Exploring Client and Provider Perceptions, Attitudes in different tiers of Health Care: Suggestive implications towards Policy change

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Key Messages:

1. National Health Policy (NHP) is a guiding principle for a country to identify the priority of healthcare needs, allocate resources according to prioritization, and achieve specific healthcare goals.
2. NHP is also an all-inclusive plan that pursues all populations to move on the road to better health.
2. Understanding the perceptions of healthcare policies is crucial for identifying gaps and improving the effectiveness of the healthcare system.
2. Exploring the perceptions of healthcare policies in the context of Bangladesh is essential for evidence-based policy-making and improving healthcare delivery.
4. Capturing the perspectives of both clients and health workers provides a comprehensive analysis of healthcare policies
5. The research findings can inform policy change and drive improvements in the healthcare system

Problem statement

Bangladesh faces various healthcare challenges, including limited resources, uneven distribution of healthcare facilities, and disparities in access to quality healthcare services. Healthcare policies play a crucial role in shaping the delivery and quality of healthcare services by providing guidelines, regulations, and frameworks for healthcare providers and thereby helping to ensure equitable access to healthcare for all individuals. Understanding the perceptions of healthcare policies is essential for identifying gaps, addressing challenges, and improving the effectiveness of the healthcare system. This study explored the knowledge gap and its potential to inform policy development and improvement, its impact on healthcare access and quality, stakeholder engagement, evidence-based decision-making, and contextual relevance. The study's findings enhance the effectiveness and responsiveness of healthcare policies, ultimately improving health outcomes and the overall well-being of individuals in Bangladesh.

Study methods/approach

This was a mixed-methods descriptive research conducted among 385 respondents as the sample. The data tools included quantitative (survey questionnaire) and qualitative tools (In-depth Interview/IDI and FGD) to explore the perceptions of healthcare policies among clients and health workers in different levels of healthcare facilities in Bangladesh.

Key findings

1. Limited Resources and Infrastructure: The research study revealed that inadequate resources and infrastructure in healthcare facilities pose significant challenges in policy implementation. The findings underscore the need for increased investments to enhance the capacity of healthcare facilities and improve service delivery.
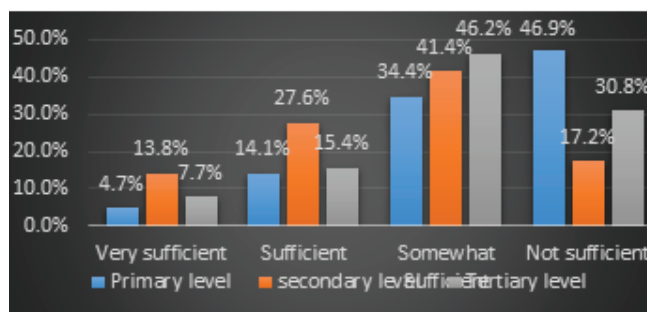

Figure 1Resource allocation at different tiers (n=120)

2. **Disparities in Access:** The study identified differences in access to healthcare facilities based on geographical location, with rural areas facing more significant challenges. Policies should address these disparities by ensuring equitable distribution of healthcare resources and improving transportation infrastructure to enhance accessibility.

Figure 2 Service provider perception NHP 2011(n=265)

3. **Awareness and Understanding of Policies:** Both clients and health service providers expressed a need for more awareness and understanding of existing healthcare policies. This highlights the need for effective communication strategies to disseminate policy information and ensure that critical stakeholders are well-informed.

Figure 3 Client satisfaction in Health care facilities (n=265)

4. **Patient-Friendly Care:** The research study found that policies often neglect the importance of patient-friendly care. It is essential to incorporate patient perspectives in policy formulation and promote a culture of patient-friendly care within healthcare facilities.

5. **Expectations of the clients and health service providers:** These research findings revealed that policies often neglect the expectations of the clients and health service providers. Policies should address these expectations to fulfill the demands of clients and health service providers to improve Bangladesh's health care delivery system.

Recommendations

1. **Strengthening Health Care Infrastructure:** Policymakers should prioritize investment in healthcare infrastructure, particularly at the primary healthcare level, to ensure the availability of necessary resources and facilities for quality healthcare delivery.

2. **Public-private partnership:** can be considered for long-term plans and sustainable policies in all levels of health care facilities. It can facilitate access to health care services, especially in remote areas.

3. **Policy Communication and Awareness Campaigns:** Efforts should be made to improve the communication and dissemination of health care policies to clients and health service providers. This can be achieved through targeted awareness campaigns, utilizing multiple channels, including community engagement and digital platforms.
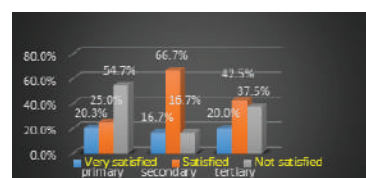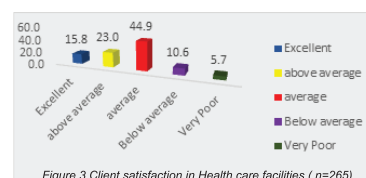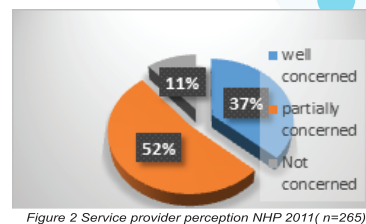
4. **Addressing Geographical Disparities:** Policies should focus on reducing geographical disparities in healthcare access by expanding transportation infrastructure, increasing the reach of healthcare services, and ensuring equitable distribution of resource allocation to underserved areas.

5. **Empowering Health Care Providers:** Policies should emphasize continuous professional development and training for providers, enhancing their knowledge and skills to deliver patient-centered care and ensure better health outcomes.

6. **Access to care & Equity:** Policies should address disparities by ensuring equitable distribution of healthcare resources and access to healthcare facilities based on geographical location and underprivileged clients.

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