

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.