)
	Public insurance	509 (22.11%)
	Private insurance	83 (3.61%)

1. Denominators of some items may vary slightly from the full sample size due to missingness.  
2. Public insurance = NHIF only; Private insurance = private only, both NHIF and private, company-provided.

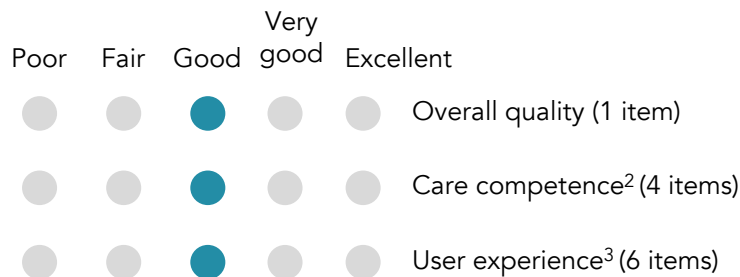
Usual source of care:

Percent with usual health care facility or provider’s group



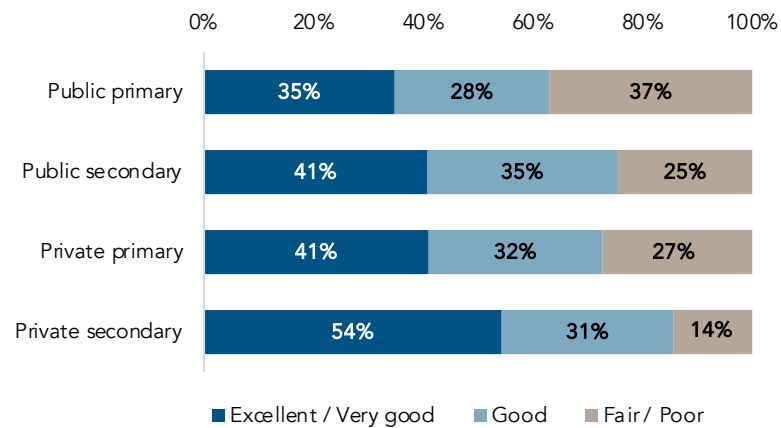
## Care competence and user experience

### Average<sup>1</sup> quality ratings for last health care visit in past 12 months



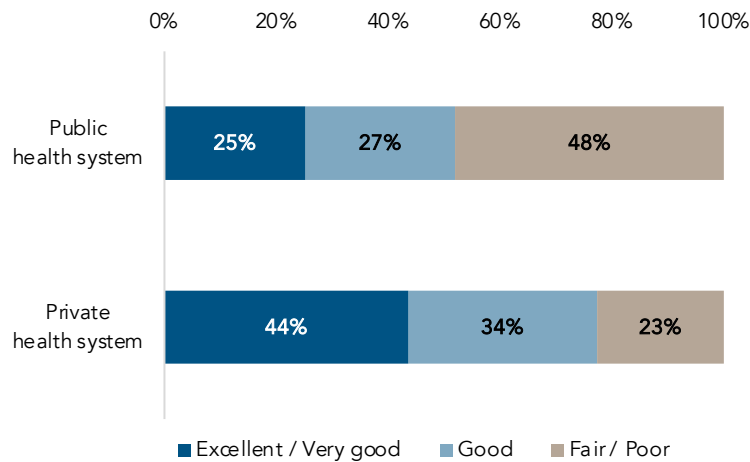
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

### Quality ratings for last health care visit (% of users of facility type in past 12 months)

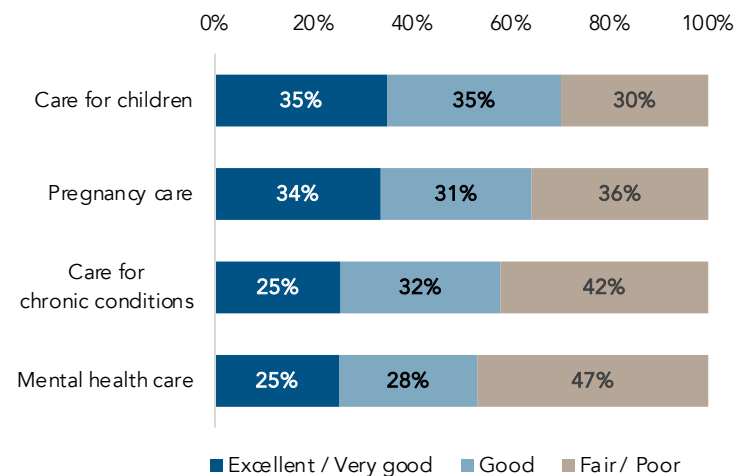


## Health system quality

### Quality ratings of national public and private health systems (% of all respondents)



### Quality ratings of key primary care services provided by government (% of all respondents)

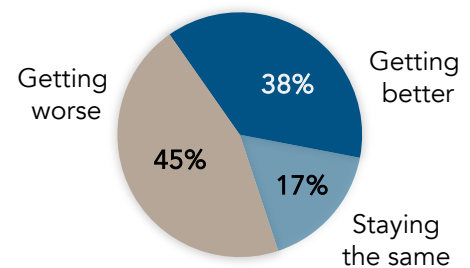


## Confidence in and endorsement of the health system

### Confidence in health system as a whole (% of all respondents): Including public, private, NGO health care facilities/providers

<b>Health security:</b> % very or somewhat confident	Can get good quality care if very sick	75%
	Can afford good quality care if very sick	55%
	Can get and afford good quality care if very sick	50%
<b>Government considers the public's opinion in health system decisions (% of all respondents):</b> % very or somewhat confident		51%
<b>Government's management of the COVID-19 pandemic (% of all respondents):</b> % excellent or very good		40%

### Endorsement: Health system trajectory over past 2 years (% of all respondents)



### Endorsement: Current health system (% of all respondents)

