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## Implement participatory social accountability for better health in Moldova (P150873)

EUROPE AND CENTRAL ASIA | Moldova | Health, Nutrition & Population Global Practice | Recipient Executed Activities | Investment Project Financing | FY 2015 | Seq No: 2 | ARCHIVED on 26-Jan-2017 | ISR26860 |

Implementing Agencies:

### Key Dates

#### Key Project Dates

Bank Approval Date:19-Nov-2014

Effectiveness Date:19-Nov-2014

Original Closing Date:19-Nov-2019

Revised Closing Date:19-Nov-2019

### Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The project proposes a holistic approach that links national planning, monitoring and execution systems with service delivery performance in the health sector. More specifically, the project aims to empower civil society organizations and citizens with the skills and knowledge to monitor performance of service providers which is expected to assist the Ministry of Health develop a stronger oversight capacity that will complement and strengthen the existing planning, monitoring and evaluation processes. The Project is designed to be implemented over a five-year period to include 70 hospitals and a representative sample (120) of primary healthcare facilities. The applied results of social accountability tools will serve as guidance to provide stronger evidence-based support to the reforms promoted by the Ministry of Health. In order to achieve the above the project implementation will consist of four main components: (1) Promoting citizen monitoring of hospital performance; (2) Strengthening performance based incentive program in family medicine through social audits of primary healthcare institution; (3) Creating an enabling environment for informed public dialogue in health; and (4) Knowledge and learning and project management.

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

Yes

Board Approved Revised Project Development Objective (If project is formally restructured)

The Revised Project Development Objective is to inform users of health services in selected rayons about the performance, quality, and efficiency of hospitals and primary care clinics within a certain radius of their residence in order to improve service delivery.

### Components

Name

### Overall Ratings

| Name | Previous Rating | Current Rating |
|------|-----------------|----------------|
|      |                 |                |

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|                                      |                  |                           |
|--------------------------------------|------------------|---------------------------|
| Progress towards achievement of PDO  | ● Unsatisfactory | ● Moderately Satisfactory |
| Overall Implementation Progress (IP) | ● Unsatisfactory | ● Moderately Satisfactory |

## Implementation Status and Key Decisions

Significant progress was achieved on hospital performance monitoring component. The PAS center (implementing agency) has identified 9 treatment and 9 control raions for policy experiment, and has developed a first draft of hospital performance indicators to be discussed with the Ministry of Health (MoH) by the end January 2017. These activities compliment the work of the MoH in the development of a performance-based payment mechanism for public hospitals.

The social audit of primary healthcare institutions is progressing at a slower pace. The PAS center is conducting a desk review of the existing performance indicators in family medicine analyzing key aspects related to the access to primary healthcare facilities. The draft list of indicators and the methodological aspects of social audit will be presented to MoH by the end February 2017.

In order to guarantee transparency throughout all stages of grant implementation, the PAS center is working on development of an interactive platform allowing for promotion and monitoring of social accountability tools in healthcare, and timely dissemination of relevant project information.

## Risks

### Overall Risk Rating

| Risk Category | Rating at Approval | Previous Rating | Current Rating |
|---------------|--------------------|-----------------|----------------|
| Overall       | ● Moderate         | ● Moderate      | ● Moderate     |

## Results

### Project Development Objective Indicators

►Percentage of citizens in treatment rayons who correctly respond to conceptual questions related to hospital quality and performance (Percentage, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 10.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

#### Comments

The health barometer survey will be conducted in the second half of 2017 calendar year



►Percentage of citizens in treatment rayons who can accurately rank the performance of their nearest hospital (Percentage, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 10.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

Comments

The health barometer survey will be conducted in the second half of 2017 calendar year

►Percentage of citizens in selected rayons who can accurately rank the performance of PHC in the rayons (Percentage, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 10.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

Comments

The health barometer survey will be conducted in the second half of 2017 calendar year

►Percentage of citizens who described their last overall experience with the health facility as fairly good or very good (Percentage, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 10.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

Comments

The health barometer survey will be conducted in the second half of 2017 calendar year



## ▶Health Barometer Survey recommendations included in public policy process (Yes/No, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | N           | --                | N                | Y           |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

## Comments

The health barometer survey will be conducted in the second half of 2017 calendar year

## Overall Comments

Since the project restructuring in November 2016 there is not enough data to present results.

## Intermediate Results Indicators

## ▶Number of public hospitals covered with HPRC (Number, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 55.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

## ▶Number of decision-makers and managers who receive physical report card (Number, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 75.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |



►Percentage of citizens who receive physical report card (Percentage, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 15.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

►Number of PHCs covered with PHCPIA (Number, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 72.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

►Number of decision-makers and managers informed about PHC performance-based incentive audit results (Number, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 50.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

►Number of implemented Health Barometer Surveys (Number, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 2.00        |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |



►Number of decision-makers and health managers informed about findings of HBS (Number, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 50.00       |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |


►Number of citizens informed about health system status (Number, Custom)

|       | Baseline    | Actual (Previous) | Actual (Current) | End Target  |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00        | --                | 0.00             | 15,000.00   |
| Date  | 01-Sep-2016 | --                | 24-Jan-2017      | 19-Nov-2019 |

## Overall Comments

## Data on Financial Performance

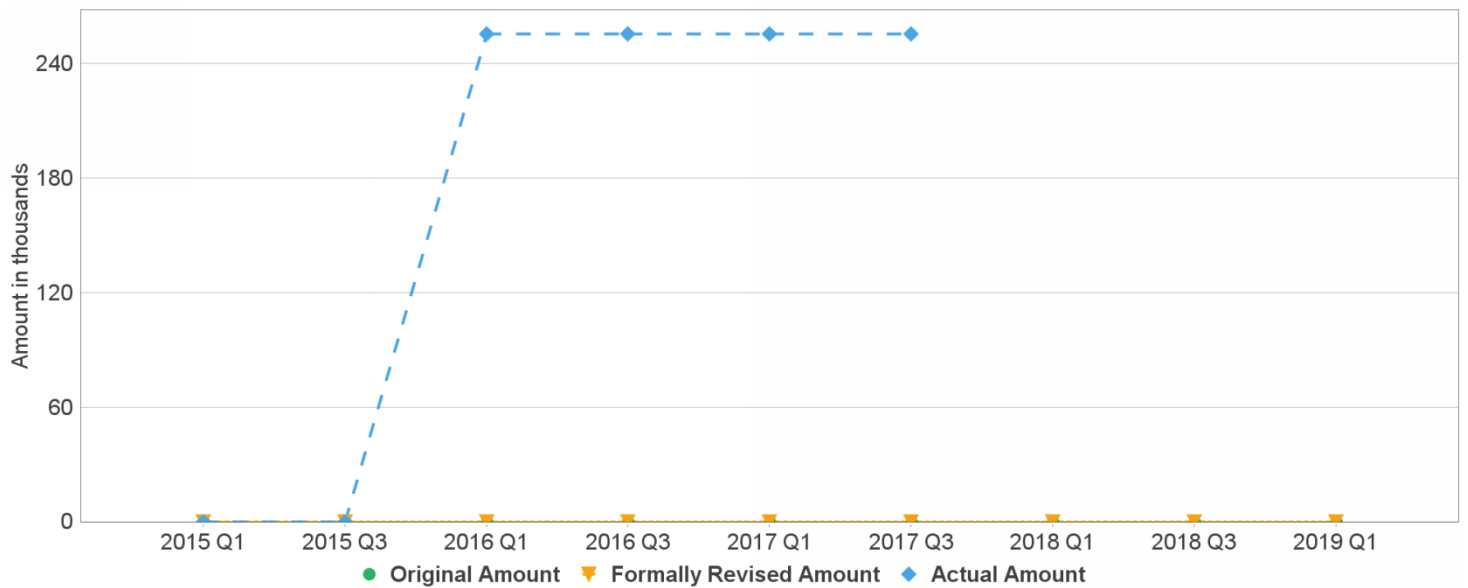
### Disbursements (by loan)

| Project | Loan/Credit/TF | Status    | Currency | Original | Revised | Cancelled | Disbursed | Undisbursed | Disbursed   |
|---------|----------------|-----------|----------|----------|---------|-----------|-----------|-------------|---|
| P150873 | TF-18162       | Effective | USD      | 0.73     | 0.73    | 0.00      | 0.26      | 0.47        |  35% |

### Key Dates (by loan)

| Project | Loan/Credit/TF | Status    | Approval Date | Signing Date | Effectiveness Date | Orig. Closing Date | Rev. Closing Date |
|---------|----------------|-----------|---------------|--------------|--------------------|--------------------|-------------------|
| P150873 | TF-18162       | Effective | 19-Nov-2014   | 19-Nov-2014  | 19-Nov-2014        | 19-Nov-2019        | 19-Nov-2019       |

### Cumulative Disbursements



## Restructuring History

Level 1 Approved on 21-Nov-2016

## Related Project(s)

There are no related projects.