

## Module 5: Monitoring and Evaluation

### Purpose and Content

Module 5 puts emphasis to the monitoring and evaluation of the progress of HMIS in achieving its goals. It highlights the importance of monitoring and evaluation as a management tool in operating an HMIS. This module provides the participants with a set of guidelines and tools in tracking the performance of their HMIS and to prompt them to act on issues and concerns in a timely manner. Module 5 begins with the differentiation between monitoring and evaluation and clarifies the different methods that can be applied when undertaking each. It also specifies aspects of the HMIS operations and management that require regular monitoring and periodic evaluation.

Copies of the different monitoring tools exist. Module 5 provides the opportunity for the participants to review and study these tools. It allows them to make the necessary comparison with what they have. Through a group exercise, participants will be able to identify the monitoring tools that could best suit their situation and needs.

### Objectives

At the end of this module, the participants will be able to:

- (1) differentiate between monitoring and evaluation and are able to identify the specific aspects of their HMIS operations and management that need to be monitored and evaluated
- (2) identify the different monitoring tools and describe each of their usefulness and applications
- (3) describe the quality of health services being provided by their HMIS using the tools on Quality Health Care.

## Topics and Methodology

Sessions	Major Topics	Duration	Methodology	Supplies/ Materials
<b>Session 5.1</b> Monitoring and Evaluation of HMIS Performance and Operations	* differences between monitoring and evaluation * monthly monitoring report * management chart record	150 minutes	Plenary Discussion  Group Work: Application of Tools	Slides Handouts Copies of the tools Worksheets
<b>Session 5.2</b> Monitoring the Quality of Health Services	* Quality Health Care Checklist	60 minutes	Plenary Presentation	Slides Handouts

## FACILITATOR'S GUIDE

### Introduction

1. Recap that the Training Programme so far has given inputs on the underlying reasons for the establishment of an HMIS and its overall contribution as a social protection measure; clarified the essential elements of an HMIS, its basic principles and the risks that needed to be addressed; defined gender and described the forms of gender biases and underlying causes; reviewed the process and criteria in setting up their own HMIS and introduced organizational structure, administrative and financial management systems and tools that must be in place.
2. Explain that monitoring and evaluation has to be institutionalized in every HMIS to help ensure its viability and success. Hence, this is given focus by making it a separate module in the Training Programme.
3. Clarify that this module has two parts which include: (a) discussion of the importance of monitoring and evaluation and the tools to be used in tracking and assessing the HIMS performance and operations; and (b) the monitoring of the quality of health care and services. Display the slide on the objectives of this module.

## **Session 1: Monitoring/Evaluation of HMIS Performance and Operations**

### **Plenary Presentation**

1. Begin this session by asking the participants if they are currently monitoring or evaluating their HMIS, what tools or mechanisms they use and which aspect of their HMIS do they monitor or evaluate. Ask them also what benefits resulted from doing their monitoring or evaluation.
2. With these inputs, ask the participants to differentiate between monitoring and evaluation. Acknowledge their contributions and then flash the slides which explain the definition of monitoring and evaluation.
3. Proceed with the presentation and discussion of the rest of the slides. Every now and then, ask for the opinions or comments of the participants and always relate your discussion with what they are currently practicing.
4. Once you have presented the basic definition and differentiation, proceed with the presentation and discussion of the various monitoring tools.
5. Explain that you have categorized the presentation into two: (a) those used for monitoring the operations and performance of the HMIS; and (b) those in assessing the quality of health care provided by their members.
6. As each tool is presented, ask the participants if they have employed such in the past and ask them to share their experiences.

### **Group Work**

7. Advise the participants to group themselves by HMIS. Advise them to bring out their local data and apply the tools that were just discussed. Encourage them to analyze the results of their computations.
8. Instruct them to write on the flip chart their actual computations and the interpretation of the results. They may also begin to analyze what were the factors that contributed or hindered them from achieving the desired level of performance.
9. Inform them that their outputs will not be discussed in this session but will be presented in the Action Planning session.
10. Move from one group to another to ensure that they are applying the formula and discussing the results of their computations.

## Session 5.2: Monitoring Quality of Health Care

1. Explain that this topic is discussed separately to emphasize the importance of monitoring the quality of health care being availed by the members of an HMIS.
2. Explain that the very reason for setting the HMIS is to make it a ready facility where members can easily avail of and access health services. It is important that the health services they receive are of high quality. The HMIS management owes its members the maximum and best return of investments of the premiums that they are contributing regularly.
3. Inform the group that there are several ways to assess the quality of health care being provided. This could range from a simple, ready-to-administer card to the conduct of a survey or clients interview.
4. Advise them to select one which is most appropriate to their set-up and their capacity to gather the information on a regular basis.
5. Present the slides that describe the monitoring scheme and refer them to the Handouts or copies of the tools being described.
6. Ask the participants for any clarificatory questions and respond to them as appropriate.
7. Close this module by emphasizing the following key messages:

### Key Messages

Monitoring and Evaluation is essential in making the operations of your HMIS efficient and effective:

- keeps track the progress in achieving your goals and validate if you are in the right direction
- enables you to act on issues and problems right away before they become worse or unsolvable
- tells you ahead of time if your HMIS is financially viable or in financial crisis
- generates information as your basis for policy formulation and in making critical decisions, and applying more responsive measures which have been tried and tested (evidence-based)
- fosters transparency among your members and partners

## **SLIDES**

**(Please refer to the power point slides –  
Module 5: Monitoring and Evaluation)**

## WORKSHEET 5-1: Monitoring HMIS Performance and Operations

**Guide:** Given the presentation and group discussion, apply the following monitoring tools in assessing the performance of your HMIS and the overall state of your operations. Below are the recommended areas to assess and the corresponding tool/formula that you can use. Make use of your HMIS data. If these are not available, you may use estimates. At the end of each computation, analyze and interpret the result as a group. As much as possible, apply age and sex-disaggregation whenever applicable.

Aspect Being Assessed	Formula, Actual Computation and Interpretation/Analysis		
1. Membership			
Formula	Average Number of Beneficiaries Per Member	=	$\frac{\text{number of beneficiaries (by sex)}}{\text{total number of members (by sex)}}$
Computation			
Interpretation/ Analysis			
2 . Contributions			
Formula	Rate of Collection of Contributions	=	$\frac{\text{No. with contributions received}}{\text{no. of contributions forecast}} \times 100$
Calculation			
Interpretation/ Analysis			
Aspect Being Assessed	Formula, Actual Computation and Interpretation/Analysis		

3. Coverage/Penetration	
Formula	$\text{Rate of Penetration} = \frac{\text{no. of beneficiaries (Male, Female)}}{\text{Target population (Male, Female?)}} \times 100$
Calculation	
Interpretation/Analysis	
4. Benefits	
Formula	$\text{(1) Annual Utilization Rate} = \frac{\text{No. of Treatment Used by Type of Care}}{\text{Actual No. of Beneficiaries Actually Entitled to Benefits}} \times 100$
Calculation	
Interpretation/Analysis	
Formula	$\text{(2) Average Cost of Benefits} = \frac{\text{Total Amount of Cost of Benefits}}{\text{Total Number of Benefits}} \times 100$
Calculation	
Interpretation/Analysis	
Aspect Being Assessed	Formula, Actual Computation and Interpretation/Analysis
5. Financial Status	

<b>Formula</b>	(1) Ratio of Contributions to Expenditures = $\frac{\text{Total Amount of Contributions}}{\text{Total Amount of Expenditures}}$
<b>Calculation</b>	
<b>Interpretation/ Analysis</b>	
<b>Formula</b>	(2) Claims Ratio = $\frac{\text{Total Amount of Health Benefits Availed}}{\text{Total Amount of Contributions Received:}}$
<b>Calculation</b>	
<b>Interpretation/ Analysis</b>	
<b>Formula</b>	(c ) Operating Cost to Income Ratio = $\frac{\text{Total Amount of Operating Costs}}{\text{Total Amount of Income}}$
<b>Calculation</b>	
<b>Interpretation/ Analysis</b>	