

## 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 July 2024, data were collected from a nationally representative sample of 2500 adults in Somaliland via mobile phone and face-to-face surveys. All data are weighted to represent the population.

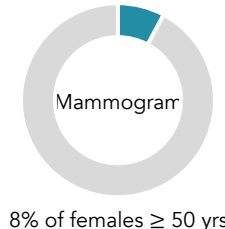
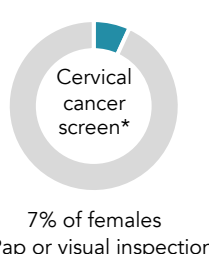
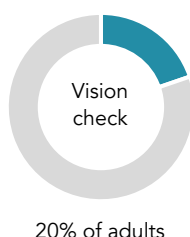
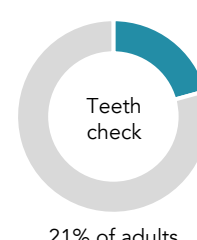
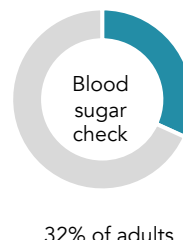
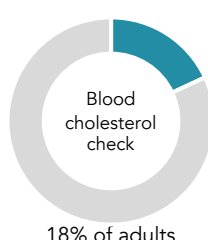
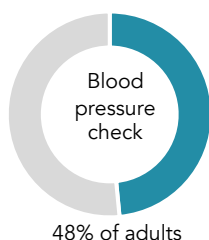
## KEY FINDINGS

### Health care utilization in past 12 months

Average number of health care contacts (all types)	2.98
Average number of in-person facility visits	2.49
Average number of virtual or telemedicine contacts	0.19
% of respondents who received mental health care (among those with poor or fair mental health)	3.07
% of all respondents who had an overnight hospital stay	16.39
% of all respondents with no unmet need for health care	56.70

### Health system competence

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



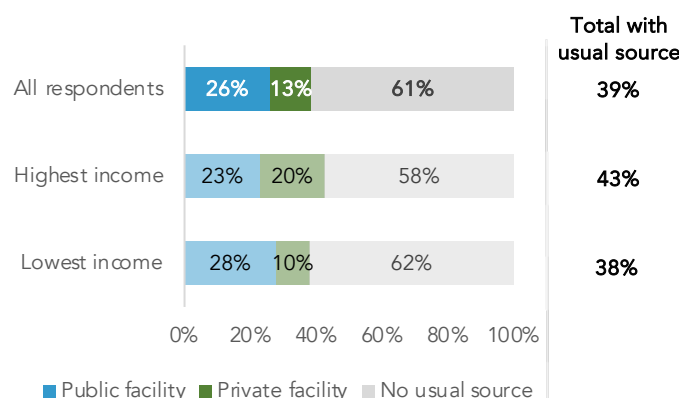
Respondent demographics <sup>1</sup>		Overall (N = 2,500)
Age (median) [Min, Max]		32 [18, 99]
Female		1300 (52%)
Urban residency		899 (35.98%)
Education (highest level)	Post-secondary	221 (8.98%)
	Secondary	205 (8.32%)
	Primary	385 (15.62%)
Household income (monthly)	Highest (≥ 250 USD)	436 (17.43%)
	Middle (100 to <250 USD)	814 (32.57%)
	Lowest (< 100 USD)	1141 (45.66%)
	Unknown	109 (4.35%)
Health insurance <sup>2</sup>	No insurance	2477 (99.08%)
	Public insurance	0
	Private insurance	23 (0.92%)

1. Denominators of some items may vary slightly from the full sample size due to missingness.

2. Private insurance = employer-provided or other private.

#### Usual source of care:

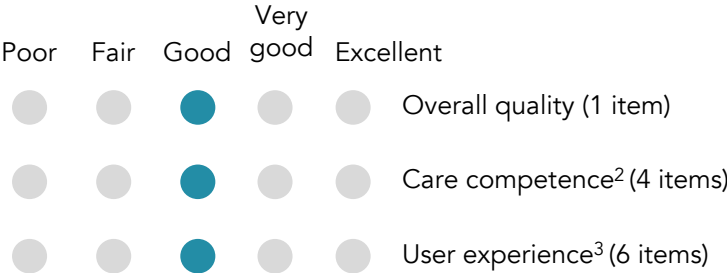
Percent with usual health care facility or provider's group



Note: Percentages in this brief may not sum to expected totals due to rounding.

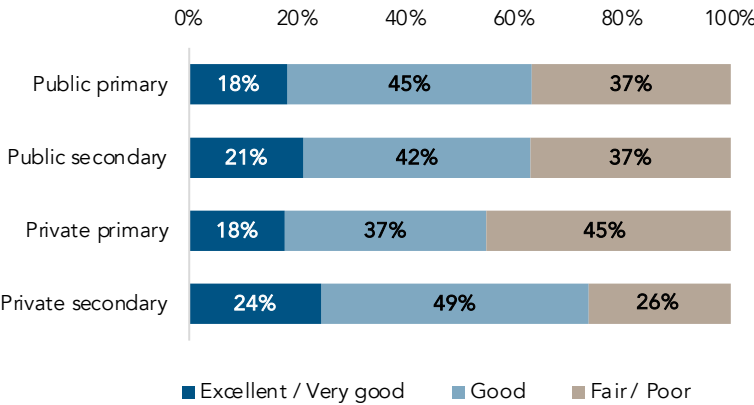
# Care competence and user experience

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



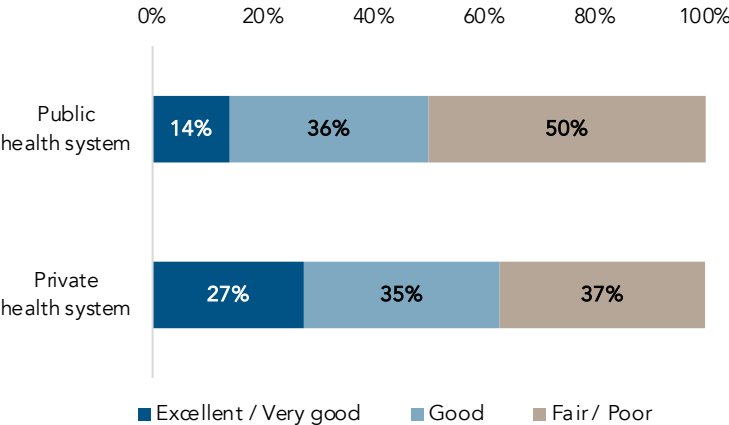
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

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

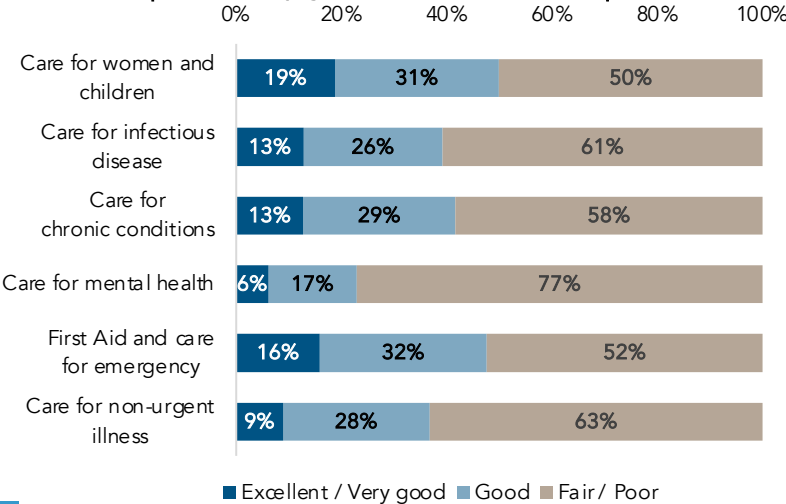


# Health system quality

## 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)

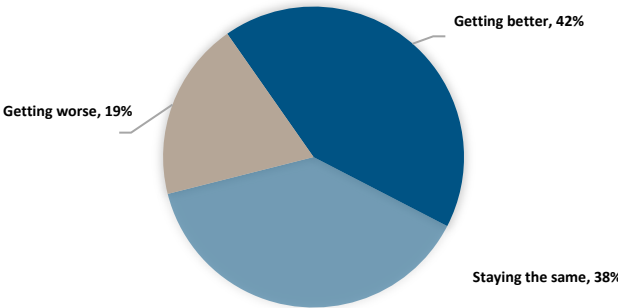


# Confidence in and endorsement of the health system

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

Health security: % very or somewhat confident	Can get good quality care if very sick	72.78
	Can afford good quality care if very sick	61.53
	Can get and afford good quality care if very sick	53.22
Government considers the public's opinion in health system decisions (% of all respondents): % very or somewhat confident		57.42
Government's management of the COVID-19 pandemic (% of all respondents): % excellent or very good		36.33

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



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

