



# *Implementing Best Practices Initiative*

*Report September 2003*

## *What Comes Next? -- IBP's Follow-up Programme*

The sustainability of the Implementing Best Practices Initiative is largely dependent on ensuring the momentum continues after the meeting. The Follow-up Programme is designed to provide continuing support to the local teams' actions to bring more effectiveness and rigor to their work through the application and use of Best Practices. This follow-up support gets us away from work that is more event driven, but instead provides support that is continual and ongoing. While Partner Agencies often provide ongoing support at the country level, the IBP Follow-up Programme is intended to make this process more systematic. The components of the Follow-up Program start at the Launch and then continue.

**At the IBP Launch**, the **State Team** is formed and Action Plans are developed to enhance the Team's present programme of work by the application of some Best Practice(es). We believe it will be very helpful to the Teams to have a network of support to assist them in achieving their goals. This will occur at several levels.

The first level of support for the **State Team** is the **Team Leader or Convenor**. This individual or individuals are part of the team and have been selected by the Team to lead the process of implementing the Action Plan. Whether there is one or two persons (Team Leader and/or Convenor) to lead the State Team's actions is up to the Team.

In addition, there are individuals from outside of the Team who have been matched to the Team to assist them in achieving the Action Plans. These individuals are called **Partner Facilitators**—a “partner” (as in IBP Consortium Partner) who helps to “facilitate” the achievement of the State Team's Action Plan and helps remove barriers in the process. At least one Partner Facilitator will be identified for each State Team to assist and support their efforts. Partner Facilitators will be respected and committed professionals affiliated with one of the local IBP Consortium Partner agencies. One of those agencies will be designated the “Lead” Agency for IBP follow up, and the Partner Facilitator will most likely be a member of the Lead Agency's staff. For example, EngenderHealth has been designated the Lead Agency for follow up in the State of Uttar Pradesh. The Partner Facilitator for that State Team is the Indian Chief of Party for the local EngenderHealth Project.

For sustainability purposes, it is also important to keep local government people engaged in helping to achieve the State Team Action Plans. **Country Facilitators** will be identified from the National and State health authorities to work with the **Partner Facilitators**. For example, in the case of India, there are 3 key persons at the National Ministry of Health and Family who have committed to helping the teams achieve their Action Plans. There is also a person from most of the State health authorities to work with their respective State Teams.



## *Implementing Best Practices Initiative*

**After the IBP Launch**, the **Partner Facilitator(s)** and the **Country Facilitators** will work hand in hand with the team of implementing agencies working in-country to coordinate the support and assistance that would be helpful to the **State Team** in achieving its goals. In the case of India, the Lead Agency for the State of Uttar Pradesh (EngenderHealth) works with Cedpa, IntraHealth, and other organizations to provide technical assistance in improving reproductive health services in that state, including implementing the Action Plan that was developed at the IBP India Meeting.

US-based or other **IBP Consortium Partners** can and should be linked with the implementation of the Action Plans. A periodic “pulse check” from the Partner Facilitator’s home office is important to remind both the Team and the Partner Facilitator of the agency’s interest in the accomplishment of the Action Plan. Also, a list of all the Consortium Partners is being prepared for each Partner Facilitator with a short description of the IBP Consortium Partners’ programmes and key contact persons. If the State Team needs support beyond what the Lead Agency for follow up can provide, either the Team, the Partner Facilitator, or a person from the Lead Agency’s home office can contact the IBP Consortium Member who is better equipped to handle the request.

When IBP Consortium Partners visit an IBP Country, they are asked to check in with the Lead Agency Partner Facilitator to see if there is anything they can do to move the Action Plan(s) along or to see firsthand what the success(es) to date might be. This may include calling on officials at the Ministry of Health, meeting with the State Team, or other helpful contacts to help the State Team address barriers or move forward. It might take an additional day or two on the Consortium Partner’s visit, and this will need to be considered by the IBP Partner.

Lastly, State Team members or Leaders/Convenors, as well as Partner Facilitators may be contacting people associated with the IBP Partner Organizations. It will be very important to be responsive to their needs to sustain their enthusiasm. If you are contacted by people from the India Meeting, we hope you will either respond or find someone who can answer their question or respond to their need within a reasonable period of time. Please remember that our role is to encourage Teams to access, adapt, and use Best Practices. We do not want them to become stifled in their quest, even though our system may not be perfect as yet!

Please refer any feedback about this process, the Follow-Up Programme, or how you see us providing more effective ongoing support to Teams in countries where IBP has been launched to Susan Palmore, Chair of the Follow-up Task Team, with a cc to Susan Monaghan at WHO.