

Supplemental Letter

STATE OF MEGHALAYA

October 28, 2021

International Bank for Reconstruction and Development
1818 H Street, N.W.
Washington, D.C. 20433
United States of America

INDIA: Loan No. 9291-IN
(Meghalaya Health Systems Strengthening Project)
Performance Monitoring Indicators

Dear Sirs and Mesdames:

We refer to Section II of Schedule 2 to the Loan Agreement of even date between India and the International Bank for Reconstruction and Development (Bank) and Section II.A of the Schedule to the Project Agreement.

Unless otherwise agreed with the Bank, we shall monitor and evaluate implementation of the Project in accordance with the Performance Monitoring Indicators attached to this letter.

Very truly yours,

STATE OF MEGHALAYA

By 
Authorized Representative

Attachment – Performance Monitoring Indicators

Results Framework
COUNTRY: India
Meghalaya Health Systems Strengthening Project

Project Development Objectives(s)

The project development objective (PDO) is to improve management capacity, quality and utilization of health services in Meghalaya.

Project Development Objective Indicators

Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
To improve Management capacity, quality, and utilization of health services in Meghalaya.							
The percentage point increase in average performance score in targeted administrative units as per internal performance agreement from baseline. (Percentage)		0.00	5.00	10.00	15.00	15.00	20.00
Cumulative number of districts hospitals which are NQAS certified. (Number)		1.00	2.00	3.00	5.00	7.00	9.00
The percentage point increase in average quality index score for CHCs and PHC from baseline. (Percentage)		0.00	5.00	10.00	15.00	15.00	20.00

Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
Increase in number of patients utilizing government health services OPD in targeted facilities. (Number)		1,650,932.00	1,670,000.00	1,700,000.00	1,730,000.00	1,750,000.00	1,800,000.00
Percentage of claims settled within agreed turnaround time. (Percentage)		50.00	55.00	60.00	70.00	80.00	90.00

Intermediate Results Indicators by Components

Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
Improving accountability, management and strengthening governance.							
Percentage of internal performance agreements reviewed as per the operational manual. (Percentage)		0.00	80.00	90.00	95.00	100.00	100.00
Percentage of targeted facilities and administrative units that receive performance payment, as per operations manual . (Percentage)		0.00	80.00	90.00	95.00	100.00	100.00
Percentage point increase in average		0.00	5.00	15.00	20.00	20.00	25.00

Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
patient satisfaction score in targeted health facilities. (Percentage)							
People who have received essential health, nutrition, and population (HNP) services (CRI, Number)		26,040.00	26,500.00	53,500.00	81,000.00	109,000.00	137,500.00
Number of deliveries attended by skilled health personnel (CRI, Number)		26,040.00	26,500.00	53,500.00	81,000.00	109,000.00	137,500.00
Percentage point decrease of targeted health facilities reported stock-out of essential drugs. (Percentage)		0.00	20.00	20.00	15.00	10.00	10.00
Strengthening systems to improve the quality of health services.							
The percentage point increase in score among those who participated in clinical vignettes. (Percentage)		0.00	5.00	10.00	15.00	20.00	25.00
Percentage of medical doctors and nurses from targeted facilities participated in clinical vignettes. (Percentage)		0.00	20.00	50.00	80.00	90.00	90.00
Average score for bio		0.00	10.00	15.00	20.00	25.00	30.00

Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
medical waste management in targeted health facilities at district, PHC and CHC level. (Percentage)							
Percentage of targeted facilities where quality scoring was done by higher level in last quarter. (Percentage)	0.00		80.00	80.00	85.00	90.00	95.00
Increasing coverage and utilization of health services.							
Increase in percentage coverage of households under health insurance scheme. (Percentage)	56.00		60.00	65.00	70.00	75.00	80.00
Increase in number of women patients utilizing government health services IPD in targeted facilities. (Number)	84,055.00		84,055.00	92,460.00	101,707.00	111,877.00	123,064.00
Percentage of local fund utilization (including performance grants and Insurance reimbursements) in targeted hospitals. (Percentage)	0.00		20.00	40.00	60.00	80.00	80.00

Monitoring & Evaluation Plan: PDO Indicators

Indicator Name	Definition/Description	Frequency	Datasource	Methodology for Data Collection	Responsibility for Data Collection
The percentage point increase in average performance score in targeted administrative units as per internal performance agreement from baseline.	Numerator: average performance score in targeted units – baseline average performance score *100 Target= 16 administrative units [5 State level and 11 district level]	Quarterly	Internal contract tracking system	Quarterly Internal Project review by project management unit.	Project Management Unit, Directorate of Health Meghalaya
Cumulative number of districts hospitals which are NQAS certified.	Numerator: Number of Targeted Health Facilities who have received unconditional national quality assurance certificate. Target: 11 District Hospitals	Quarterly	Quality Division: Directorate of health, Meghalaya	Certificates issued by Ministry of Health and Family Welfare, Government of India	Directorate of Health, Meghalaya
The percentage point increase in average quality index score for CHCs and PHC from baseline.	Numerator: average Quality Index score in targeted health units – baseline average quality index score *100 Target= 11DH+18CHC+66 PHC	Quarterly	Project Management unit: Internal MIS-new	Quarterly Internal Project review by project management unit.	Finance Division and MHIS
Increase in number of patients utilizing government health services OPD in targeted facilities.	Number of outpatients registered (Male and Female) in comparison to same months previous year in allopathic OPD	Quarterly	Health Management Information system	Project management unit from HMIS division, Monthly, routine	Directorate of Health, Meghalaya

Percentage of claims settled within agreed turnaround time.	<p>Numerator: Number of claims for which the money has been transferred to beneficiary</p> <p>Denominator: Number of Claims submitted</p> <p>Turnaround time = 30 days.</p>	Quarterly	Project Management unit: Internal MIS-new	Quarterly Internal Project review by project management unit.	Finance Division and MHIS.
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Monitoring & Evaluation Plan: Intermediate Results Indicators

Indicator Name	Definition/Description	Frequency	Datasource	Methodology for Data Collection	Responsibility for Data Collection
Percentage of internal performance agreements reviewed as per the operational manual.	<p>Numerator: Number of administrative units and targeted health facilities which have internal performance contract reviewed</p> <p>Denominator: Number of administrative units and targeted health facilities that has signed the internal performance contract</p> <p>Denominator: state level-5 Units (HR, Health Insurance, Bio Medical waste, Quality Assurance, Community mobilisation) 11 Districts,</p>	Quarterly	Project Management Unit: Internal MIS-new	Quarterly Internal Project review by project management unit.	Directorate of Health, Meghalaya

<p>Percentage of targeted facilities and administrative units that receive performance payment, as per operations manual .</p>	<p>11DH,18CHC,66 PHC</p> <p>Numerator: Number of targeted administrative units and facilities having quality assessments done through Quality Index tool and paid within 60 days of the end of the quarter</p> <p>Denominator: Number of Targeted Health Facilities</p>	<p>Quarterly</p>	<p>Project Management unit: Internal MIS-new</p>	<p>Quarterly Internal Project review by project management unit.</p>	<p>Finance Division</p>
<p>Percentage point increase in average patient satisfaction score in targeted health facilities.</p>	<p>Numerator: average patient satisfaction score-patient satisfaction score in baseline *100</p> <p>Target= 11DH+18CHC+66 PHC</p>	<p>Quarterly</p>	<p>Review of minute of last quarterly meeting</p>	<p>Community mobilisation division</p>	<p>Directorate of Health, Meghalaya</p>
<p>People who have received essential health, nutrition, and population (HNP) services</p>		<p>Quarterly</p>	<p>HMIS</p>	<p>HMIS</p>	<p>Directorate of Health, Meghalaya</p>
<p>Number of deliveries attended by skilled health personnel</p>		<p>Quarterly</p>	<p>HMIS</p>	<p>HMIS</p>	<p>Directorate of Health, Meghalaya</p>
<p>Percentage point decrease of targeted health facilities reported stock-out of essential drugs.</p>	<p>Numerator: Number of targeted health facilities having stockout essential medicines, as reported in the HMIS (none reporting to be considered as stockout)</p> <p>Denominator: Number of</p>	<p>Quarterly</p>	<p>Existing-Health Management Information System</p>	<p>Quarterly Internal Project review by project management unit.</p>	<p>Directorate of Health, Meghalaya</p>

<p>The percentage point increase in score among those who participated in clinical vignettes.</p>	<p>Targeted Health Facilities</p> <p>Numerator: average clinical vignette score core in targeted health units – baseline average clinical vignette score *100</p> <p>Target= Doctors and Nurses in Target Health facilities Target= 11DH+18CHC+66 PHC</p>	<p>Quarterly</p>	<p>Project Management unit: Internal MIS</p>	<p>Quarterly Internal Project review by project management unit.</p>	<p>Directorate of Health, Meghalaya</p>
<p>Percentage of medical doctors and nurses from targeted facilities participated in clinical vignettes.</p>	<p>Target= Doctors and Nurses in Target Health facilities Target= 11DH+18CHC+66 PHC</p>	<p>Quarterly</p>	<p>Project Management unit: Internal MIS</p>	<p>Quarterly Internal Project review by project management unit.</p>	<p>Directorate of Health, Meghalaya</p>
<p>Average score for bio medical waste management in targeted health facilities at district, PHC and CHC level.</p>	<p>Numerator: Biomedical waste score* under Quality Index in targeted health facility</p> <p>Denominator: Number of Targeted Health Facilities; Target= 11DH+18CHC+66 PHC</p> <p>* Bio medical waste management: Color coded bins with cover [one each in OPD, each Ward, OT, Dressing, Injection room,</p>	<p>Quarterly</p>	<p>Project Management unit: Internal MIS</p>	<p>Quarterly Internal Project review by project management unit.</p>	<p>Directorate of Health, Meghalaya</p>

emergency, labor room and lab], Needle cutter, Hypochlorite solution in laboratory. Mops with bucket and disinfectant. [separate for each OT, labor room] and general patient care including ward. Daily Collection of waste and mopping [schedule]. Treatment of infectious waste: [hypochlorite for sharps], microwave/autoclave. Functional sharps pit and deep burial pit with cover [no spillage outside] (All or None).

Percentage of targeted facilities where quality scoring was done by higher level in last quarter.

Numerator: Number of targeted health facilities which are visited and scored using Quality Index tool by district quality management team and showing at least 10% point improvement from the previous quarter performance

Quarterly

Project Management unit: Internal MIS-new

Quarterly Internal Project review by project management unit.

Directorate of Health, Meghalaya

Increase in percentage coverage of households under health insurance

Numerator: Number of Families enrolled and

Every six months

Management

Combinations of all the Government run

Meghalaya Health

scheme.	given smart card for health insurance Denominator: Estimated Number of families in the state at the beginning of the project		Information system: Meghalaya Health Insurance	insurance schemes under Directorate of Health	Insurance Scheme
Increase in number of women patients utilizing government health services IPD in targeted facilities.	Number of inpatients registered (only Female) in comparison to same months previous year in IPD. Numerator: Total booked expenditure Denominator: Total funds received* by the targeted facility during last quarter * Funds received from NHM, State, Insurance, world bank project and user fee, if any	Every Six Months	HMIS	Project management unit from HMIS division, Monthly, routine	Directorate of Health, Meghalaya
Percentage of local fund utilization (including performance grants and Insurance reimbursements) in targeted hospitals.		Quarterly	Project Management unit: Internal MIS-new	Quarterly Internal Project review by project management unit.	Finance Division and MHIS