

A health check

Kenyan citizens' views and experiences of healthcare policy reforms

This brief explores the issue of recent healthcare policy reforms, including Taifa Care, from the perspective of citizens. The data comes from Twaweza's *Sauti za Wananchi* survey, a nationally-representative, high-frequency mobile phone panel survey of public opinion and citizens' experiences. Further details are available from www.twaweza.org/sauti.

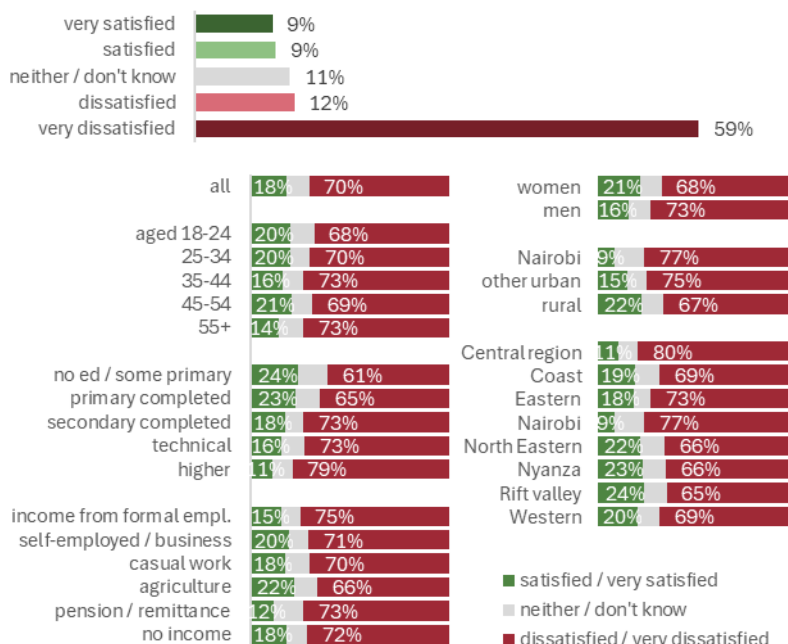
Insight 1. Most citizens are very dissatisfied with the country's implementation of Taifa Care

Seven out of ten citizens (71%) are dissatisfied with the country's implementation of Taifa Care, including well over half (59%) who are very dissatisfied.

Dissatisfaction is broadly shared across demographic groups, though some are a little happier than others. In particular, those with lower levels of education and residents of rural areas are a little less likely than others to be dissatisfied with implementation of the initiative.

Residents of Nairobi and the Central Region are more likely than others to be dissatisfied.

How satisfied are you with the direction the country is headed in implementation of Taifa Care?



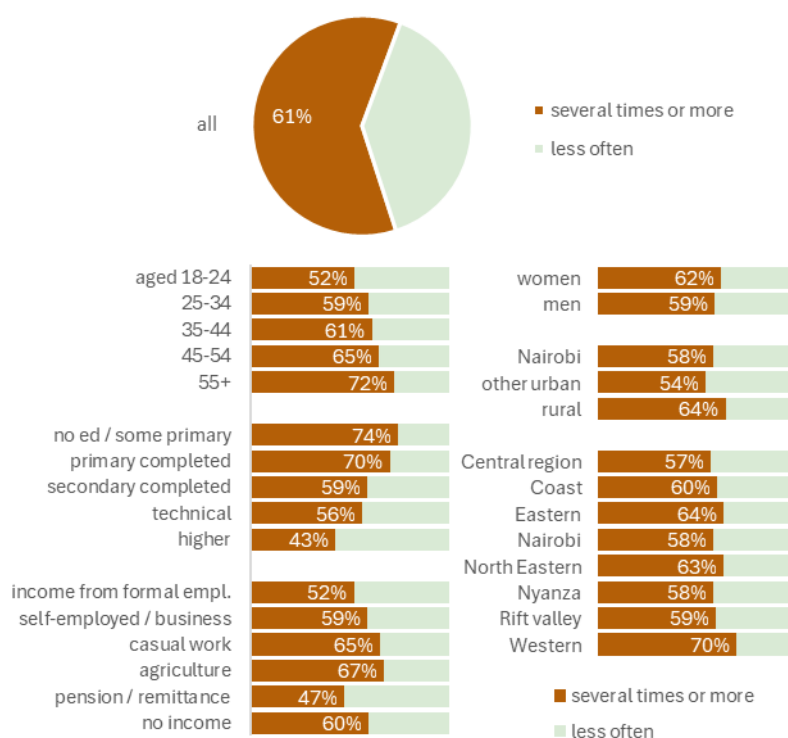
Source: Sauti za Wananchi special panel round 13, March-April 2025

Insight 2. Most citizens have had to cope without medicine or medical treatment several times or more in the previous year

Most citizens (61%) have had to go without medication or medical treatment several times or more in the previous year.

This figure is higher among older citizens - likely due to increased medical need associated with their age - and those with lower levels of education (a good measure of economic status).

% who have gone without medicines or medical treatment several times or more in the past year:



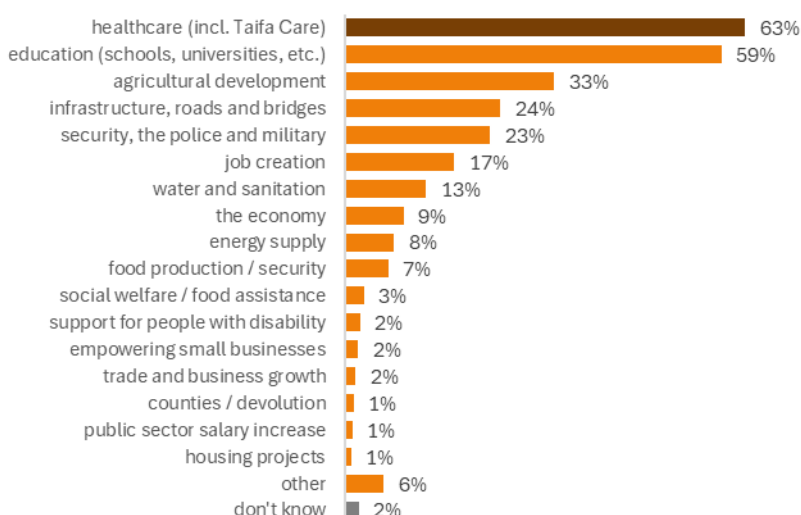
Source: Sauti za Wananchi special panel round 13, March-April 2025

Insight 3. Asked what the government should spend more money on if it had funds available, healthcare comes top of citizens' list of priorities

Asked what the government should prioritise if it had money available to spend, healthcare ranks at the top of citizens' list of suggestions.

Six out of ten citizens (63%) put healthcare as a high priority area for increased public spending.

If the government could increase its spending, which areas do you think should be high priority?



Source: Sauti za Wananchi special panel round 13, March-April 2025

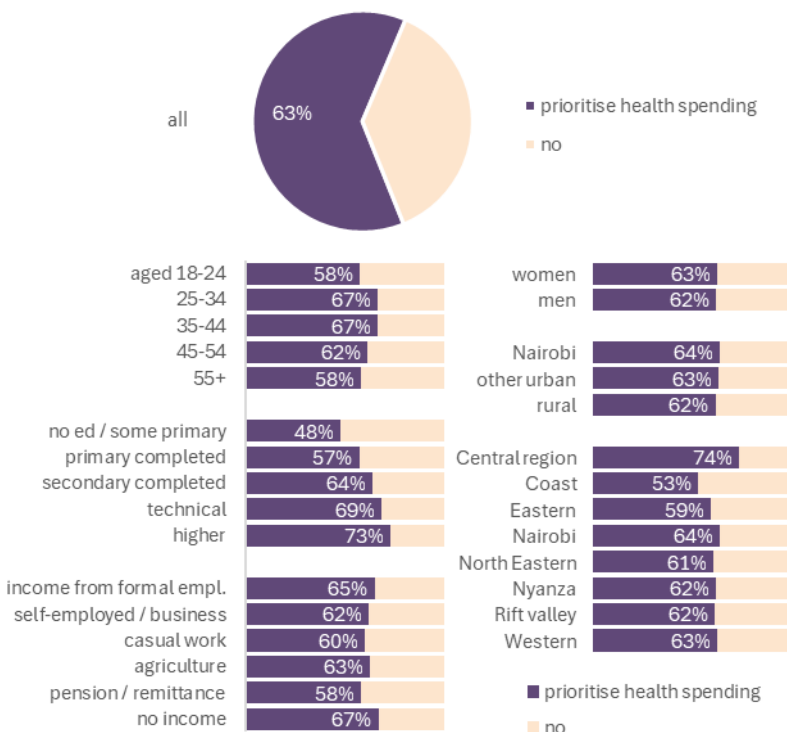
Insight 4. Support for the prioritisation of health services is strongest among better-educated citizens

Support for increased public spending on healthcare is strongest among those with higher levels of education.

It is also stronger among residents of Central Region than other parts of the country.

There is no significant different between women and men on this measure, or between residents of Nairobi, other urban and rural areas.

% who say the government should give high priority to health spending, if it were able to increase overall public spending:



Source: Sauti za Wananchi special panel round 13, March-April 2025

Have you had direct experience with healthcare under SHA / SHI / Taifa Care?

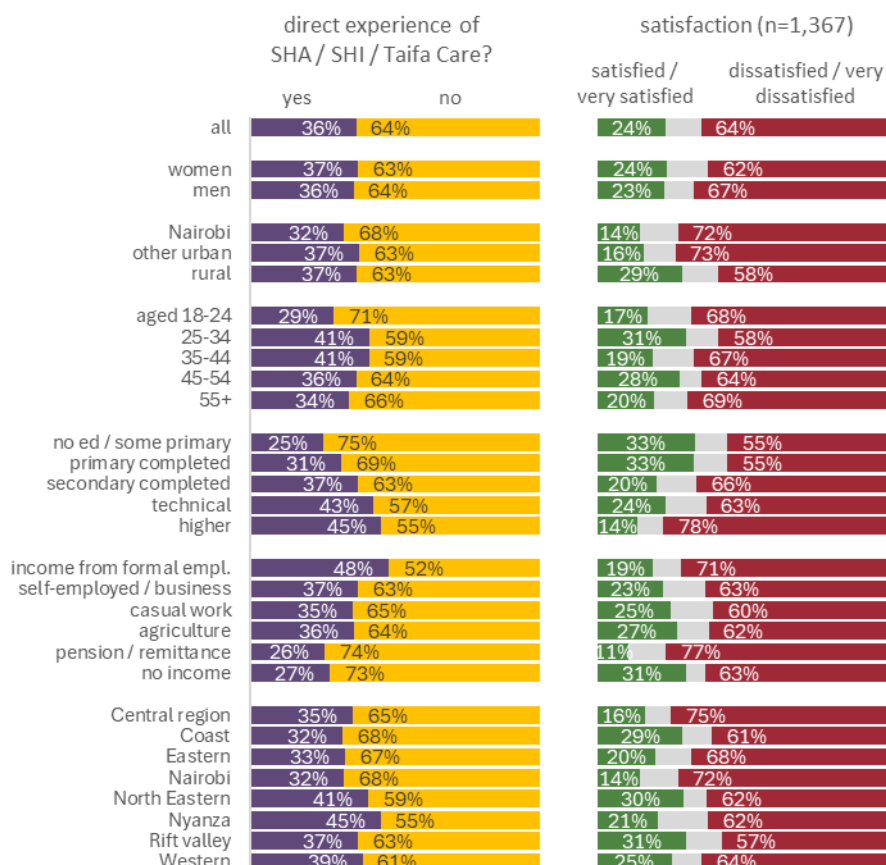
If so, how satisfied are you with this?

Insight 5. Among those who have had direct experience with Taifa Care, the majority are dissatisfied with the initiative

A little over one out of three citizens (36%) reports having had direct experience with SHA / SHI / Taifa Care. Of this number, the majority (64%) are dissatisfied with the initiative.

Experience with Taifa Care is higher among those with higher levels of education and those in formal employment.

Dissatisfaction is higher in Nairobi and other urban areas and among those with higher levels of education. It is also higher among those who earn their income from formal employment and those who depend on a pension or some form of remittance as their main form of income.



Source: Sauti za Wananchi special panel round 13, March-April 2025

Insight 6. The main reasons for dissatisfaction are technical problems, high premiums and low benefits

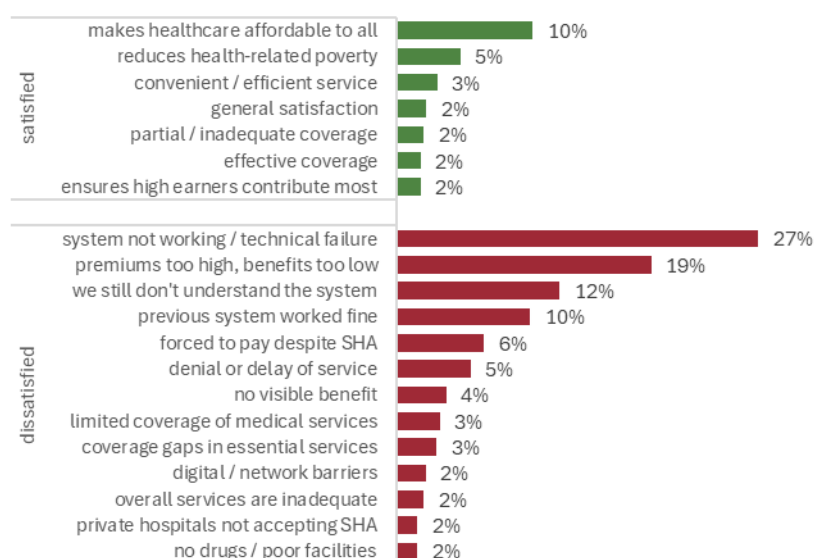
The main reasons given for dissatisfaction with Taifa Care are that the system failed when needed (27%) or that premiums are too high and benefits too low (19%).

A substantial number also say that they still understand how Taifa Care is supposed to work (12%), or that they felt the previous system was fine (10%).

The main reasons given for satisfaction are that it makes healthcare more easily affordable to all Kenyans (10%) and reduces health-related poverty (5%).

Why do you say you are satisfied / dissatisfied?

(among those with direct experience; n=1,367)



Source: Sauti za Wananchi special panel round 13, March-April 2025

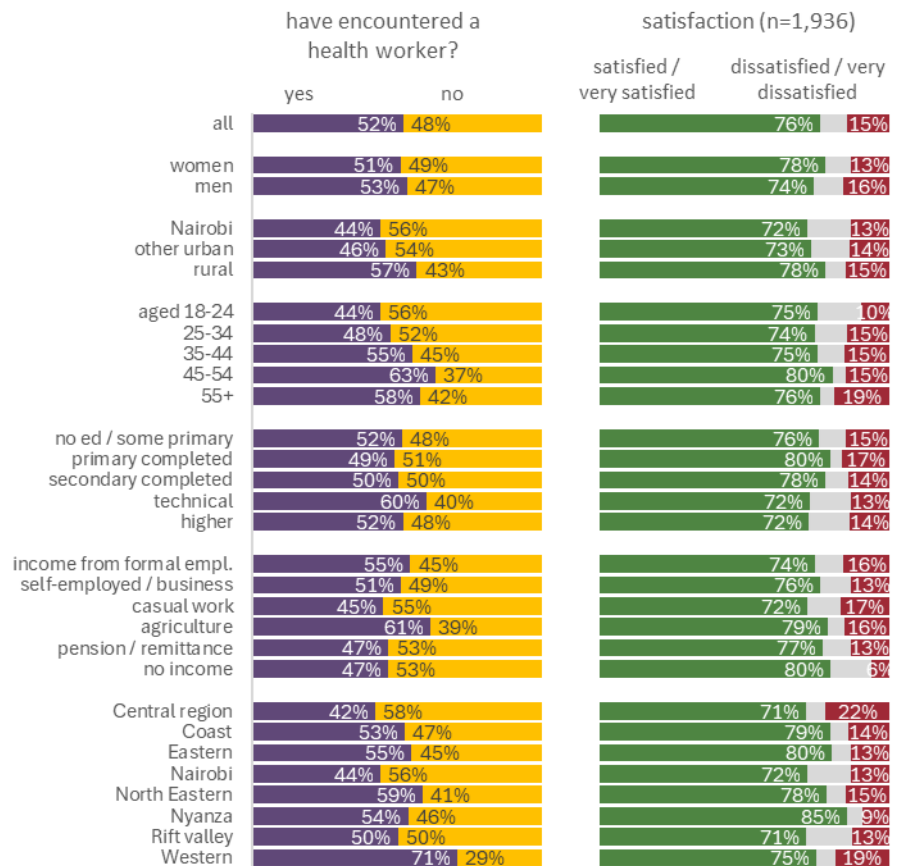
Have you encountered a community health worker in your community? If so, how satisfied were you with their services?

Insight 7. Among those who have encountered a community health worker, most were satisfied

Half of citizens (52%) report that they have encountered a community health worker in their community. Among this group, a clear majority (76%) were satisfied with the service provided by the community health worker.

Older citizens, residents of rural areas and residents of Western Region are more likely than others to report having encountered a community health worker.

Satisfaction levels are higher among women, residents of rural areas, and residents of Coast, Eastern and Nyanza regions.



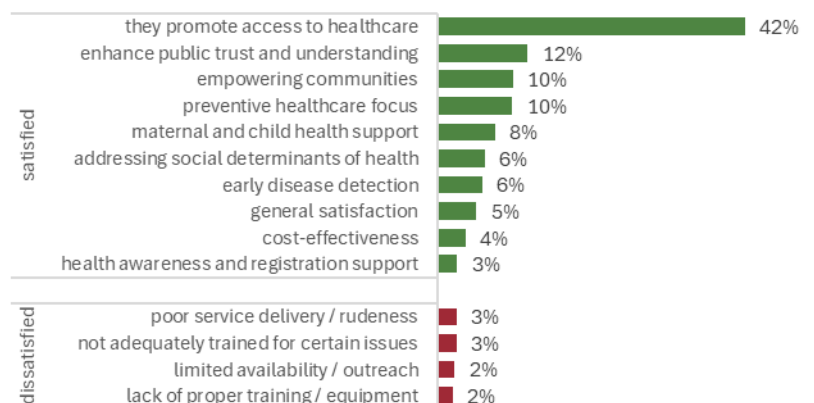
Source: Sauti za Wananchi special panel round 13, March-April 2025

Insight 8. The main reason for satisfaction with community health workers is that they promote access to healthcare

Citizens' main reason for expressing satisfaction with the service provided by community health workers is that they promote access to healthcare - this is well ahead of any other reason.

Other common reasons for satisfaction include that CHWs enhance public trust and understanding (12%), empower communities (10%), have a particular focus on preventative healthcare (10%) and provide support for maternal and child health (8%).

Why do you say you are satisfied / dissatisfied? (among those with direct experience; n=1,936)



Source: Sauti za Wananchi special panel round 13, March-April 2025

This factsheet was written and produced by Twaweza East Africa.

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Sauti za Wananchi

