



How to measure population perspective on health system performance

Implementation of the People's Voice Survey

Satellite Session, CUGH 2024

Hosted by the [QuEST Network](#)

Thursday, March 7, 1-4pm

Westin Bonaventure - San Bernardino room

Session overview:

During this participatory session, participants will learn best practices in measuring population perspective on health system performance. The session will be oriented around the People's Voice Survey, a new tool recently fielded in 19 high-, middle-, and low-income countries to gauge perceptions of health care quality and population confidence in the health system. Participants will learn key findings emerging from this effort and interpret implications for policy, practice steps in survey implementation, and develop key indicators and headline findings for health system stakeholders.

Session objectives:

- Introduce the PVS purpose, instrument, and methods
- Examine PVS Wave 1 results from 19 countries
- Describe, critique, and practice cutting-edge measures of health system performance from the population perspective

Select presenters:

Prof. Margaret E. Kruk

Director of the QuEST Network
Professor of Health Systems, Harvard T.H. Chan School of Public Health

Prof. Patricia J. García

Principal Investigator, QuEST Latin America at UPCH
Professor, Cayetano Heredia University

Dr. Todd P. Lewis

People's Voice Survey Lead, QuEST Network
Research Associate, Harvard T.H. Chan School of Public Health