Overcoming service delivery bottlenecks: Safe motherhood in rural Rwanda

Vikki Chambers
Overseas Development Institute

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v.chambers@odi.org.uk
“What works and why?”
Rwanda maternal health: promising results

- Households are increasingly limiting and spacing family size

- Women and men attend the 1st ANC. Both are tested for HIV

- Women give birth at health centres. Many use waiting facilities to avoid accidental home births
How have bottlenecks been overcome?

1. A **coherent local policy environment** has created clear lines of responsibility for service delivery and ensured that DP interventions plug key resource gaps.

*Political commitment in pushing reforms through has been key*
How have bottlenecks been overcome?

2. By enforcing top-down **performance discipline** to ensure providers are answerable for the services they deliver.
   - effective supervision and monitoring
   - consistent incentives (rewards/sanctions).

There are real consequences for poor performance
How have bottlenecks been overcome?

3. By facilitation of collective action arenas

Population participation within local collective action arenas
Lessons from Rwanda

• Focusing on material resources alone can ignore the potential of institutional factors to overcome service-delivery blockages in resource-constrained environments.

• Addressing key service-delivery bottlenecks is not just about ‘supply’ and ‘demand’ but the interaction between the two. Top-down policy drive and grass-roots engagement have both been crucial.

• Collaborative spaces in which actors come together can provide key arenas in which service delivery bottlenecks can be overcome.
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