



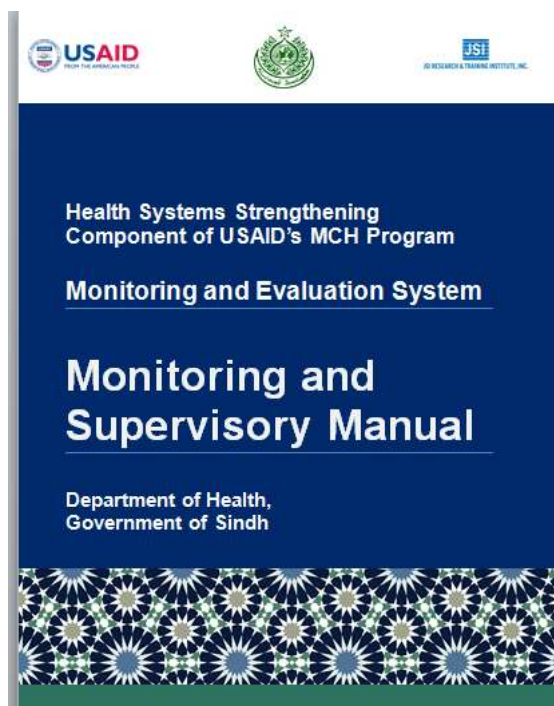
## Monitoring and Supervisory System, Department of Health, Government of Sindh

Monitoring the delivery of healthcare services and ensuring accountability of performance has remained one of the most challenging areas of the health sector. It is even more critical after the 18th Constitutional Amendment where the responsibility to develop policies, plans, monitoring and accountability lies with provincial Department of Health. Introducing an effective, robust, and integrated monitoring and supervisory mechanism is also emphasized in the Sindh Health Sector Strategy 2012-2020. Accountability & transparency can be ensured by monitoring & supportive supervision of the field activities which is a process of guiding, monitoring, and coaching workers to promote compliance with standards of practice and assure the delivery of quality service. The supervisory process permits supervisors and supervisees the opportunity to work as a team to meet common goals and objectives. However, absence of any systematic effort to develop and implement M&E system was observed in the assessment conducted at the provincial and district level.

USAID HSS Component provided technical assistance to DOH Sindh to design a Monitoring and supervisory system for service delivery from the district and/or provincial level. The goal of supervision is to promote efficient, effective, and equitable health care delivery system. Supportive supervision will promote quality of care at all levels of the health system by strengthening relationships within the system and focusing on the identification and resolution of problems. The supportive supervision includes quality checks of reporting and recording: patient cards and registers are inspected, data transfer is rechecked, and some elements of the monthly reports are recalculated. The proposed supervisory system involves identification and discussion of challenges in data management and provides opportunities for learning. All supervisors strive to enhance employees' performance by supporting professional development. Health managers and supervisors will continuously challenge staff to achieve their goals according to district and facility objectives, standards, and expectations.

The SOPs have been developed for conducting the monitoring and supervisory visits in accordance with the plan along with roles and responsibilities at different levels. These are made available in the Monitoring and Supervisory Manual which is prepared to ensure standard approach to monitoring and supervisory process and activities in health care services. It supports supervisors, program and health facility managers in executing their roles and responsibilities to monitor and supervise quality health care service delivery. Two days practical training to 104 health managers through Provincial Health Development Center has been given to the following on the use of monitoring and supervisory system including developing online field visits and submission of reports.

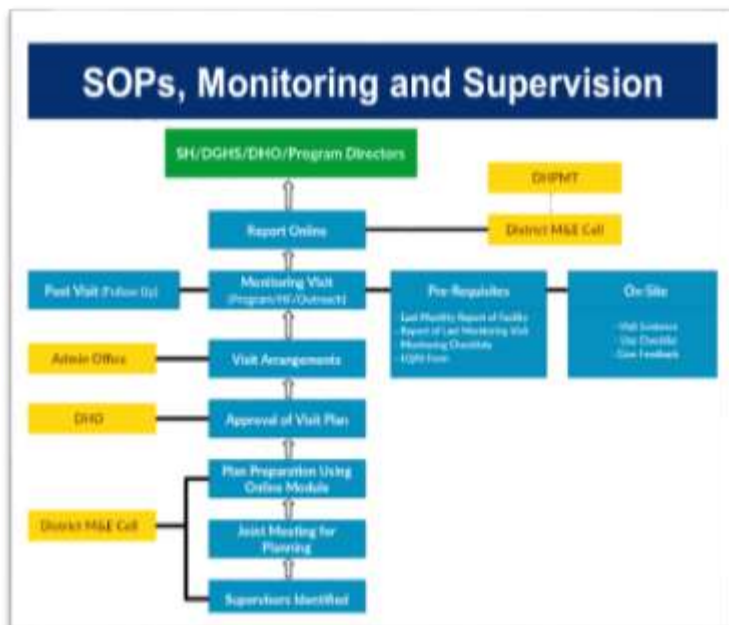
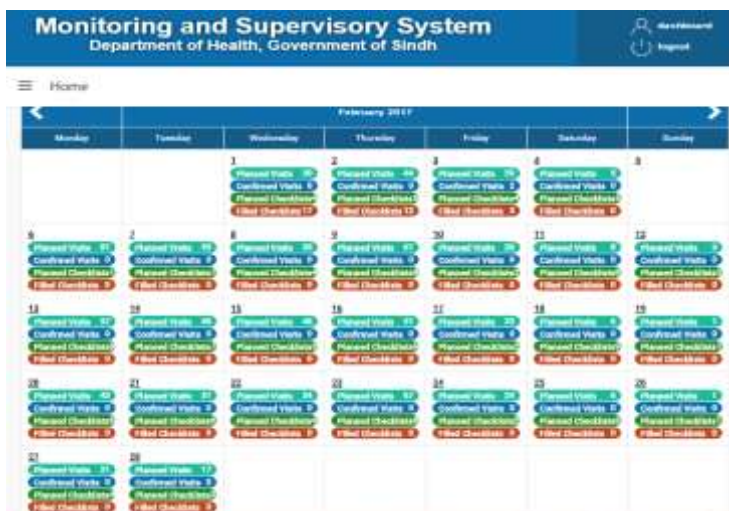
- ✓ District Health Officer
- ✓ Assistant District Health Officer
- ✓ DHIS Coordinator
- ✓ Focal Person MNCH
- ✓ Focal Person EPI
- ✓ District Coordinator LHW
- ✓ FP Nutrition



The manual supports standardized, effective implementation of the monitoring and supervisory system through online planning and reporting the field activities. The objectives of the M&S manual are to provide:

- ✓ Standardized definition of monitoring, supervision and mentoring;
- ✓ Rationale for a standardized approach to comprehensive supportive supervision and mentoring;
- ✓ Guidance on planning and implementation of comprehensive monitoring, supervision and mentoring activities for health services;
- ✓ Strategies for bringing about synergy between supportive supervision and mentoring activities.

The monitoring and supervisory tools/checklists are also standardized and are provided on the online monitoring and supervisory system. These standardized checklists along with user guidelines have been developed for all vertical programs as well as integrated checklists for the use of District Health Officers, Managers of the Directorate General Health Services and Managers at the Secretariat levels.



### Actions required by DOH Sindh

- ✓ All the district and provincial health managers should use online monitoring & supervisory plan preparation.
- ✓ DHOs should encourage district supervisory team to submit online supervisory checklists for transparency and accountability
- ✓ Allocation of adequate resources for reliable transport, POL and per diem must be ensured
- ✓ Evidence based decision making should be encouraged for quality improvements and good governance
- ✓ Technical assistance required to improve monitoring and supervisory system, HSS Component of USAID's MCH program will entertain