Incentive Changes for providers

More productive staff/facilities get paid more
Change in the trade-off between leisure and effort
Autonomous facilities are able to better allocate resources to deficient areas in facility
Supervision and indicators list increase knowledge of provider
Change in the trade-off between higher (formal or informal) user fees and number of patients
Change in the value of being client friendly

Observable changes on the ground

Increased provider effort
- extend the number of hours of service
- increase outreach
- Increased productivity during service hours
- Decreased absenteeism
Better availability of care
Better prepared facility
- Drugs, supplies
- equipment
- transportation
- communications
- facilities
- Staffing level
- Staff training
Provider better informed about
- priority services
- protocol for priority services
- Required equipment
Providers lower formal or informal user fees
More client friendly attitude

Incentive Changes For households

Visit to health center more likely to be productive
Visit is more likely to result in effective treatment
Out of pocket cost of care decreases
Psychological cost decreases

Result
Households more likely to receive better care
Households more likely to use care