

MiracleFeet

Findings from Caregiver
Surveys in 9 Countries

2019 – 2022



Welcome To Your 60dB Aggregate Results

The following results are from surveys conducted over four years and nine countries. We enjoyed hearing from a total of 2,051 caregivers of your patients – they had a lot to say!

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Survey Participant Overview

Over the past four years, we completed surveys with 2,051 caregivers of patients who were treated by MiracleFeet’s partner hospitals and clinics in nine countries.

2019

- > India: 135 caregivers
- > Philippines: 135 caregivers
- > Tanzania: 200 caregivers

2020

- > Paraguay: 149 caregivers
- > Philippines: 79 caregivers
- > Uganda: 202 caregivers

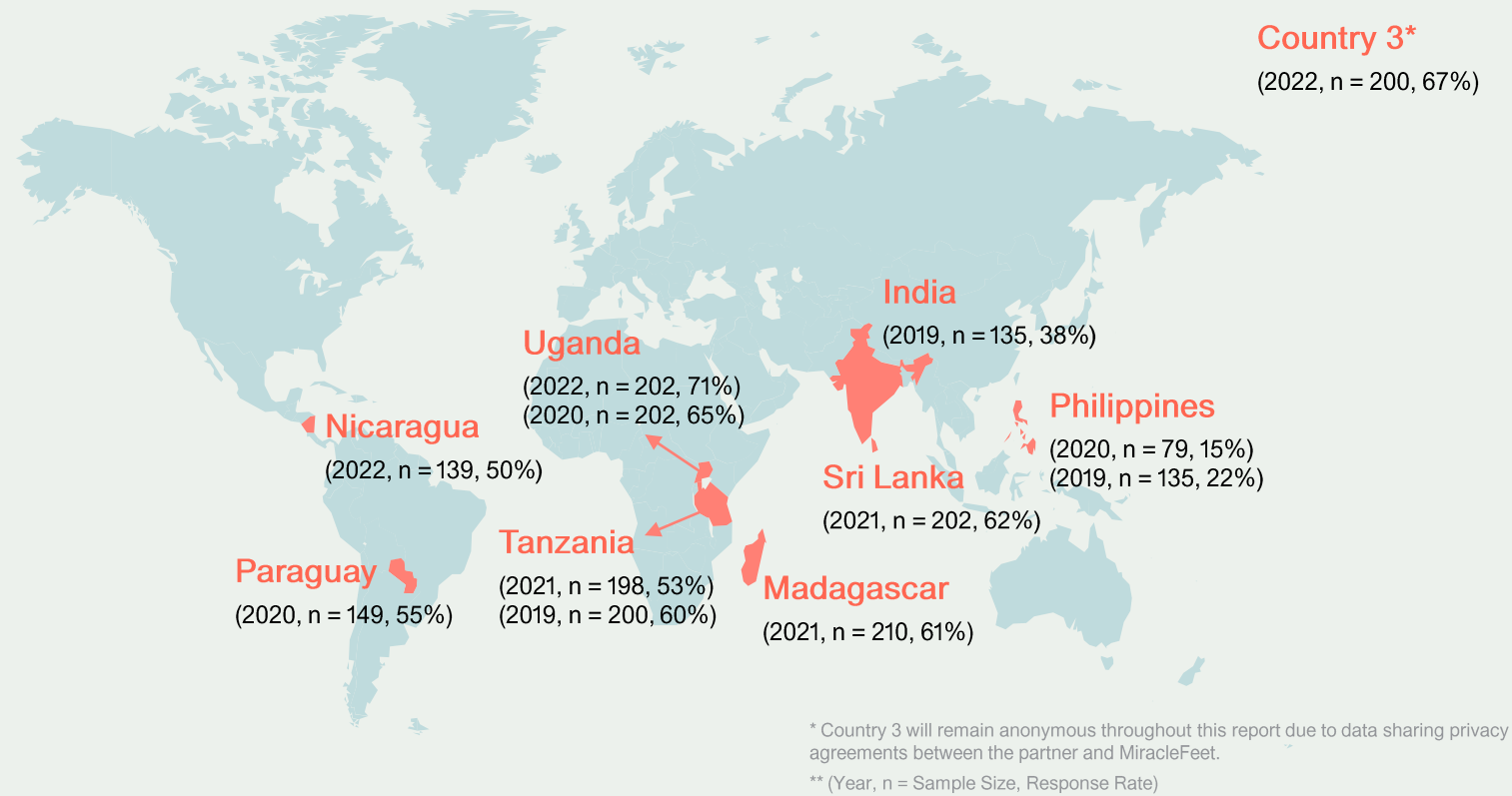
2021

- > Madagascar: 210 caregivers
- > Sri Lanka: 202 caregivers
- > Tanzania: 198 caregivers

2022

- > Nicaragua: 139 caregivers
- > Uganda: 202 caregivers
- > Country 3: 200 caregivers

Lean Data for MiracleFeet



MiracleFeet

Performance Snapshot

Caregivers report strong positive impact on their child’s life after undergoing clubfoot treatment at MiracleFeet’s network hospitals and clinics.

<div>Caregiver Voices</div> <div>2,051</div> <div>Caregivers interviewed across nine countries in four years</div>	<div>Gender Profile</div> <div>33%</div> <div>female</div> <div>Representative of the overall base of patients</div>	<div>Overall Impact</div> <div>77%</div> <div>quality of life 'very much improved'</div> <div><div></div><div></div><div></div><div></div><div></div></div>	<div>Mobility Treatment Impact</div> <div>87%</div> <div>of children can walk without difficulty</div>	<div>Pain Management Treatment Impact</div> <div>76%</div> <div>of children never feel pain</div>
<div>Patient Outcomes</div> <div>54%</div> <div>say child’s clubfoot is 'completely cured'</div>	<div>Satisfaction</div> <div>88%</div> <div>report no challenges with the treatment from MiracleFeet’s partner</div> <div><div></div><div></div><div></div><div></div><div></div></div>	<div>First Access</div> <div>69%</div> <div>report that this is their first time accessing clubfoot treatment</div>	<div>Ability to Play Treatment Impact</div> <div>86%</div> <div>of children can play in a manner appropriate to their age</div>	<div>Performance vs. 60dB Benchmark</div> <div>Throughout the report, the below graphics are used to compare MiracleFeet’s results to the Global 60dB Benchmark comprised of 643 companies and 258,792 respondents.</div> <div><div></div><div></div><div></div><div></div><div></div> - TOP 20%</div> <div><div></div><div></div><div></div><div></div><div></div> - TOP 40%</div> <div><div></div><div></div><div></div><div></div><div></div> - MIDDLE</div> <div><div></div><div></div><div></div><div></div><div></div> - BOTTOM 40%</div> <div><div></div><div></div><div></div><div></div><div></div> - BOTTOM 20%</div>

Top Insights

MiracleFeet continues to create lasting impact for clubfoot patients by facilitating their treatment and enabling them to experience strong positive outcomes.

Detail & Suggested Action



What’s Going Great:

Caregivers report overwhelmingly positive outcomes for their children across countries.

87% of caregivers say their child can 'always' walk without difficulty and 86% say their child can ‘always’ play in a manner appropriate to their age. More than half report that their child’s clubfoot condition is ‘completely cured’ while 77% say their children’s quality of life has ‘very much improved’ after receiving clubfoot treatment. MiracleFeet’s strong performance has remained consistent over the years.



A Finding that Stood Out:

Nearly all caregivers report that the MiracleFeet treatment improved their child’s quality of life.

97% of caregivers say that MiracleFeet has improved their child’s quality of life, with 77% who report quality of life ‘very much improved’. When asked an open-ended follow-up question as to how their child’s quality of life improved, caregivers most often mention the child’s ability to walk or stand properly without difficulty improved, that their child could now play, and that their child’s foot has nearly or completely straightened.



Opportunities for Improvement:

Caregivers in Uganda (2020), India, the Philippines (2019), and Country 3, report challenges with clubfoot treatment more frequently.

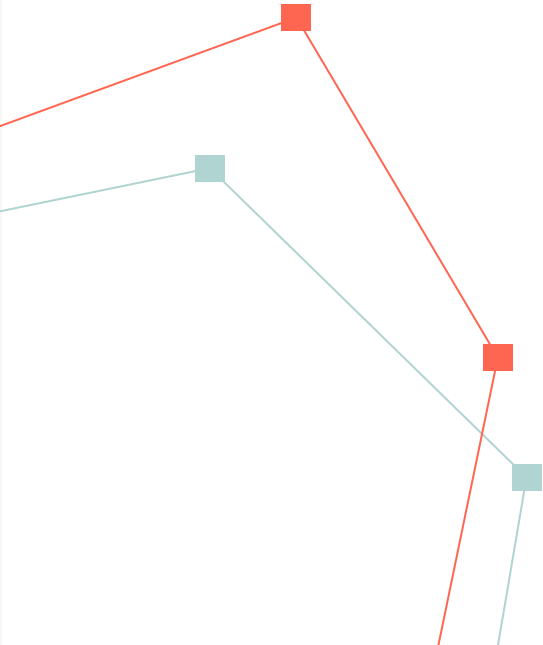
About 1 in 5 caregivers in Uganda (2020), India, the Philippines (2019), and Country 3, report challenges with their child’s clubfoot treatment. The challenges reported include poor customer service from hospital or clinic staff and doctors, issues with the braces provided, and difficulty in reaching the hospital owing to long distances and high transport fees.

* The first access question was asked in the 2019 & 2020 surveys.

Caregiver Voices

We love hearing from the caregivers of your patients.

Here are some responses from open-ended questions in which caregivers were asked if they would like to provide explanations in their own words.



Impact Stories

97% say how treatment from MiracleFeet's partners has improved their child's quality of life

"She walks like she never had clubfoot. I mean she walks like normal children. The other children do not notice that she has clubfoot." – **Madagascar, 2021**

"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, 2019**

"He can play with other children and do chores at home, and he doesn't feel any pain in the foot anymore." – **Uganda, 2022**

"My daughter flies, we cannot imagine that she can walk like that. She's extremely hyperactive, more than normal; she does not walk, she runs." – **Paraguay, 2020**

"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, 2021**

"She has been treated since she was little so we can see her develop and see how her feet are starting to get better. She can do her activities normally." – **Nicaragua, 2022**

"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, 2021**

Opportunities For Improvement

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

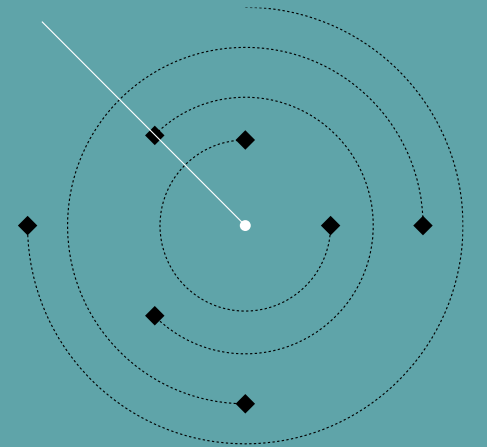
"We have to wait in a long line when we are at the hospital because there are many sick children too. Sometimes they cannot see us because they are booked. We leave at 4:00 in the morning to put our consultation card on their line to be seen for the day. I think they should divide seeing patients so there should be a morning visit and evening visit." – **Madagascar, 2021**

"Provide transport for patients, more so to those who are coming from very far." – **Uganda, 2020**

"I think the hospitals have to do outreach programs in hard-to-reach areas to raise awareness about clubfoot and encourage parents to bring their children for treatment." – **Country 3, 2022**

Key Questions

- What impact is MiracleFeet having?
- What are caregivers' experiences of the treatment process?



Impact Performance

Overall: Quality of Life

97% of caregivers report that their child’s quality of life has ‘very much improved’ after receiving clubfoot treatment.

To gauge depth of impact, we asked caregivers to reflect on whether their child’s quality of life has changed because of MiracleFeet’s services.

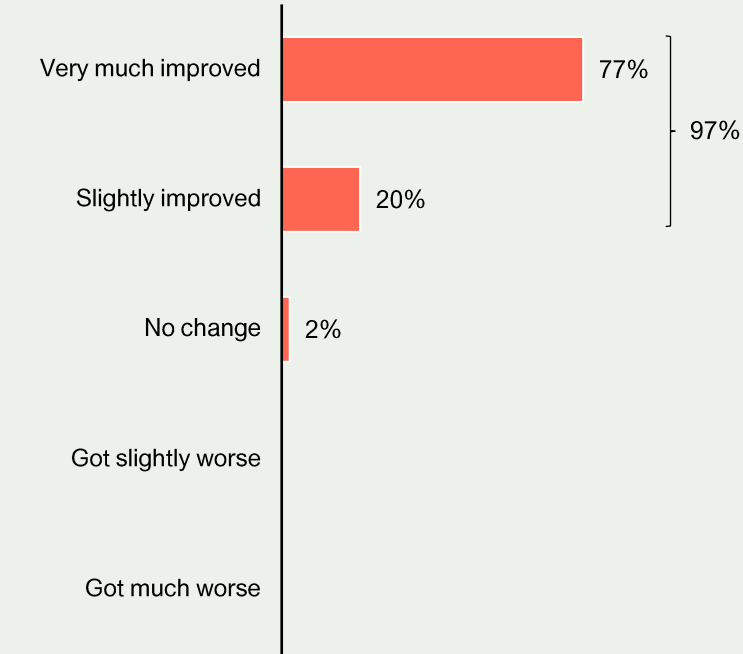
Nearly all (97%) say that their child’s life has improved to some degree: 77% ‘very much improved’ and 20% ‘slightly improved’.

MiracleFeet performs strongly on this metric and is in the top 20% of the 60dB Global Benchmark for ‘very much improved’ quality of life.

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 = 2,051)

● ● ● ● ● - TOP 20%



Very much improved:
“She can now walk straight, and her feet are completely normal. She is no longer being teased about clubfoot and has gained more confidence in herself.”
- Philippines, 2020

Slightly improved:
“She walks well but still has difficulty because she falls while walking.”
- Nicaragua, 2022

No change:
“We cannot tell because he started treatment when he was one week old. Plus, they did not operate on him, they just put casts and started bracing.” - Uganda, 2022

Quality Of Life: Top Outcomes

97% of caregivers report that their child’s quality of life has improved. They were asked to describe, in their own words, the positive changes their child experienced due to the treatment from MiracleFeet’s partners.

Aside from the top 3 outcomes listed on this page, other reported outcomes include: the child can run, attends school, and is happy or lively.

The top improvement to quality of life that caregivers mention is their child’s ability to walk or stand properly without difficulty.

Top Three Outcomes Reported by Caregivers

Q: Please explain how your child’s quality of life has improved. (97% of respondents who reported improved quality of life, n = 1,992). Open-ended, coded by 60 Decibels.

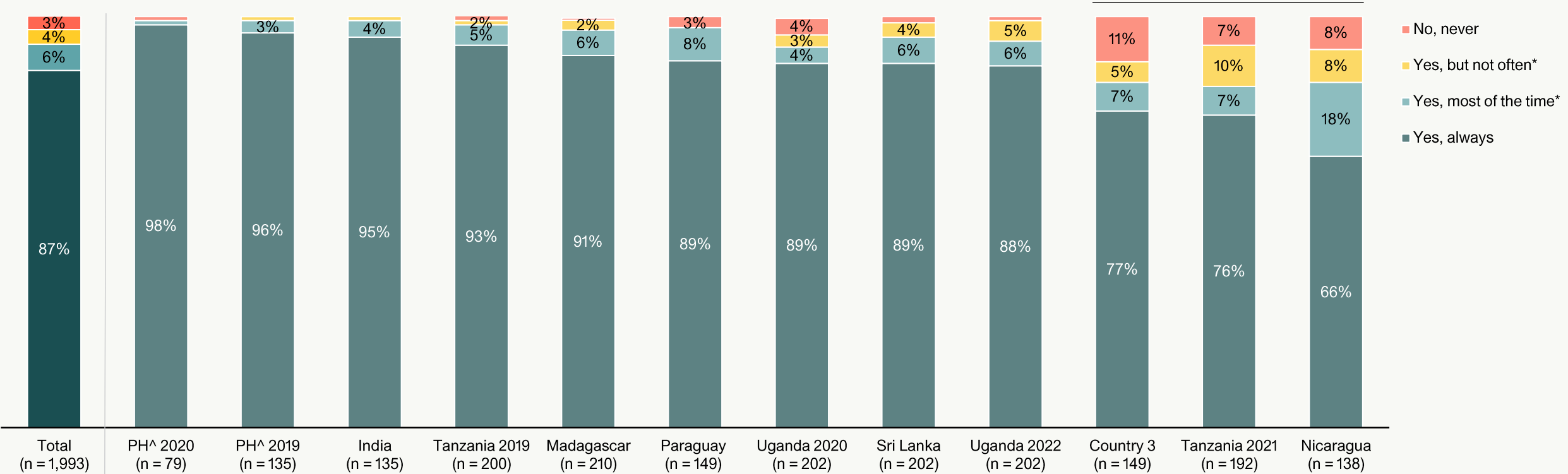
67%	report their child’s ability to walk or stand properly without difficulty	“The way my child can walk and run is unbelievable. Looking at him you wouldn’t know that my child was diagnosed with clubfoot.” – Country 3, 2022
26%	report that their child could now play	“There has been a lot of good changes. Now our child can ride a bike, play sports, and do a lot more.” – India, 2019
17%	report that their child’s foot has nearly or fully straightened	“You can now see him as a normal kid, no trace of the deformity on his feet.” – Philippines, 2019

Patients' Current Abilities: Walking

Treatment success is making children more mobile: 93% of caregivers note that their child can always or most of the time walk without difficulty.

Walking Without Difficulty

Q: Can your child walk without difficulty/assistance?



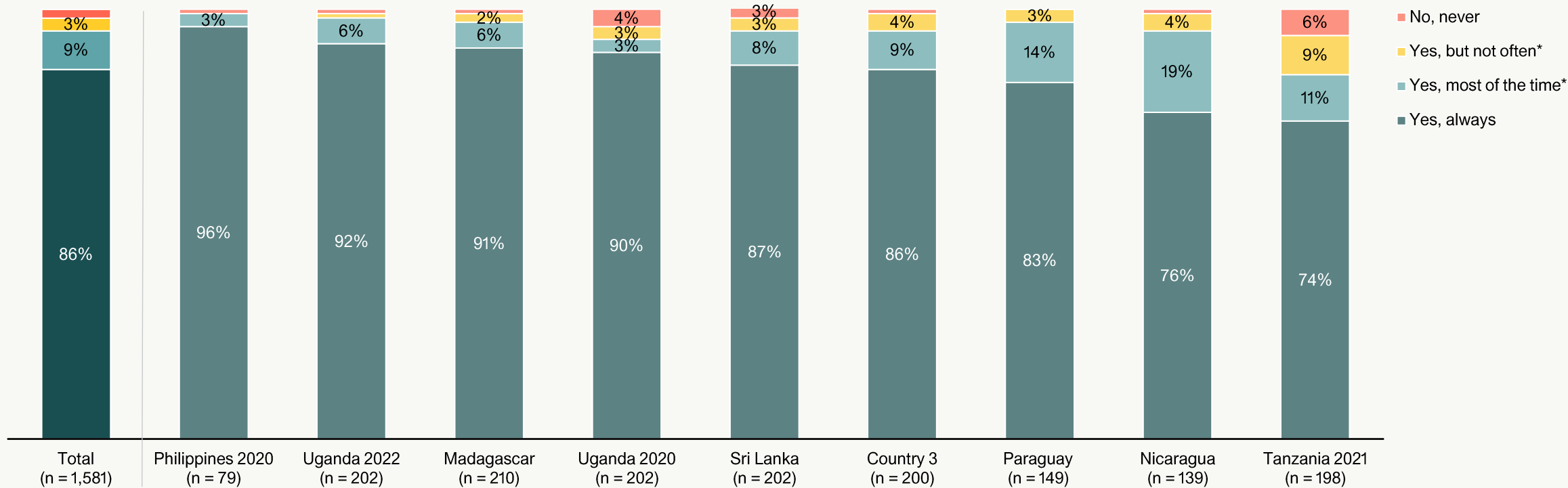
* Please note differences in scales – In 2019, the scale was [Yes, always; Yes, sometimes; Yes, but rarely; No, never]. In 2020-2022, the scale changed to [Yes, always; Yes, most of the time; Yes, but not often; No, never]. ^ Philippines

Patients’ Current Abilities: Playing

86% of caregivers report that their child is always able to play in a manner appropriate to their age. Caregivers in the Philippines (2020) overwhelmingly respond with “Yes, always”.

Ability to Play

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



* Please note differences in scales – In 2019, the scale was [Yes, always; Yes, sometimes, Yes, but rarely; No, never]. In 2020-2022, the scale changed to [Yes, always; Yes, most of the time; Yes, but not often; No, never].

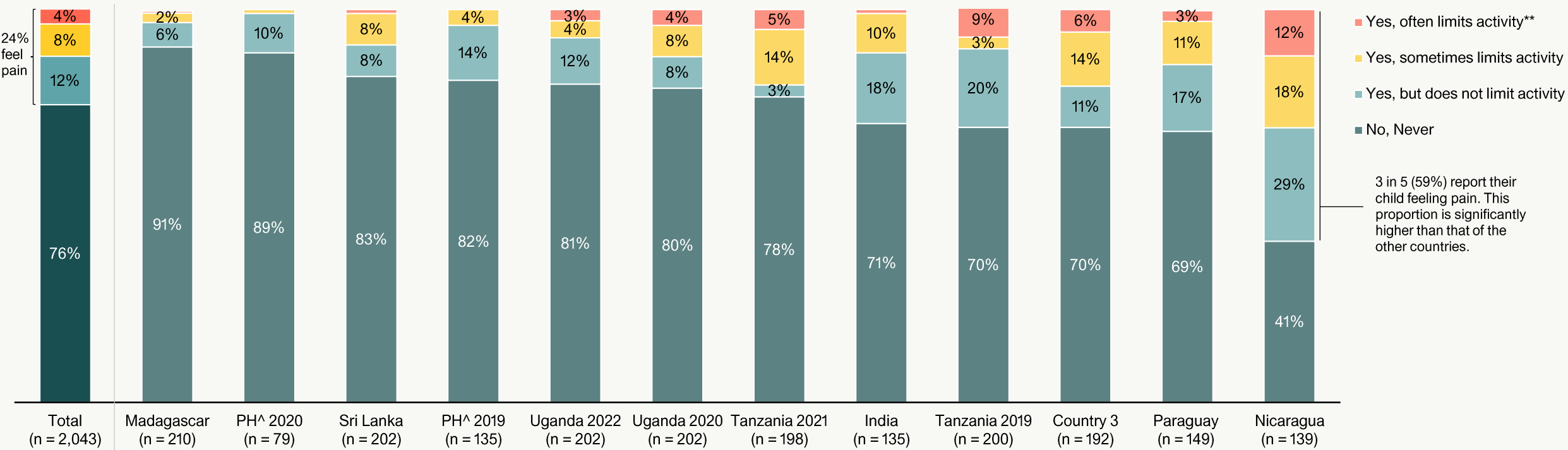
** In 2019, the question in the survey was “Can your child play sports” and therefore the 2019 samples (India, Philippines, and Tanzania) are not included in this analysis.

Patients' Current Abilities: Pain

3 in 4 caregivers note that their child never complains about feeling pain. Caregivers in Madagascar report the fewest complaints about their child feeling pain.

Feeling Pain

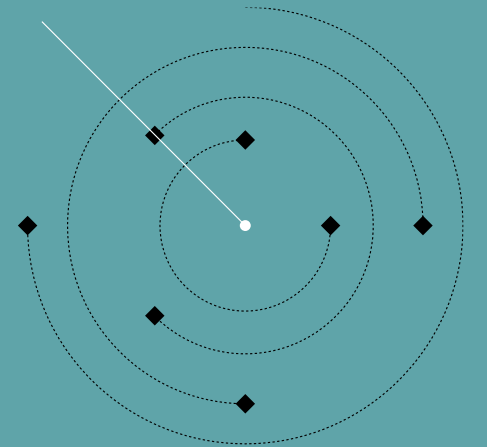
Q: How often does your child complain about feeling pain in his/her feet or legs, if at all?*



^ Philippines * In 2020-2021, this question was asked as two questions. For the purposes of this analysis, the questions have been combined.
** The 2022 answer options – [It always limits his/her activity; It limits his/her activity most of the time] have been combined to [Yes, often limits activity].

Key Questions

- What impact is MiracleFeet having?
- What are caregivers' experiences of the treatment process?



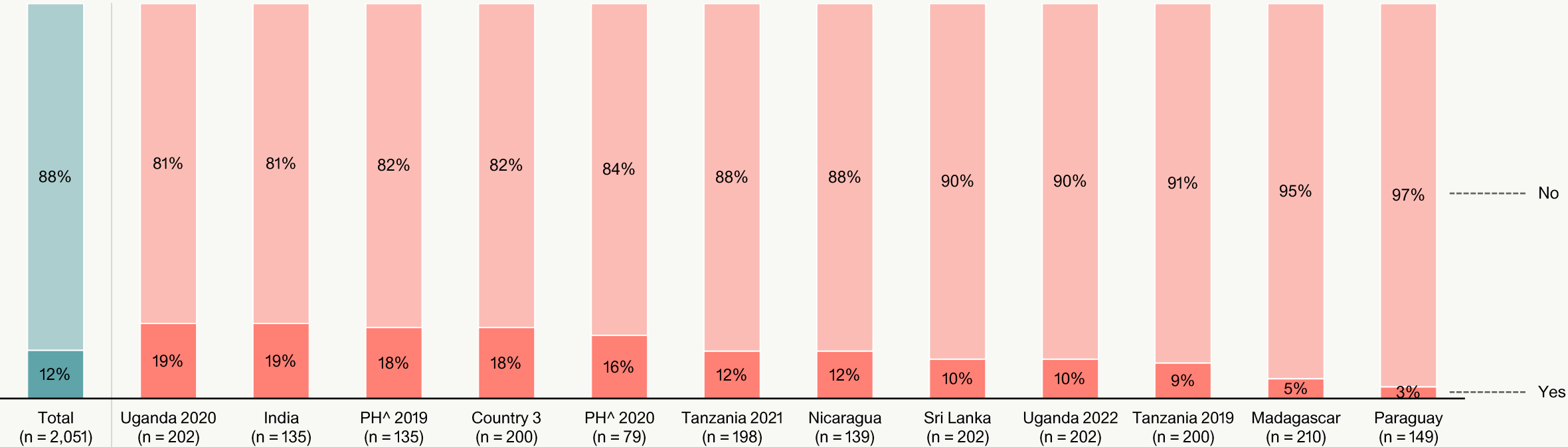
Challenges Reported

12% of caregivers experience a challenge with the clubfoot treatment received from MiracleFeet's partners. The top challenges include long wait times and distance to the hospital, poor customer service and issues with the braces.

Challenges with Clubfoot Treatment

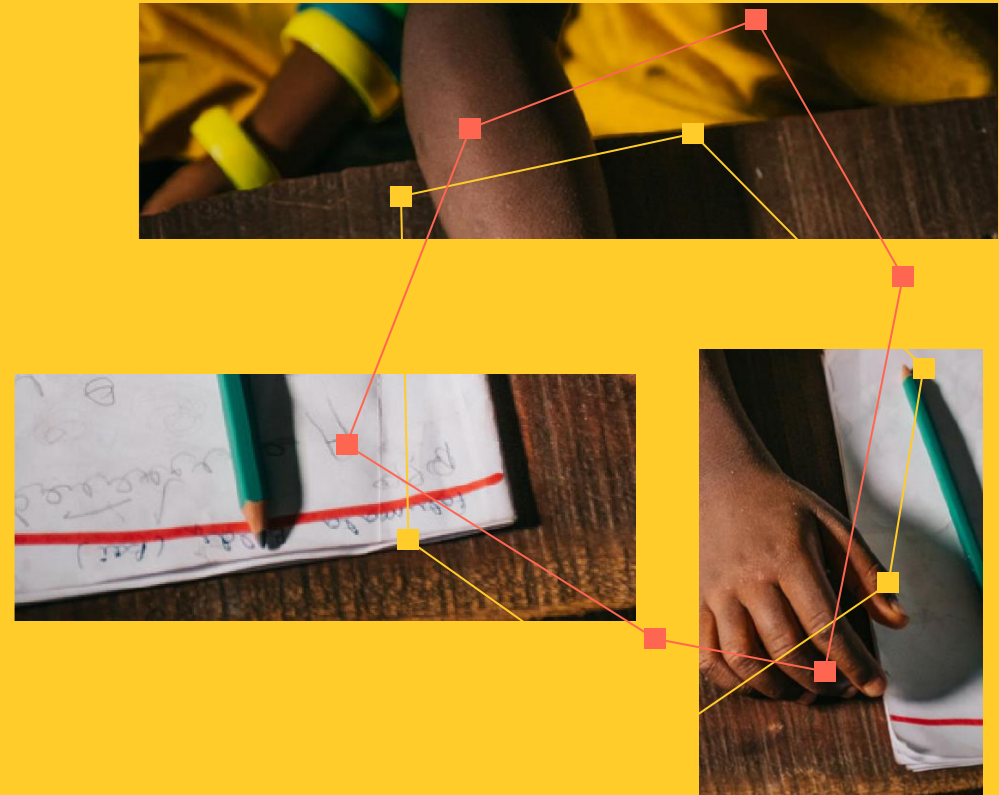
Q: Did you experience any challenges with the clubfoot treatment from [Hospital Name]?

● ● ● ● ● - TOP 40%



^ Philippines

Appendix



Comparison Of Performance Across MiracleFeet’s Programs

Across all Lean Data surveys to date, MiracleFeet’s programs consistently perform well in improving patient’s quality of life and having a low challenge rate.

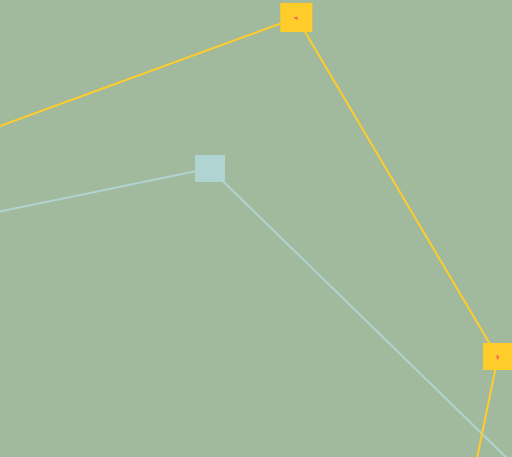
Dimension Indicator		India 2019 n = 135	Paraguay 2020 n = 149	Philippines 2019 n = 135	Philippines 2020 n = 79	Tanzania 2019 n = 200	Tanzania 2021 n = 198	Uganda 2020 n = 202	Madagascar 2021 n = 210	Sri Lanka 2021 n = 202	Nicaragua 2022 n = 139	Uganda 2022 n = 202	Country 3 2022 n = 200	Total Weighted Averages n = 2,051
How Much <div>≡</div>	% reporting quality of life very much improved	78	86	64	82	70	71	79	72	78	86	83	82	77
	% reporting quality of life slightly improved	20	13	33	15	29	24	16	28	21	12	10	16	20
	% reporting child’s clubfoot is completely cured	60	54	53	54	64	57	58	67	55	24	44	55	54
What Impact <div>□</div>	% reporting child can always walk without difficulty	95	89	96	98	93	76	89	91	89	66	88	77	87
	% reporting child can always play in a manner appropriate to their age	n/a	83	n/a	96	n/a	74	90	91	87	76	92	86	86
	% reporting child never complains of pain	71	69	82	89	70	78	80	91	83	41	81	70	76
Risk <div>△</div>	% experiencing challenges with the treatment from MiracleFeet’s partner	19	3	18	16	9	12	19	5	10	12	10	18	12

* Blue highlight demonstrates programs with particularly strong performance.

MiracleFeet Aggregate Performance Snapshot

2,051 caregivers surveyed across 9 countries from 2019-2022 about the clubfoot treatment they received from MiracleFeet partner hospitals and clinics.

The following represents the averages of these indicators from MiracleFeet data across years and countries.



Who

33% Female patients

Impact

- 77% Say Quality of Life has ‘very much’ improved because of the clubfoot treatment
- 20% Say Quality of Life has ‘slightly’ improved because of the clubfoot treatment
- 54% Report child’s clubfoot is ‘completely cured’

97% Report a Quality of Life improvement because of the clubfoot treatment

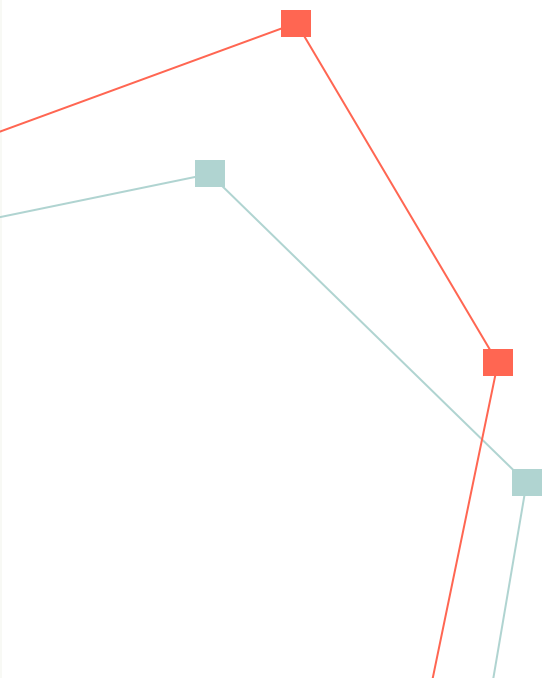
Ability Impact

- 87% Report child can always walk without difficulty
- 86% Report child can always play in a manner appropriate for their age
- 76% Report child never complains of pain

Challenges

12% Experience challenges at a MiracleFeet partner hospital or clinic

Summary Of Data Collected



2,051 phone interviews completed across nine countries over four years.

Methodology

Survey mode	Phone
Country	Uganda, Sri Lanka, Madagascar, Tanzania, Paraguay, Nicaragua, India, Philippines, Country 3
Languages	Luganda, Sinhala, Malagasy, Swahili, Spanish, Tamil, Marathi, Tagalog, English
Dates of Data Collection	2018 to 2022
Sampling	Random sample of patients by country who received clubfoot treatment from a MiracleFeet partner hospital or clinic in the previous two years.

Accuracy

Confidence Level	c. 85%
Margin of error	c. 5%

Response Rates

Uganda (2022)	71%
Country 3 (2022)	67%
Uganda (2020)	65%
Sri Lanka (2021)	62%
Madagascar (2021)	61%
Tanzania (2019)	60%
Paraguay (2020)	55%
Tanzania (2021)	53%
Nicaragua (2022)	50%
India (2019)	38%
Philippines (2019)	22%
Philippines (2020)	15%

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. Its proprietary approach, Lean Data, brings customer-centricity, speed and responsiveness to impact measurement.

60 Decibels has a network of 830+ trained Lean Data researchers in 70+ 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.

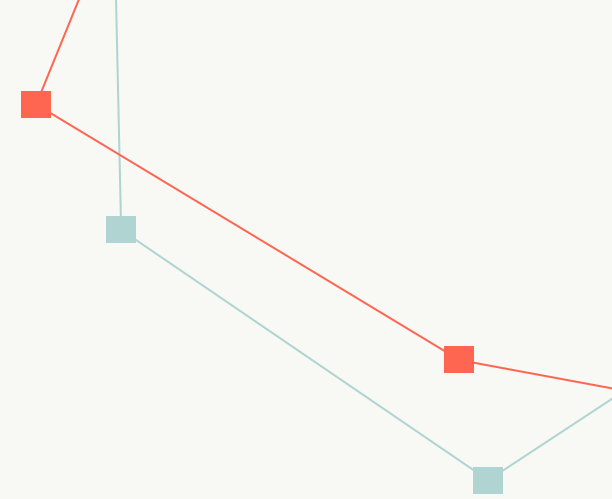
60 Decibels has offices in London, Nairobi, New York, and Bengaluru. To learn more, visit 60decibels.com.

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 child can now walk without falling.
He always wants to play with other kids.
I am so glad my kid's fine and strong.

Keep on what you're
doing to

>help
>the
>fight
>against

clubfoot.

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