**S2 Fig: Systematic Community Engagement (SCE) Interventions (SCEIs) implementation steps**

**Assessment areas**

=>Quality of services in NHIA offices

=>Quality of services in NHIS-accredited clinics

3 months

6 months

**Source:** WOTRO-COHEiSION Ghana Project baseline and follow-up field data (2014); **Legend:** C=Client; P=Provider; I=Insure; NHIS (National Health Insurance Scheme); NHIA (National Health Insurance Authority)