

Project Development Objective (PDO)

Project Development Objective (PDO): To improve the efficiency, quality and accountability of health service delivery in Uttar Pradesh by strengthening the State Health Department's management and systems capacity												
PDO Level Results Indicators*	Core	Unit of Measure	Baseline	Cumulative Target Values**					Frequency	Data Source/ Methodology	Responsibility for Data Collection	Description (indicator definition etc.)
				YR 1	YR 2	YR3	YR 4	YR 5				
Indicator 1: Percentage of hospitals under the accreditation program that annually produce data and monitor: service productivity, efficiency, quality, patient satisfaction, and grievance registration and redressal (<i>efficiency, quality and accountability</i>)	<input type="checkbox"/>	Percentage Hospital	Nil	0	30%	60%	90%	90%	Annual	Annual hospital performance report	PCT; Directorate of MH (QA cell)	<ul style="list-style-type: none"> • Numerator: Number of hospitals enrolled under the accreditation program that report hospital performance data annually • Denominator: Total number (40) of hospitals enrolled under the accreditation program
Indicator 2: Percentage of districts using the personnel information system for paying salaries of health workers (<i>accountability and efficiency</i>)	<input type="checkbox"/>	Percentage Health worker	Nil	0	10%	30%	60%	75%	End of YR2, 3, 4, 5	Review of six monthly Project progress reports	PCT; DOHFW (Finance Controller)	<ul style="list-style-type: none"> • Salaries for 7,150 doctors are already fully paid through PIS doctors (7,990 doctors are registered in PIS). • Health workers include all employees paid by DOHFW including doctors, nurses, ANMs and paramedics. • Numerator: Number of districts using PIS for disbursing salaries for health workers. • Denominator: Total number of districts (72) disbursing salaries for health workers. •

<p>Indicator 3: Percentage of districts with completed and published facility-based report cards detailing national health programs indicators and facility-level performance data (<i>efficiency and accountability</i>)</p>	<input type="checkbox"/>	<p>Percentage</p>	<p>Nil</p>	<p>0</p>	<p>20%</p>	<p>50%</p>	<p>75%</p>	<p>90%</p>	<p>End of YR2, 3, 4, 5</p>	<p>Review of published district report cards</p>	<p>PCT; Directorate s of H&FW (Data Resource Centre)</p>	<ul style="list-style-type: none"> • National health programs indicators include MCH, nutrition and communicable disease indicators. • Facility performance is defined as production, productivity and quality. • Facilities include Block PHCs, CHCs and district hospitals. • Numerator: Number of districts that have completed and published district report cards • Denominator: Total number of districts (72)
<p>Indicator 4: Percentage of Primary Health Centers participating in the social accountability pilots for which a service delivery assessment has been completed and at least one corrective action by government is verified by the community (<i>accountability</i>).</p>	<input type="checkbox"/>	<p>Percentage</p>	<p>Nil</p>	<p>0</p>	<p>20%</p>	<p>50%</p>	<p>80%</p>	<p>End of YR3, 4, 5</p>	<p>Third party validation of assessment reports</p>	<p>PCT</p>	<ul style="list-style-type: none"> • Numerator: Number of PHCs completing the assessment with at least one corrective action by government is verified by the community • Denominator: Number of PHCs participating the pilot 	
<p>Indicator 5: Number of facilities using performance based outsourcing of service contracts (<i>efficiency and quality</i>).</p>	<input type="checkbox"/>	<p>Number Hospital</p>	<p>Nil</p>	<p>0</p>	<p>2</p>	<p>3</p>	<p>4</p>	<p>End of YR 2, 3, 4, 5</p>	<p>Review of outsourcing contracts</p>	<p>PCT; Directorate s of MH&FW (PPP cell); QA cell to validate the performance</p>	<ul style="list-style-type: none"> • Service contracts mean non-clinical services including housekeeping and laboratory services. • Performance based outsourcing means a portion of payments are linked to quantifiable performance indicators. • Total number of 	

												hospitals is 40, in addition to 10 CHCs. <ul style="list-style-type: none"> Numerator: Number of facilities using performance based outsourcing of service contracts Denominator: Total number of facilities (50)
Indicator 6: Percentage of hospitals under the accreditation program that have been certified for: (i) entry level pre-accreditation); (ii) progressive level pre-accreditation accreditation and (iii) final accreditation (<i>quality</i>).	<input type="checkbox"/>	Percentage	Nil ¹	--	25% ; 0; 0	60% ; 25% ; 5%	90% ; 40% ; 10%	90% ; 50% ; 25%	End of YR 2, 3,4, 5	Review of Accreditation certificates	PCT; Directorate of MH (QA cell)	<ul style="list-style-type: none"> Levels are determined according to standards established by the National Accreditation Board of Hospitals (NABH). Numerator: number of enrolled hospitals having received accreditation for (i) entry level pre-accreditation); (ii) progressive level pre-accreditation accreditation and (iii) final accreditation. Denominator: Total number of hospitals enrolled (40)
INTERMEDIATE RESULTS												
Intermediate Result - Component 1. Strengthening the Department of Health's Management and Accountability Systems												
Indicator 1: Number of agreed research studies completed and		Research studies	Nil	Nil	1	3	4	Six month	Project progress reports	PCT; DOHFW (HKRC)		Four areas of research identified are: disease burden in UP, health insurance, epidemic preparedness, and referral systems.

¹ Only 1 public sector hospital in UP has received a progressive level accreditation at present

results disseminated to key stakeholders												
Indicator 2: Annual validation of the DRC report for health programs completed			Nil	Nil	Yes	Yes	Yes	Yes	Annual	Project progress reports	DOHFW	Health programs include: Maternal and Child health, disease control and hospitals performance
Indicator 3: Percentage of districts that completed training of Financial Management staff		Percentage	Nil	20%	45%	70%	95%	100%	Annual	Project progress reports	PCT; Directorates of H&FW (CMSD)	<ul style="list-style-type: none"> • Numerator: Number of districts completed training for its staff • Denominator: Total number of districts (72)
Indicator 4: Percentage of districts completed procurement and SCM training of staff		Percentage	Nil	0	25%	50%	90%	100%	Six month	Project progress reports	PCT; Directorates of H&FW (CMSD)	<ul style="list-style-type: none"> • Numerator: Number of districts completed training for its staff • Denominator: Total number of districts (72)
Indicator 5: Pilots for social accountability and performance based incentives designed,			Nil	Pilots designed, including evaluation framework;	Implementation mechanisms in place	Midline evaluation completed	Surveys for end line evaluation with agreed methodology	Independent assessment report completed and results shared	Annual	Facility survey; Citizen report cards for PHCs; Household surveys	Hired party agency hired by PCT	

implemented, and evaluated				Baseline collected	e (NGOs hire d, perform ance criteria finalized) and implementation started		dology completed	with stakeholders				
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Intermediate Result - Component 2. Improving the Department of Health's Capacity to Perform Its Quality Assurance Role and More Effectively Engage the Private Sector

Indicator 6: Percentage of hospitals that are connected with CTF services; and (ii) Percentage of accredited hospitals having HCWM monitoring mechanisms and staff trained in HCWM		Percentage	Nil	Environment Management Cell established	Guidelines prepared; Needs assessment for HCWM and Roadmap completed	(i) 50%; (ii) 50%	(i) 65%; (ii) 65%	(i)85%; (ii)85%; Independent evaluation completed	Annual	Project progress report and EM cell reports	PCT; Directorate of MH&FW, (EM cell)	<ul style="list-style-type: none"> • Numerator: Number of hospitals that are connected with CTF services; and (ii) monitoring mechanisms in place and staff trained in HCWM • Denominator: Total number of hospitals (40)
Indicator 7: Percentage of hospitals that prepared Action Plan based on facility survey and agreed with GoUP		Percentage	Nil	50	90	100	--	--	Six month	Project progress report	PCT; Directorate of MH (QA cell)	<ul style="list-style-type: none"> • Action Plan consists of infrastructure, HR, and equipment plan. • Numerator: Number of hospitals prepared Action Plan • Denominator: Total number of hospitals (40)