MiracleFeet

Guardian & Patient Insights from Evaluations in 7 Countries

2019 - 2021
Survey Participant Overview

60 Decibels has surveyed 1,510 guardians of MiracleFeet patients in seven countries over three years

2019
> India: 135 guardians
> Philippines: 135 guardians
> Tanzania: 200 guardians

2020
> Paraguay: 149 guardians
> Philippines: 79 guardians
> Uganda: 202 guardians

2021
> Madagascar: 210 guardians
> Sri Lanka: 202 guardians
> Tanzania: 198 guardians

From 2019 to 2021, we completed surveys with 1,510 guardians of patients who were treated by MiracleFeet’s partner hospitals and clinics in seven countries.
MiracleFeet Performance Snapshot

<table>
<thead>
<tr>
<th>Guardian Voices</th>
<th>Gender Profile</th>
<th>Overall Impact</th>
<th>Mobility Treatment Impact</th>
<th>Pain Management Treatment Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,510 Guardians interviewed across seven countries in three years</td>
<td>33% female</td>
<td>97% quality of life improved</td>
<td>89% of children can walk without difficulty</td>
<td>79% of children never feel pain</td>
</tr>
</tbody>
</table>

Patient Outcomes

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>First Access</th>
<th>Ability to Play</th>
<th>Performance vs. 60dB Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>59% say child’s clubfoot is ‘completely cured’</td>
<td>88% report no challenges with the treatment from MiracleFeet’s partner</td>
<td>69% report this is their first time accessing Clubfoot treatment</td>
<td>Throughout the report, the below graphics are used to compare MiracleFeet’s results to the Global 60dB Benchmark comprised of 401 companies and 167,844 respondents.</td>
</tr>
<tr>
<td>88%</td>
<td>69%</td>
<td>88% of children can play in a manner appropriate to their age</td>
<td></td>
</tr>
</tbody>
</table>

MiracleFeet performs in the top 20% of 60dB’s global benchmark in overall impact on patients and guardian satisfaction.
Impact Stories

97% said treatment from MiracleFeet’s partners improved their child’s quality of life.

“She walks like she never had a clubfoot, I mean she walks like normal children. The other children do not notice that she has clubfoot.” – Madagascar

“It has improved greatly. In fact in our last check-up, the doctor told us that we could remove the brace already. She can walk and run just like any kid of her age.” – Philippines

“The child’s feet is so much better and he can walk and do all activities normally to an extent that no one can identify that he has any difficulty.” – India

“My daughter flies, we can not imagine that she can walk like that, she’s extremely hyperactive, more than normal, she does not walk, she runs.” – Paraguay

“My child can now walk freely, unbelievable but yeah, it was so painful for her. Moving around meant she had to endure pain but after this treatment my daughter is more than happy.” – Tanzania

“When they recommended me to CORSU Hospital in Entebbe there has been significant improvement in my child’s health. She can now walk without support, can play, and run around.” – Uganda

“My daughter’s condition has improved a lot compared to the earlier stages. After wearing the brace, she can somewhat walk normally compared to usual but she needs to hold on to something before she walks.” – Sri Lanka

Opportunities For Improvement

12% experienced a challenge with a MiracleFeet partner hospital or clinic

“We have to wait in a long line when we are at the hospital because there are many sick children too. Sometimes they cannot see us because they are booked. We leave at 4:00 in the morning to put our consultation card on their line to be seen for the day. I think they should divide seeing patients so there should be morning visit and evening visit.” – Madagascar

“To provide transport for their patients – more so to those who are coming from very far.” – Uganda

“Sometimes we have to wait for long hours to meet the doctor. This becomes very difficult with a small child as children under such situations become very cranky.” – Tanzania
Top Actionable Insights

We continue to find that the MiracleFeet approach is working exceptionally and reaching patients who would otherwise not have access to treatment.

**What's Going Great:**
Patients experience overwhelmingly positive outcomes across countries.

**A Finding that Stood Out:**
Overall, guardians in Tanzania report lower impact than in other MiracleFeet countries.

**Opportunities for Improvement:**
Guardians in India, Uganda, and the Philippines experience a higher proportion of challenges compared to other countries.

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**Detail & Suggested Action**

**What's Going Great:**
89% say their child can ‘always’ walk without difficulty and 88% can play in a manner appropriate to their age. More than half of guardians feel their child’s clubfoot is ‘completely cured.’ 75% of guardians reported that their children’s quality of life had ‘very much improved’ due to the treatment from MiracleFeet’s partner hospitals.

Next steps: You are impacting families’ lives, great work! Share these results with others.

**A Finding that Stood Out:**
While there is variation across countries and indicators, guardians and patients in Tanzania report less impact from MiracleFeet clubfoot treatment compared to other countries. Fewer Guardians report their child ‘always’ playing or walking in a manner appropriate for their age and report higher proportions of children complaining of pain. They are less likely to say their child’s quality of life ‘very much improved’.

An idea: Do a deep dive into the partners in Tanzania to better understand lower levels of treatment success or continue impact studies in these countries to monitor changes overtime.

**Opportunities for Improvement:**
19% of guardians in India and Uganda experience challenges and 17% in the Philippines. Issues ranged from customer service issues with staff and/or doctors, long wait times at the hospital or clinic, or issues traveling to the clinic or hospital (fees for traveling or long distances to travel).

Question: How can MiracleFeet strategically onboard new partners to improve the access to their services and long waits for guardians and improve partner training to address service issues with staff or doctors?
Impact
Impact Performance
Overall: Quality of Life

Nearly all guardians report improvements in their child’s quality of life, with three-quarters of guardians saying it has ‘very much improved’.

To gauge depth of impact, we asked guardians to reflect on whether their child’s quality of life has changed because of MiracleFeet’s services. 97% say their life has improved to some degree; and 1% say their quality of life has gotten worse because of the clubfoot treatment they received.

Perceived Quality of Life Change
Q: How has your child’s quality of life changed because of the clubfoot treatment he/she received from Hospital name, if at all? (n= 1,510)

- TOP 20%

Very much improved: 75%
Slightly improved: 22%
No change: 2%
Got slightly worse: 1%
Got much worse: 0%

Very much improved:
“Because after seeing my newborn child I really thought that he will not be able to walk. However, after the first casting I already saw a huge improvement because his twisted and uneven sole gradually straightened and at the age of 1 year and four months he can already walk.” - Philippines

Slightly improved:
“She is walking now. She plays more outside as opposed to before. However, her left foot has started to go on in side again and not very straight, maybe because we had to stop her treatment.” - Madagascar

No change:
“We stopped coming in for the treatment because we didn’t have the money for transport from Isingiro to Mbarara hospital.” - Uganda
Impact Performance by Country: Quality of Life

Guardians in Paraguay had the highest perceived quality of life change.
Guardians in Uganda are more reserved in stating quality of life changes for their child because of clubfoot treatment. 4% of guardians in Uganda stated their was ‘no change’ and 3% stated their child’s quality of life had gotten worse.

3 of 4 guardians cite their child’s quality of life has improved because of the treatment.

Perceived Quality of Life Change

Q: How has your child’s quality of life changed because of the clubfoot treatment he/she received from Hospital name, if at all?

- Paraguay 86%
- Uganda 79%
- Sri Lanka 78%
- India 71%
- Madagascar 70%
- Philippines 68%
- Tanzania 67%

Impact Treatment Experience

- Very much improved
- Slightly improved
- No change
- Got slightly worse
- Got much worse
97% of guardians report their child’s quality of life improved, and were asked to describe in their own words, the positive changes their child experienced due to the treatment from MiracleFeet’s partners.

**Top Three Outcomes Reported by Guardians**

Q: Please explain how your child’s quality of life has improved. (% of respondents who reported improved quality of life, n = 1,472). Open-ended, coded by 60 Decibels.

- **66%** reported their child’s ability to walk or stand properly without difficulty (64% of all respondents)
  
  “Baby had clubfoot in both his legs, and we did the treatment without doing the surgery. Now he is completely cured and he can walk.” - Sri Lanka

- **25%** reported that their child’s leg has nearly or fully straightened/completely cured (17% of all respondents)
  
  “You can now see him as a normal kid, no trace of the deformity on his feet.” - Philippines

- **25%** reported that their child could now play (24% of all respondents)
  
  “There has been a lot of good changes. Now our child can ride a bike, play sports, and do a lot more...” - India
Patients’ Current Abilities: Walking

Most children (89%) are always or most of the time able to walk without difficulty or assistance as reported by their guardians.

Treatment success is making children more mobile: 9 in 10 guardians note their child can always walk without difficulty.

Walking Without Difficulty
Q: Can your child walk without difficulty/assistance?

<table>
<thead>
<tr>
<th>Country</th>
<th>Total (n = 1,510)</th>
<th>Madagascar (n = 210)</th>
<th>Sri Lanka (n = 202)</th>
<th>Tanzania (n = 398)</th>
<th>Paraguay (n = 149)</th>
<th>Phillipines (n = 214)</th>
<th>Uganda (n = 202)</th>
<th>India (n = 135)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, never</td>
<td>5%</td>
<td>3%</td>
<td>4%</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Yes, but not often*</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
<td>5%</td>
<td>8%</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Yes, most of the time*</td>
<td>4%</td>
<td>91%</td>
<td>89%</td>
<td>85%</td>
<td>89%</td>
<td>97%</td>
<td>89%</td>
<td>95%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>89%</td>
<td>91%</td>
<td>89%</td>
<td>85%</td>
<td>89%</td>
<td>97%</td>
<td>89%</td>
<td>95%</td>
</tr>
</tbody>
</table>

* Please note differences in scales – In 2019, the scale was [Yes, always; Yes, sometimes; Yes, but rarely; No, never]. In 2020-2021, the scale changed to [Yes, always; Yes, most of the time; Yes, but not often; No, never].
Patients’ Current Abilities: Playing

Guardians in the Philippines overwhelming responded that their child is able to play in a manner appropriate to their age, with only 1% responding no.

Please note, in 2019 the question in the survey was “Can your child play sports” and therefore the 2019 samples (India, the Philippines, and Tanzania) are not included in this analysis.

88% of guardians report their child is always able to play in a manner appropriate to their age.

### Ability to Play

Q: Can your child play in a manner appropriate to their age?

<table>
<thead>
<tr>
<th></th>
<th>Total (n = 1,040)</th>
<th>Madagascar (n = 210)</th>
<th>Sri Lanka (n = 202)</th>
<th>Tanzania (n = 200)</th>
<th>Paraguay (n = 149)</th>
<th>Philippines (n = 79)</th>
<th>Uganda (n = 202)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, never</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Yes, not often</td>
<td></td>
<td>5%</td>
<td></td>
<td></td>
<td>5%</td>
<td></td>
<td>3%</td>
</tr>
<tr>
<td>Yes, most of the time</td>
<td></td>
<td>87%</td>
<td>8%</td>
<td>6%</td>
<td>14%</td>
<td></td>
<td>90%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>88%</td>
<td>91%</td>
<td>85%</td>
<td>83%</td>
<td>96%</td>
<td>90%</td>
<td></td>
</tr>
</tbody>
</table>

*Please note differences in scales — in 2019, the scale was [Yes, always; Yes, sometimes; Yes, but rarely; No, never]. In 2020-2021, the scale changed to [Yes, always; Yes, most of the time; Yes, but not often; No, never].
Patients' Current Abilities: Pain

Guardians in Paraguay (31%) and Tanzania (27%) reported more complaints of their child feeling pain.

Guardians in Madagascar reported fewer complaints about their child feeling pain than other countries.

Feeling Pain
Q: How often does your child complain about feeling pain in his/her feet or legs, if at all?*

* In 2019-2020, this question was asked as two questions. For the purposes of this analysis, the questions have been combined.
Treatment Experience
Challenges with MiracleFeet Partners

Guardians in India (19%), Philippines (17%), and Uganda (17%) are more likely to report experience a challenge with the clubfoot treatment from MiracleFeet’s partners.

1 in 10 guardians have experienced a challenge with MiracleFeet partners. Challenge rates are lowest in Paraguay and Madagascar.

Challenges with Hospital or Clinic

Q: Did you experience any challenges with the clubfoot treatment from [Hospital Name]?

<table>
<thead>
<tr>
<th>Country</th>
<th>No (%)</th>
<th>Yes (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (n=1,510)</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>India (n=135)</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Uganda (n=202)</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Philippines (n=214)</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Tanzania (n=398)</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>Sri Lanka (n=202)</td>
<td>90%</td>
<td>10%</td>
</tr>
<tr>
<td>Madagascar (n=210)</td>
<td>95%</td>
<td>5%</td>
</tr>
<tr>
<td>Paraguay (n=149)</td>
<td>97%</td>
<td>3%</td>
</tr>
</tbody>
</table>
Top Challenges Experienced

The top challenges in India, Philippines, and Uganda, where challenge rates were highest, were customer service issues with staff or doctor (14% India) and issues getting to the hospital (13% the Philippines, 10% Uganda).

Top Challenge By Country

Q: Of those who experienced a challenge, please explain the challenges. Open ended, coded by 60 Decibels.*

<table>
<thead>
<tr>
<th>Country</th>
<th>Percentage</th>
<th>Challenge Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>14%</td>
<td>Customer service issues with staff or doctors</td>
</tr>
<tr>
<td>Philippines</td>
<td>13%</td>
<td>Issues getting to the hospital (fees for travel/long distance)</td>
</tr>
<tr>
<td>Uganda</td>
<td>10%</td>
<td>Issues getting to the hospital (fees for travel/long distance)</td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>5%</td>
<td>Issues getting to the hospital (fees for travel/long distance)</td>
</tr>
<tr>
<td>Tanzania</td>
<td>4%</td>
<td>Long wait times</td>
</tr>
<tr>
<td>Paraguay</td>
<td>2%</td>
<td>Customer service issues with staff or doctors</td>
</tr>
<tr>
<td>Madagascar</td>
<td>2%</td>
<td>Long wait times</td>
</tr>
</tbody>
</table>

*Note percentages listed are of all respondents, not just those who have challenges.
Comparison Of Performance Across MiracleFeet’s Programs

Across all programs, MiracleFeet performs particularly well in improving patients' quality of life, with few guardians experiencing challenges with treatment.

<table>
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<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Who</td>
<td>% female</td>
<td>21</td>
<td>32</td>
<td>38</td>
<td>38</td>
<td>34</td>
<td>32</td>
<td>30</td>
<td>32</td>
<td>37</td>
<td>33</td>
</tr>
<tr>
<td>How Much</td>
<td>% reporting quality of life very much improved</td>
<td>78</td>
<td>86</td>
<td>64</td>
<td>82</td>
<td>70</td>
<td>71</td>
<td>79</td>
<td>72</td>
<td>78</td>
<td>74</td>
</tr>
<tr>
<td></td>
<td>% reporting quality of life slightly improved</td>
<td>20</td>
<td>13</td>
<td>33</td>
<td>15</td>
<td>29</td>
<td>24</td>
<td>16</td>
<td>28</td>
<td>21</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>% reporting child’s clubfoot is completely cured</td>
<td>60</td>
<td>54</td>
<td>53</td>
<td>54</td>
<td>64</td>
<td>57</td>
<td>58</td>
<td>67</td>
<td>55</td>
<td>59</td>
</tr>
<tr>
<td>What Impact</td>
<td>% reporting child can always walk without difficulty</td>
<td>95</td>
<td>89</td>
<td>96</td>
<td>98</td>
<td>93</td>
<td>76</td>
<td>89</td>
<td>91</td>
<td>89</td>
<td>90</td>
</tr>
<tr>
<td></td>
<td>% reporting child can always play</td>
<td>71</td>
<td>83</td>
<td>59</td>
<td>96</td>
<td>59</td>
<td>74</td>
<td>90</td>
<td>91</td>
<td>87</td>
<td>79</td>
</tr>
<tr>
<td></td>
<td>% reporting child never complains of pain</td>
<td>71</td>
<td>69</td>
<td>82</td>
<td>89</td>
<td>70</td>
<td>79</td>
<td>80</td>
<td>86</td>
<td>83</td>
<td>79</td>
</tr>
<tr>
<td>Contribution</td>
<td>% first time accessing clubfoot treatment</td>
<td>57</td>
<td>68</td>
<td>62</td>
<td>51</td>
<td>75</td>
<td>n/a</td>
<td>n/a</td>
<td>84</td>
<td>n/a</td>
<td>69</td>
</tr>
<tr>
<td>Risk</td>
<td>% experiencing challenges with the treatment from MiracleFeet’s partner</td>
<td>19</td>
<td>3</td>
<td>18</td>
<td>17</td>
<td>9</td>
<td>12</td>
<td>19</td>
<td>5</td>
<td>10</td>
<td>12</td>
</tr>
</tbody>
</table>

* Orange highlight demonstrates the country with the strongest performance on the indicated indicator.
MiracleFeet Aggregate Performance Snapshot

1,510 guardians surveyed across 7 countries from 2019-2020 about the clubfoot treatment they received from MiracleFeet partner hospitals and clinics. The following represents the averages of these indicators from the MiracleFeet data across years and countries.

Who

33% Female patients

Impact

75% Say Quality of Life has ‘very much’ improved because of the clubfoot treatment
22% Say Quality of Life has ‘somewhat’ improved because of the clubfoot treatment
59% Report child’s clubfoot is ‘completely cured’

Ability Impact

89% Report child can always walk without difficulty
88% Report child can always play in a manner appropriate for their age
78% Report child never complains of pain

Challenges

12% Experience challenges at a MiracleFeet partner hospital or clinic

Report a Quality of Life improvement because of the clubfoot treatment

Lean Data Insights For MiracleFeet
Appendix
Summary Of Data Collected

1510 phone interviews completed across seven countries.

<table>
<thead>
<tr>
<th>Methodology</th>
<th>Response Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey mode</td>
<td>Madagascar</td>
</tr>
<tr>
<td></td>
<td>Madagascar, Sri Lanka &amp; Tanzania</td>
</tr>
<tr>
<td>Country</td>
<td>Sri Lanka</td>
</tr>
<tr>
<td>Languages</td>
<td>Tanzania</td>
</tr>
<tr>
<td></td>
<td>Swahili, Tamil, Sinhala, Malagasy, Spanish, Tagalog, Luganda, Marathi, &amp; English</td>
</tr>
<tr>
<td>Dates of Data Collection</td>
<td>Paraguay</td>
</tr>
<tr>
<td></td>
<td>Philippines</td>
</tr>
<tr>
<td>Sampling</td>
<td>Uganda</td>
</tr>
<tr>
<td>Accuracy</td>
<td>India</td>
</tr>
<tr>
<td>Confidence Level</td>
<td>65%</td>
</tr>
<tr>
<td>Margin of error</td>
<td>38%</td>
</tr>
<tr>
<td>Accuracy</td>
<td>c. 85%</td>
</tr>
<tr>
<td>Margin of error</td>
<td>c. 5%</td>
</tr>
</tbody>
</table>
Thank You For Working With Us!

Let’s do it again sometime.

About 60 Decibels

60 Decibels makes it easy to listen to the people who matter most. 60 Decibels is an impact measurement company that helps organizations around the world better understand their customers, suppliers, and beneficiaries. Our proprietary Lean Data approach brings customer-centricity, speed and responsiveness to impact measurement.

60 Decibels has a network of 750+ trained Lean Data researchers in 50+ countries who speak directly to customers to understand their lived experience. By combining voice, SMS, and other technologies to collect data remotely with proprietary survey tools, 60 Decibels helps clients listen more effectively and benchmark their social performance against their peers.

60 Decibels has offices in London, Nairobi, New York, and Bengaluru. To learn more, visit 60decibels.com.

We are proud to be a Climate Positive company.

Your Feedback

We’d love to hear your feedback on the 60dB process; take 5 minutes to fill out our feedback survey.
My son can walk and play normally now compared to how he was.

He can run, jump and ride bicycles like other kids.

He is 4 years old now, we have finished his treatment.

>He
>walks
>very
>well

His foot is completely cured.