




Monitoring implementation of the NHI in the pilot districts

Using the NHI Business Plans to ask the right questions

Introduction

- What is a business plan?
 - Strategic planning and budget document
 - Contains the goals of a priority project, objectives and outcomes
 - It also contains specific information on implementation. Outputs, activities and targets
 - It should be costed and have a clear budget allocated for each activity
 - It must have clear time-frames for when outputs must be delivered

- Business plans are developed for all government priorities funded through a conditional grant e.g. HIV and AIDS conditional grant
- They have been developed for all NHI pilot districts and are available on-line
- They outline activities and targets for 3 years but should be updated every year
- All business plans are based on the same template
- This has advantages and disadvantages
 - Consistency between pilot districts
 - But limits ability to meet district specific need

Gert Sibande Plan

- See Janneke's presentation

Some problems with the business plan

- It is clear that the business plan has not been costed or budgeted for properly
- Many of the outcomes, outputs and activities do not relate clearly to the purpose of the Pilot district, which is to test new systems and improve service delivery
- A lot needs to be complete in the first year and this has implications for the remaining two years

Using the BP for Monitoring

- Even though there are significant problems with the plan we can use them for monitoring
- Because they outline outputs, activities and targets we can use them to determine if the district is meeting its obligation
- It allows us to find out what they promised to do and then if they have done it or are busy doing it
- If things are not happening as they should then we can ask officials to give explanations

Business Plan Monitoring Tool

- Using information contained in the business plan we can develop a simple tool that can be used for monitoring
- The tool simply lists all the activities and promised outputs contained in the plan, lists questions that should be asked of officials for each, and provides an easy way of recording what has been done and what has not
- How you choose to use the information you gather is up to you

Completing the tool

- To complete the tool you will need to identify the district manager responsible for piloting the NHI
- You need to arrange a meeting with the official
- Explain clearly what you want to do and why you want the information. Remember information is your right

- Provide the official with a copy of the tool before your meeting
- At the meeting start by introducing the tool and what you need
- Then start filling out Section 2

Filling out the tables

- These tables lists the activities that should have been implemented.
- It then tells you when this should have been completed by.
- To help you determine if the activity has or is being implemented, the third column suggests a few questions you should ask to see if it has been done.
- Once you have determined if the activity has been done or not you then simply answer 'yes' (it has been done) or 'no' (it has not been done) in the fourth column

- If the answer in the fourth column is no, you should ask the person you are interviewing to tell you why it has not been completed. There is some space in that block to provide short answers but for longer ones you can use another blank sheet of paper. When you use another piece of paper, you need to indicate which activity the explanation belongs to. So if you need to write a long explanation for the first activity in that table you will start by writing 'Activity 1.1' and then complete the explanation
- You should then ask for the date when the activity will be complete. This will allow you to go back and check at a later stage that they have completed this activity by this second date.

- If the answer in the fourth column is yes, you must ask the person you are interviewing for evidence of this. So if the activity relates to a research report that must be developed, you must ask for this report. If the activity relates to the appointment of an official, as for the name and contact details of the official that has been appointed.
- Finally, because almost all activities require budget to complete, you need to ask the official you are dealing with to tell you how much they have spent on each activity and where this money comes from.

- It is important to remember that the information needed to fill out the tool will not be the only information you receive, you must record everything that you think is important
- Try and create a good relationship with the official and make it clear that you want to help her as much as you need her to help you
- Most importantly, always try and get evidence for what you are being told: Reports, minutes, names and contact details