

Innovations

A newsletter on Better Health Care Management



Monitoring and Evaluation: Made Simple

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“How can I make the most of my day at my clinic?” Start your day by choosing a service area where you want to make the most of everything you do, for instance, infant immunization or birth spacing services. Then I suggest you develop a Monitoring and Evaluation

(M&E) plan that will allow you to know if you are making the best of your day or if you are in the “every day routine trap” of doing things the same way every day. An M&E plan allows you to correct performance problems and make the most of the resources available.

An M&E plan meets three basic M&E needs in a clinic or health center: first, the need to design or redesign the service delivery process steps that are critical to quality services; second, the need to monitor these steps and make sure they are implemented according to standards and with minimum errors; and third, the need to evaluate effectiveness in terms of whether the steps achieved your objectives.

Your M&E plan should include three sections with actions that respond to the three basic M&E questions:

- 1. What information do I need to design or redesign my service and ensure consistent quality and efficiency?** Example: What are the critical steps to provide quality birth spacing counseling? Action: Gather and review similar programs or services and list the minimum steps critical to quality.
- 2. Are the service delivery processes implemented according to the pre-defined standards of quality?** Example: Are staff implementing the designed quality counseling steps? Action: Observe and list the three most common “errors” to be addressed in the next supervisory meeting.
- 3. Is my program or service reaching its objectives?** Example: Are we providing quality birth spacing counseling to the number of women that need our services in our catchment area? Action: Use the annual target to calculate your *daily* target number of women to receive birth spacing counseling, and measure everyday if you are on track with your annual objective.

Monitoring and Evaluation will help you make the most of your day!

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Innovations shares the international experience of Dr. Elvira Beracochea and the MIDEGO team. If you have a healthcare improvement question or comments on this month’s newsletter, please write to Dr. Elvira Beracochea at elvira@midego.com.

About Dr. Elvira

Dr. Elvira Beracochea is an international public health consultant and coach to other public health workers in how to innovate and improve quality of life. She is the founder, President and CEO of MIDEGO, Inc.

About MIDEGO, Inc.

MIDEGOS is committed to be a an important partner in reaching the Millennium Development Goals and improve quality of life.

Our mission is to assist you and your organization to reach global health goals, one day - one percent at a time.

Our vision is help make quality health care possible for everyone everywhere every time.

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