**TEMPLATE INTRODUCTION LETTER**

**to Ministry of Health, from WHO Country Office**

2 March 2021

To: [Ministry of Health]

**Subject:** Frontline service readiness assessments: Strengthening real-time health services tracking and monitoring in the context of the COVID-19 pandemic

Dear [Name],

The World Health Organization (WHO) Country Office in [country] expresses its high respect for the Ministry of Health [country] and is pleased to inform you of a new suite of innovative tools and approaches to support countries in assessing and monitoring health systems readiness at *health facility and community* levels.

Against a rapidly evolving situation, many countries are facing challenges in the availability of accurate and up-to-date information on health service capacities to urgently address the dual-track challenge of maintaining essential health services while responding to the COVID-19 pandemic. The new suite of [frontline service readiness assessments](https://www.who.int/teams/integrated-health-services/monitoring-health-services) consists of standard health facility and community assessment tools to fill critical data gaps to help countries rapidly identify health system bottlenecks and scale up delivery of essential life-saving services at national, subnational and local levels. Countries can use the tools to monitor current and surge capacities of frontline services, including the availability of essential diagnostics, therapeutics, and supplies (e.g. personal protective equipment, oxygen) required to respond COVID-19, and track the extent of service delivery disruptions, mitigation strategies, and facility and staff capacities to maintain other essential health services.

The tools and recommended methods aim to strengthen country capacities in real-time health services monitoring and surveillance throughout the course of the COVID-19 pandemic and for use during potential future health emergencies. A technical briefing note with further information on the tools and recommended deployment approach is enclosed.

This activity is a key component of the Access to COVID-19 Tools Accelerator – Health Systems Connector work in collaboration with the World Bank, The Global Fund, UNICEF, GAVI and other partners. WHO offers technical assistance and potential funding support for country implementation of the survey.

Please do not hesitate to reach out for further information, guidance and to request potential technical or funding support.

Yours sincerely

[WHO Country Office]

Enclosed: Technical briefing note