



## Mizoram Health Systems Strengthening Project (P173958)

SOUTH ASIA | India | Health, Nutrition & Population Global Practice |  
IBRD/IDA | Investment Project Financing | FY 2021 | Seq No: 1 | ARCHIVED on 24-Aug-2021 | ISR47821 |

Implementing Agencies: India (Department of Economic Affairs, Government of India), Health and Family Welfare Department, Government of Mizoram

**Key Dates****Key Project Dates**

Bank Approval Date: 31-Mar-2021

Effectiveness Date: 13-Jul-2021

Planned Mid Term Review Date: 30-Nov-2023

Actual Mid-Term Review Date:

Original Closing Date: 31-Mar-2026

Revised Closing Date: 31-Mar-2026

**Project Development Objectives**

Project Development Objective (from Project Appraisal Document)

Project Development Objective (PDO) is to improve management capacity and quality of health services in Mizoram.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

**Components Table**

Name

Component 1. Strengthen management and accountability through Internal Performance Agreements (IPAs):(Cost \$13.50 M)

Component 2: Improve design and management of state health insurance programs.:(Cost \$2.50 M)

Component 3: Enhance quality of health services and support innovations.:(Cost \$15.92 M)

Component 4: Contingent Emergency Response Component.

**Overall Ratings**

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	--	<input type="checkbox"/> Satisfactory
Overall Implementation Progress (IP)	--	<input type="checkbox"/> Satisfactory
Overall Risk Rating	--	<input type="checkbox"/> Substantial

**Implementation Status and Key Decisions**

The Mizoram Health Systems Strengthening Project (MHSSP) is scheduled to be implemented between 2021 and 2026. The project was signed on June 17, 2021 and declared effective on July 13, 2021. PMU has signed the contracts for the key consultancy services and also for the civil works that are critical to project.

The work in all three components of the project has begun - Designing of component 1 that involved Internal Performance Agreement (IPA) is complete; the technical work for health insurance under component 2 has been initiated, and the project team along with project management consultant and technical agency (PMTA) has developed the road map for quality assurance activities that are part of component 3.

The project is planned to be formally launched by the state in the third week of August 2021.



## Risks

### Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	☐ Moderate	--	☐ Moderate
Macroeconomic	☐ Moderate	--	☐ Moderate
Sector Strategies and Policies	☐ Moderate	--	☐ Moderate
Technical Design of Project or Program	☐ Substantial	--	☐ Substantial
Institutional Capacity for Implementation and Sustainability	☐ Substantial	--	☐ Substantial
Fiduciary	☐ Substantial	--	☐ Substantial
Environment and Social	☐ Moderate	--	☐ Moderate
Stakeholders	☐ Moderate	--	☐ Moderate
Other	--	--	--
Overall	☐ Substantial	--	☐ Substantial

## Results

### PDO Indicators by Objectives / Outcomes

To improve management capacity and quality of health services in Mizoram.				
▶ The percentage point increase in average performance score in targeted administrative units as per internal performance agreement from baseline. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	20.00
Date	05-Apr-2021	--	10-Aug-2021	31-Mar-2026
Comments:	Numerator: average performance score in targeted units – baseline average performance score *100 Target= 15 administrative units [5 State level and 10 district level]			
▶ Cumulative Number of districts hospitals which are NQAS certified (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	--	1.00	8.00
Date	05-Apr-2021	--	10-Aug-2021	31-Mar-2026



Comments:	Numerator: Number of Targeted Health Facilities who have received unconditional national quality assurance certificate. Target= 9 District hospitals			
▶ The percentage point increase in average quality index score for CHCs and PHC from baseline. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	20.00
Date	05-Apr-2021	--	10-Aug-2021	31-Mar-2026
Comments:	Numerator: average Quality Index score in targeted health units – baseline average quality index score *100 Target= 9 DH + 2 SDH + 9 CHC + 39 PHC			
▶ The percentage point increase in score among those who participated in clinical vignettes. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	25.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: average clinical vignette score core in health units (DH + CHC + PHC) by the state – baseline average clinical vignette score *100 Target= Doctors and Nurses in all notified health facilities (9DH + 2 SDH + 9 CHC + 63 PHC)			
▶ Improve management and efficiency of Health insurance program by Convergence between the MHCS and PMJAY. (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Fragmented benefit package. Fragmented operational systems and processes. State scheme is not cashless and is paper-based.	--	Fragmented benefit package. Fragmented operational systems and processes. State scheme is not cashless and is paper-based.	ISO certification of insurance agency and Integrated beneficiary database.
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Year-1: Unified benefit package (the benefits may differ based on the nature of subscription, but will be under single system) Year-2: Aligning operational processes under MHCs (paper-based) with the PM-JAY (paperless & cashless) leveraging technology and IT-based integrated architecture. Year3: Approval and notification of integrated standard protocols and operating procedures for all schemes Year 4: (a) Training of state and district level staff on new system, & (b) integrated verified beneficiary database Year-5: ISO certification of the Mizoram Health Care Society			

### Intermediate Results Indicators by Components

Strengthen Management and Accountability through Internal Performance Agreements.				
▶ Percentage of administrative units and facilities signed internal performance agreement. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	0.00	--	0.00	100.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of administrative units and targeted health facilities which have signed the internal performance contract Denominator: state level- 5 Units (HR, Health Insurance, Bio Medical waste, Quality Assurance, Community mobilisation) 10 Districts, 9 District Hospitals, 2 SDH, 9 CHC, 39 PHC			
▶ Percentage of internal performance agreements reviewed as per the operational manual. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	100.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of administrative units and targeted health facilities which have internal performance contract reviewed Denominator: Number of administrative units and targeted health facilities that has signed the internal performance contract Target: 5 State+ 9 Health District + 9 DH+2 SDH +9CHC+63 PHC			
▶ Percentage of targeted facilities and administrative units that receive performance payment, as per operations manual. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	100.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	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 Denominator: Number of Targeted Health Facilities			
▶ Percentage point increase in average patient satisfaction score in targeted health facilities. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	25.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: average patient satisfaction score- patient satisfaction score in baseline *100 Targeted facilities: 9 District Hospitals, 2 SDH, 9 CHC, 39 PHC			
▶ People who have received essential health, nutrition, and population (HNP) services (Number, Corporate)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	14,753.00	--	14,753.00	88,630.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
□ Number of deliveries attended by skilled health personnel (Number, Corporate Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	14,753.00	--	14,753.00	88,603.00



Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
<b>► Percentage point decrease of targeted health facilities reported stock-out of essential drugs. (Percentage, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	10.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of targeted health facilities having stockout essential medicines, as reported in the HMIS (none reporting to be considered as stockout) Denominator: Number of Targeted Health Facilities			

<b>Improve Design and Management of the State Health Insurance Programs.</b>				
<b>► Percentage households covered under health insurance scheme. (Percentage, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	50.00	--	50.00	70.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of Families enrolled and given smart card for health insurance*100 Denominator: Estimated Number of families in the state at the beginning of the project			
<b>► Percentage point increase of women headed households covered under health insurance scheme. (Percentage, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	20.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of Families (headed by women) enrolled and given smart card for health insurance*100 Denominator: Total number of families enrolled in the health insurance			
<b>► Percentage of claims for which post payment medical audit has been done. (Percentage, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	6.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of Claims for which post payment audit report is submitted in last quarter Denominator: Total number of claims submitted in last quarter			
<b>► Percentage of local fund utilization (including performance grants and Insurance reimbursements) in targeted hospitals. (Percentage, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	80.00



Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	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			
<b>► Percentage of claims settled within agreed turnaround time. (Percentage, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	50.00	--	50.00	90.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of claims for which the money has been transferred to beneficiary Denominator: Number of claims submitted Target: 30 days turnaround time			

Enhance Quality of Health Services and Support Innovations.

**► Percentage of medical doctors and nurses from targeted facilities participated in clinical vignettes. (Percentage, Custom)**

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	90.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Total number of Doctors and Nurses in the targeted health facilities who have received at least one clinical vignette score in the last quarter Denominator: Total number of permanent doctors and nurses + 50% of contractual doctors and nurses in targeted health facilities in the same quarter			

**► Average score for bio medical waste management in targeted health facilities at district, CHC and PHC level. (Percentage, Custom)**

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	30.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Biomedical waste score* under Quality Index in targeted health facility Denominator: Number of Targeted Health Facilities DH-9, SDH-2, CHC-9, PHC-39 * Bio medical waste management: Color coded bins with cover [one each in OPD, each Ward, OT, Dressing, Injection room, 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 have developed / revised quality improvement plan in last quarter. (Percentage, Custom)**

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	95.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of targeted health facilities which have submitted the annual plan and all quarterly revisions Denominator: Number of Targeted Health Facilities; DH-9, SDH-2, CHC-9, PHC-39			



► Percentage of targeted facilities where quality scoring was done by higher level in last quarter. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	95.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	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 Denominator: Number of Targeted Health Facilities, DH-9, SDH-2, CHC-9, PHC-39			
► Percentage of targeted facilities trained on public health system emergency response. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	100.00
Date	05-Apr-2021	--	10-Aug-2021	03-Apr-2026
Comments:	Numerator: Number of targeted health facilities trained in responding to natural disaster and disease outbreaks/epidemics Denominator: Number of Targeted Health Facilities; DH-9, SDH-2, CHC-9, PHC-39			

### Performance-Based Conditions

#### Data on Financial Performance

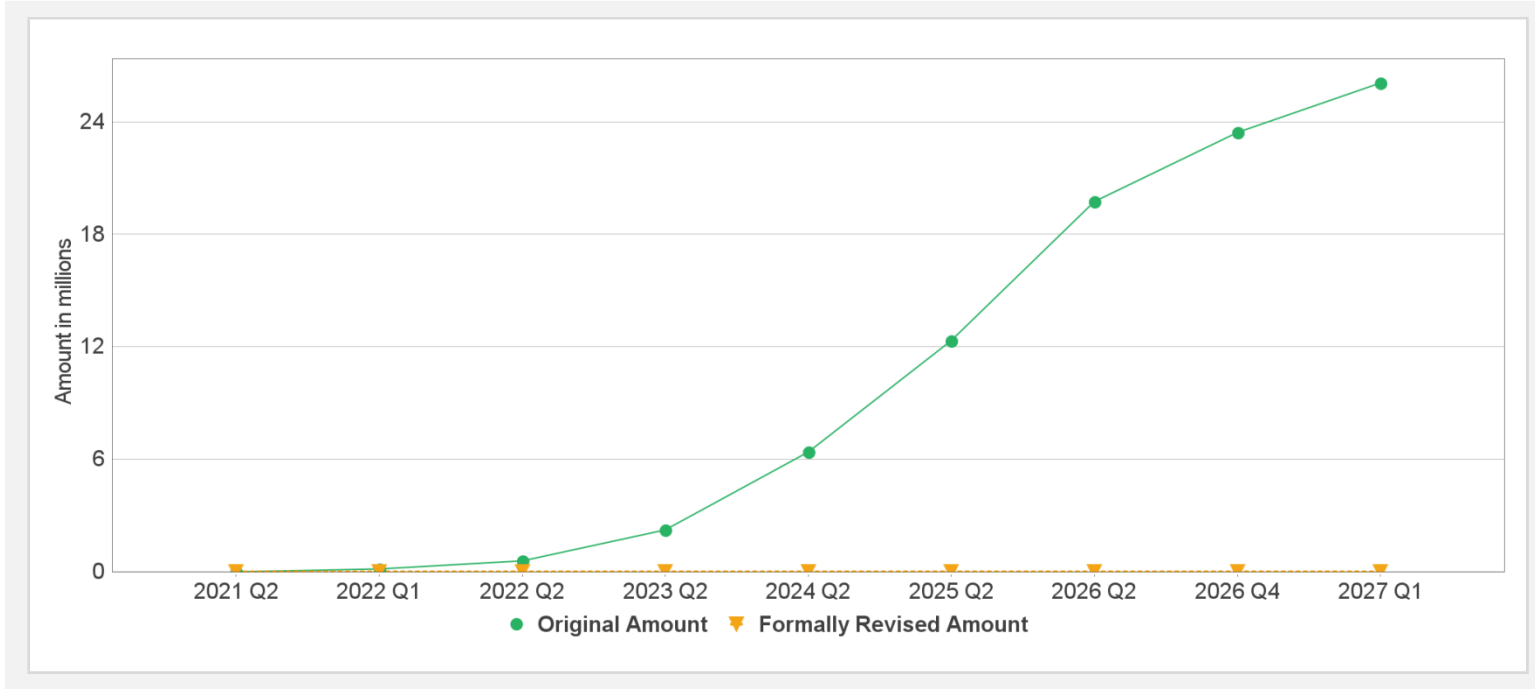
##### Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P173958	IBRD-92270	Effective	USD	32.00	32.00	0.00	0.08	31.92	0.3%

##### Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P173958	IBRD-92270	Effective	31-Mar-2021	17-Jun-2021	13-Jul-2021	31-Mar-2026	31-Mar-2026

#### Cumulative Disbursements



**PBC Disbursement**

PBC ID	PBC Type	Description	Coc	PBC Amount	Achievement Status	Disbursed amount in Coc	Disbursement % for PBC
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**Restructuring History**

There has been no restructuring to date.

**Related Project(s)**

There are no related projects.