



Health Minister's National Award 2018

Results

Background

In 2014, the Management Information System (MIS) unit of the Directorate General of Health Services (DGHS) launched a performance management initiative for improving health services in the public health sector. The initiative is aligned with WHO's six building blocks of health systems¹. It has four objectives (Figure 1) and entails measurement of performance, ranking and rewarding of health facilities, community health services and sub-national health offices. This has incentivised health managers

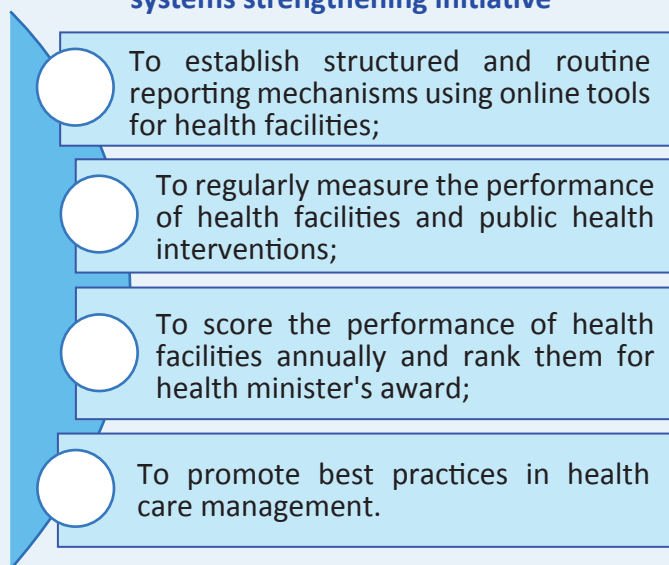
completed by aggregating the scores across different tools for a total of 510 facilities.

The final results of the best performing health facilities, community health services, and sub-national health offices in the public sector under the Ministry of Health and Family Welfare for 2018 are presented here.

Tools used for assessment

In total, four distinct tools were used, each of which accounts for a specific weighted score with a total of 100% as demonstrated in Figure 2.

Figure 1: Objectives of the health systems strengthening initiative



across the country to improve practices within the resources available in the system. The initiative progressively evolved between 2014 and 2018. An online system for measurement and scoring is now publicly accessible through a real time dashboard².

MIS, with the support of WHO, has conducted the third round of assessment under the health systems strengthening initiative in 2018, following the 2015 and 2017 assessment. The final results for 2018 was

- The first was the **online measurement tool** where facilities, community health services (through the upazila health offices) and sub-national health offices report on selected indicators through the existing systems used in MIS;
- The second was an internal evaluation conducted by the health managers using the **onsite monitoring tool** to review and report on the performance of the facilities and community health services under their responsibility;
- The third was an external evaluation conducted by a quasi-independent team composed of assessors from DGHS and WHO using the **physical assessment tool** which was applied for shortlisted health facilities;
- The fourth was exit patient interview in facilities selected for physical assessment using the **patient satisfaction survey** which was carried out simultaneously with physical verification of the shortlisted health facilities.

¹WHO, 2007. *Everybody business: strengthening health systems to improve health outcomes: WHO's framework for action*. Available at: http://www.who.int/healthsystems/strategy/everybodys_business.pdf

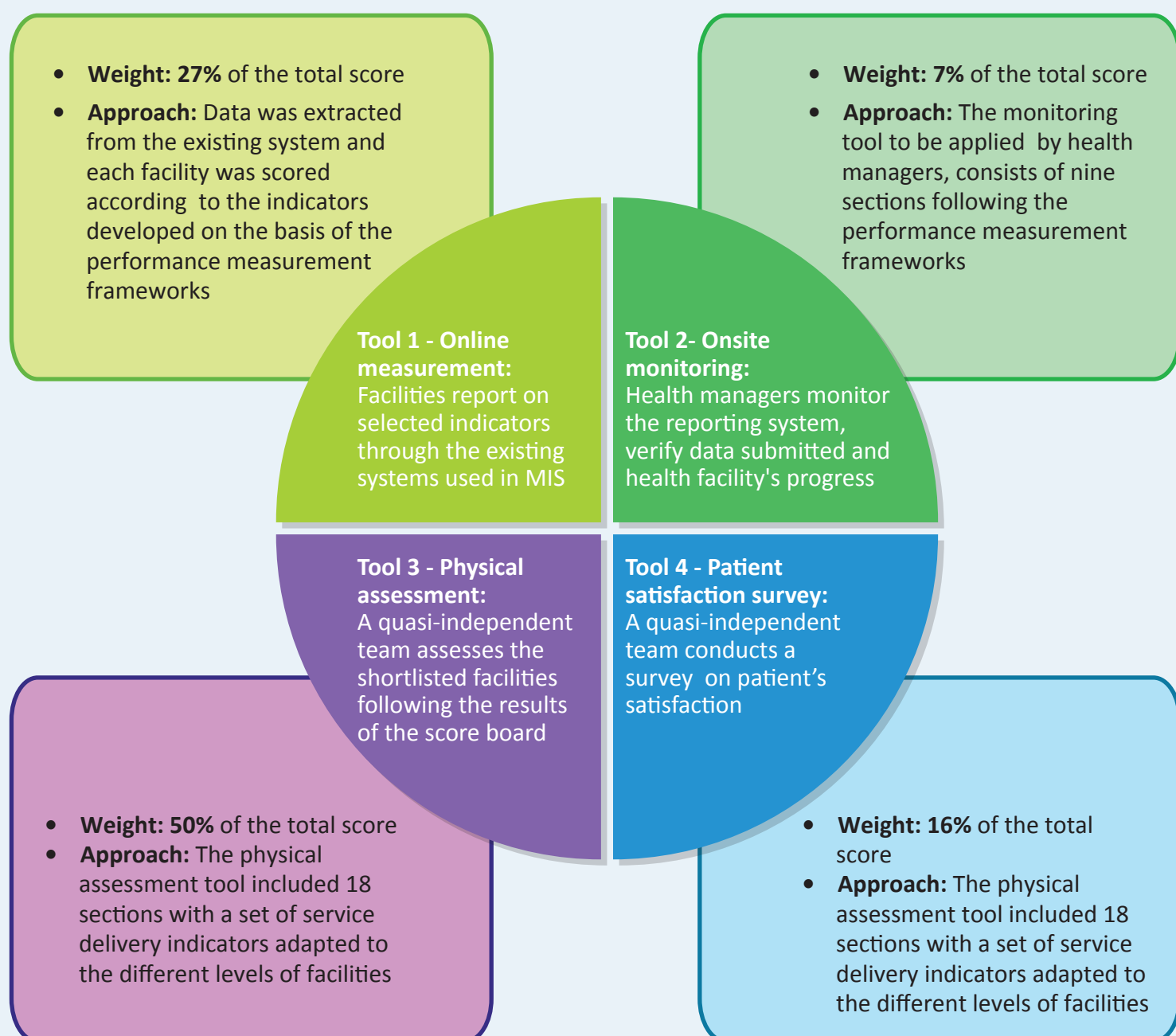
²Available at: http://dashboard.dghs.gov.bd/webportal/pages/hss_menu.php

Selection process

After consultation with health managers of DGHS and with divisional directors, the benchmark for shortlisting of health facilities for 2018 was set at 80% of aggregated score of online measurement data and onsite monitoring score for UHC and DH and 60% of online measurement data for MCH and SpH. The benchmark for facilities were approved by the Director General of DGHS and 67 health facilities were shortlisted (out of 510) for physical assessment and patient satisfaction survey.

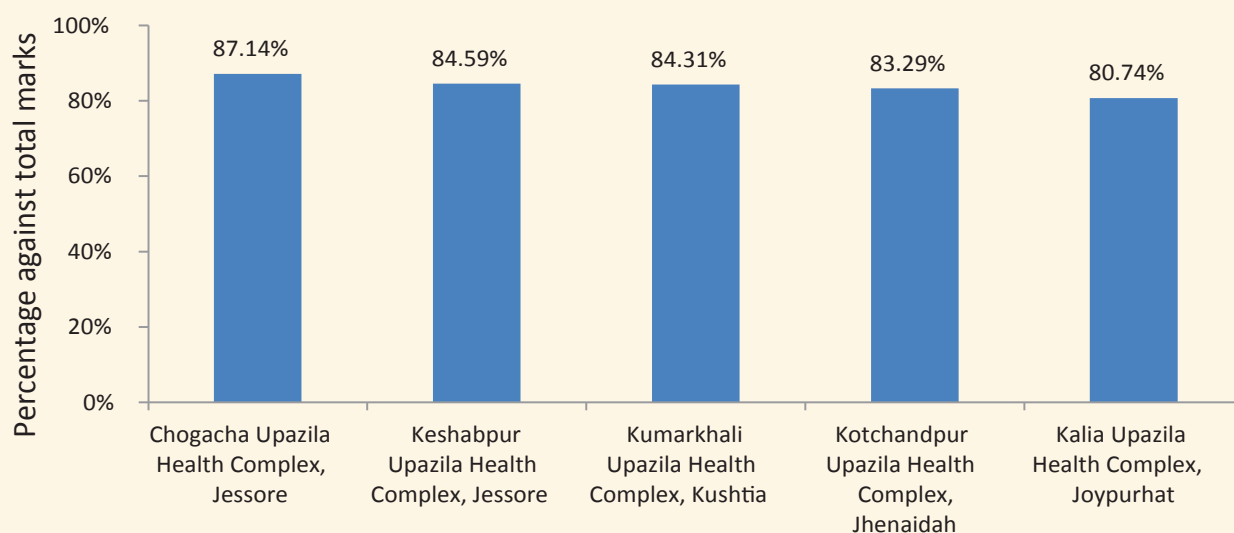
- Sixty-seven shortlisted health facilities consisted of : a) 35 UHC; b) 21 DH ; c) eight MCH; d) three SpH;
- External evaluation using the physical assessment tool was carried out between November 2018 and January 2019;
- Physical assessment and patient satisfaction data were reviewed and analysed by MIS with support from WHO;
- The results of the assessment for 2018 have been approved by the DGHS and MOHFW.

Figure 2. Four tools for performance measurement

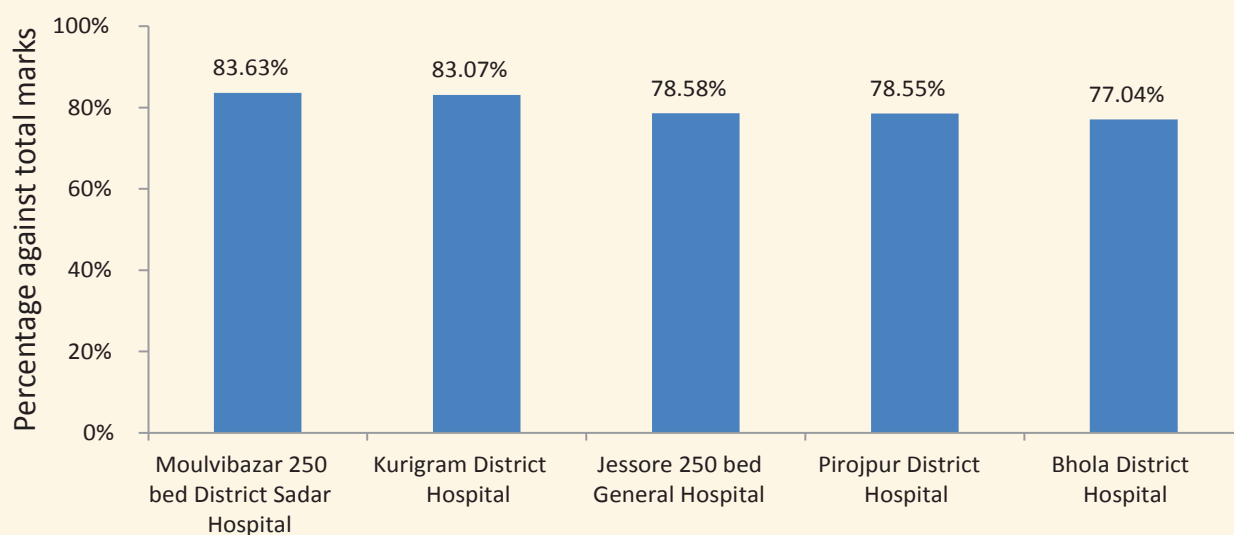


Results

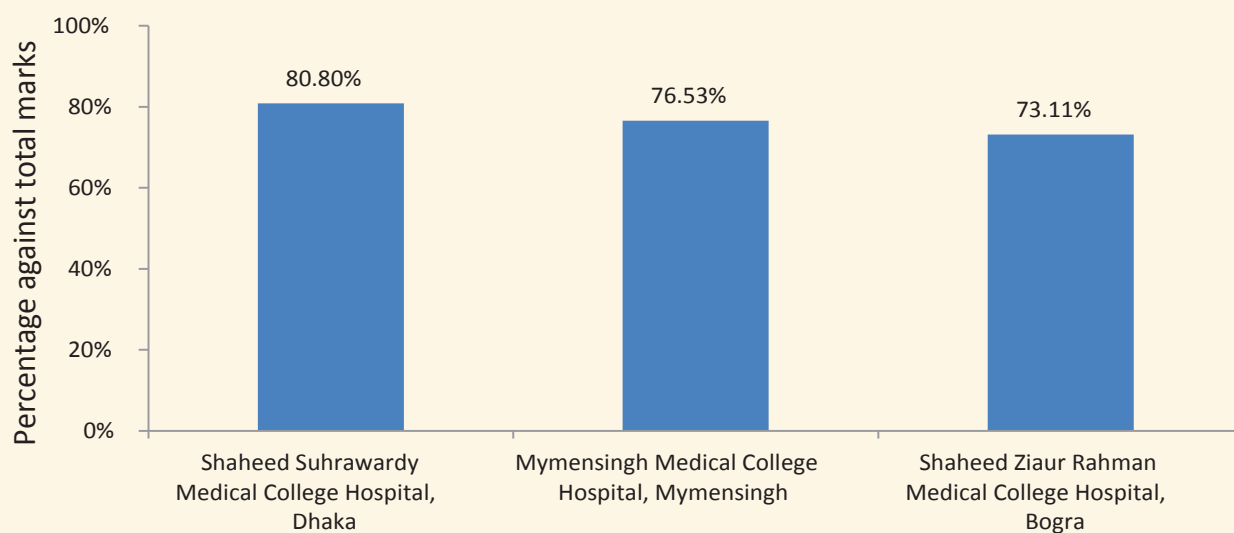
Top Five Upazila Health Complexes



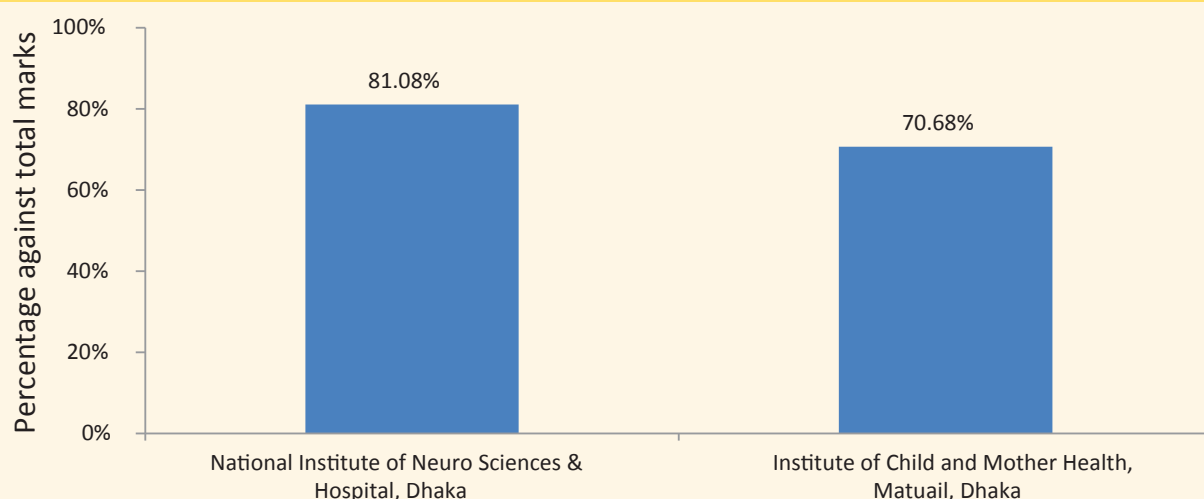
Top Five District Level Hospitals



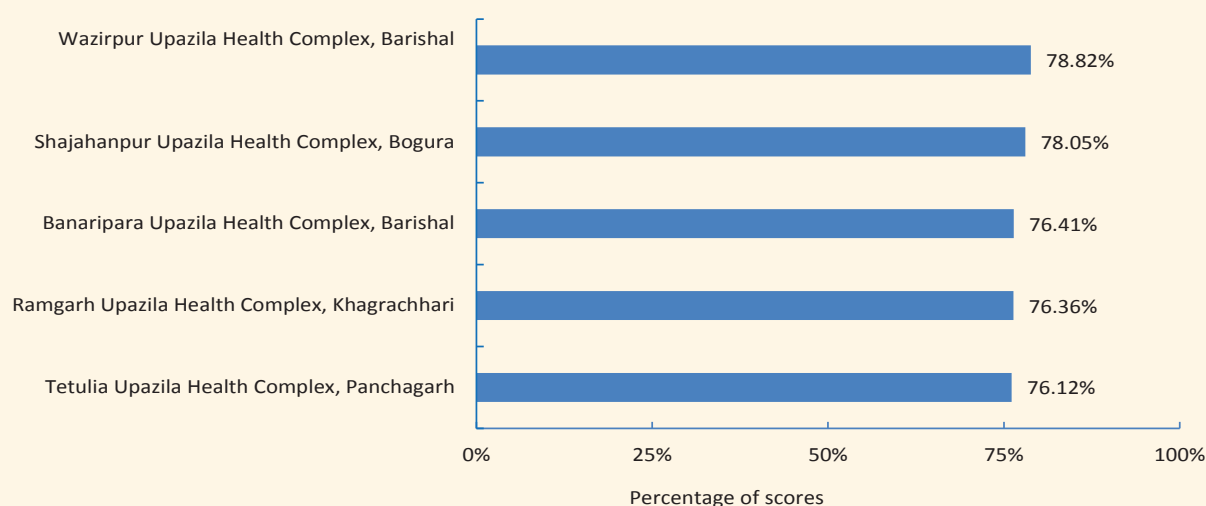
Top Three Medical College Hospitals



Top Two Specialty Postgraduate Institutes & Hospitals



Top Five Community Health Services



Top Health Offices

