

ASSESSMENT AND DESIGN OF A COMPREHENSIVE MONITORING AND EVALUATION FUNCTION FOR THE KWAZULU-NATAL DEPARTMENT OF HEALTH

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In 2006 the KwaZulu-Natal Department of Health identified the need to expand and strengthen its current monitoring and evaluation function in accordance with national and provincial legislation, regulations, directives and strategies. Although monitoring and evaluation processes were undertaken in the province, these were relatively fragmented with little or no reliance and confidence on the information received for planning and decision making.

The lack of a comprehensive monitoring and evaluation function resulted in:

- Diffused responsibility for the M&E function with no clear accountability.
- Difficulties in accessing data and information for reporting on outcomes and impact of health service delivery initiatives.
- Creation of parallel systems for data collection making data unavailable and inaccessible.
- Lack of knowledge on how to interpret and use information for planning, monitoring and evaluation.

A comprehensive monitoring and evaluation system would ensure the provision of reliable and good quality health and health-related information to inform strategic decision making.

The KwaZulu-Natal Department of Health contracted the Health Systems Trust to review the functioning of monitoring and evaluation functions, structures, systems and processes in order to identify key gaps and needs, and to design a revised monitoring and evaluation function to meet the needs of the department and its stakeholders.

The objectives were twofold: To assess the current monitoring and evaluation system and processes and to make recommendations for a future system for the province.

Key informant interviews were undertaken with stakeholders at provincial level to elicit perceptions and understanding of monitoring and evaluation as well as data management processes as related to monitoring and evaluation. Interviews were transcribed and analysed thematically. A comprehensive literature review was conducted on national and international trends in monitoring and evaluation to inform a Normative Monitoring and Evaluation Framework and recommendations for a future system for the province.

A Results-Based Monitoring and Evaluation system was proposed which focuses on ten critical and essential components to designing, building and sustaining a system.