

Tuesday January 20, 2026. 14.00-15.00

Room Mont Chesau 404, Floor 00, Building Valine - Unisanté  
Route de la Corniche 21, 1010 Lausanne – Station Vennes

[Lien WebEx](#)

# Can Patient Reviews Help Mothers Find Better Care for Their Children? Evidence From a Randomized Controlled Trial in Laos

LCHE & Unisanté | Global and Environmental Health Sector

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Emma Clarke-Deelder is a health economist at the Swiss Tropical and Public Health Institute. Her research is focused on designing and testing solutions for improving maternal and child health care services worldwide. Emma holds a PhD in Population Health Science from the Harvard T. H. Chan School of Public Health and an MPhil in Development Studies from the University of Cambridge.

## ABSTRACT

Health care quality varies widely but is often difficult for patients to observe. We study the informational value of user ratings in health care through a randomized controlled trial among mothers of young children in Vientiane, Lao PDR. We provide a subset of participants access to a new webpage compiling patient feedback on local facilities. Access to ratings led to higher perceived quality of care and increased use of top-rated facilities, especially among older mothers and those with limited prior health care experience. Our results suggest that user ratings can meaningfully inform care-seeking decisions.