

OSIWA PARTNER VISIT REPORTS 2018



The image shows OSIWA team, NMDHR Staff during field visit

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INTRODUCTION

Project: Community Monitoring for Accountable and Effective Service Delivery in the Health sector (Ref.G03027)

Project Location: Kailahun District, Luawa, Kissi Teng, Kissi Tongi, Kissi Kama Chiefdoms

The General objective of the project is to increase citizen's access to improve healthcare services through increasing community participation in local governance, accountability, empowerment and aware raising initiatives.

For the period under review, the grant was used to

- Recruit two projects officers
- Held 4 stakeholders consultative meetings
- Conducted one formal lunch of project in four locations
- Organized training for field enumerators and community monitors
- Baseline report developed
- Organized 24 community dialogue sessions
- Hosted 24 radio discussion programs
- Developed baseline data on how communities are accessing services relating to the free healthcare system in four chiefdoms within Kailahun District, Sierra Leone.
- The grant has established and deployed four independent monitoring teams in the four chiefdoms and has generated interest and public debates around the free healthcare system through holding series of consultative meetings, community dialogue forums and radio discussions. Please see the [link](#) to access on NMDHR's website First and Second Progress Reports submitted to OSIWA.

AN OVERVIEW OF THE VISIT

The aim of the visit was to understand the project problematic, shared lessons learn and to review how project rode out. In attendance were Mr. Dominic; M & E Senegal OSIWA Office, Sonkita Conteh; Head of NEMATTI, Sahr Abu Koroma; Finance Person OSIWA, Binta Jalloh consultant OSIWA , Joe H Pemagbi, Country Director OSIWA Sierra Leone. The team visited NMDHR's project locations in Kailahun on the 2nd July 2018.

- A. PROJECT IMPLEMENTATION EVALUATION:** A project Implementation MONITORING was held with NMDHR's project Management staff including the National Coordinator, Programs Manager, Project Officers and Volunteer Community Monitor at the office premises. NMDHR team welcome OSIWA team and each member introduced themselves.
- B. The National Coordinator** started the discussion by sharing the major achievements and impacts of the project on service delivery, and accountability in the free healthcare sector in the chiefdoms of operation, he discussed the opportunities, strengths and challenges the

OSIWA PARTNER VISIT REPORTS 2018

project have, partnership with other stakeholders in Government, the District Health Management Team (DHMT).

- C. **Monitoring and Evaluation Officer** shared with OSIWA visit team on the monitoring aspect of the project. The Monitoring and Evaluation plan was examined, the free healthcare monitoring checklists was observed on how it has been able to capture various aspect of service delivery at the Peripheral Health Units (PHUs) including drugs distribution and, availability, number of patients visiting PHU each month, cost recovery drugs, free drugs sold on the pretext for money, attitude of Nurses to free healthcare beneficiaries among others.

The Monitoring and Evaluation Officer also shared on the projects major outputs referencing the project M & E Plan, he shared with OSIWA team expected outcome of the project and how each has been achieved and what in fact has not been achieved due to factors such as traditions, donor delay, for the period in reviewed

- D. **Community monitors Team:** Which included a cross section of the 4 independent monitoring groups sent 10 representatives from each of the 4 project chiefdoms. The monitors each, shared their monitoring experiences, lesson learned, challenges and nature of their work at their placement within PHUs. It was interesting to hear their stories as members in their community as to how the monitoring aspect of the project is promoting improved service delivery, community participation, reducing corruptions and opening room for public intervention in the healthcare sector. The monitors also shared on the challenges around the healthcare in their districts including the far distance of PHUs to the immediate village, the incessant absence of Free healthcare drugs and the coming in of people from neighbouring countries to access free drugs and services due close borders proximity with Sierra Leone, Guinea and Liberia.

One of the monitors, Morie Sattie shared that a good number of indigenes living along border communities speak almost the same language. Therefore, it sometimes poses a challenge to know their nationality and many would cross the border coming into Sierra Leone from Guinea and Liberia to access free healthcare drugs/services which in fact is not enough to serve the catchment population in the chiefdom.

- E. **Project Officer:** Shared on the experience and impact organizing various project activities including but not limited to; community dialogues sessions, consultative meetings, outreach, awareness raising activities, and the Radio Discussion Program and how it all contributing to stakeholders participation and community awareness of the projects overall objectives.

Some of the challenges he discussed implementing activities were community perception and poor knowledge about laws that promote access to the free healthcare initiative, low attendance, high expectation, bad road network connecting communities, mobility challenge etc.

After a satisfactory evaluation of project implementation by OSIWA team, the next step is to train community monitors empowering them with legal tools, rights and policies to educate their communities including target beneficiaries, stakeholders at different levels of impact.

OSIWA PARTNER VISIT REPORTS 2018

The two teams pay a visit to the District Health Management Officer, M & E officer and other staff at the health center in Kailahun. DHMO knows that NMDHR is working in Kailahun but emphasized that the department should include them in our implementation plan.

The OSIWA team leader, Mr. Joe H Pegmabi introduce his colleagues to the District Health Management Officer (DHMO), shared about OSIWA's vision and support to CSOs, government and other institutions in the District. He emphasized that the aim of the visit is to hear more from OSIWA's partners, understand the problematic and see how best a good relationship can be forge between partners. He underscored the role play by civil society in complimenting their efforts and anticipates working with NMDHR's project team going forward.

Some of the challenges he discussed relating to the health sector includes non-availability of free healthcare drugs, increase in demand for the service, poor road network, beneficiaries are not aware it's their rights to receive drugs, cross border problems where neighbours from Guinea and Liberia come into Sierra Leone to received services which is a serious issues to service delivery.

NEXT STEP

After the project was reviewed and evaluated with field visit, meeting partners and some beneficiaries, the issues of providing paralegal training to the community monitors was given utmost attention, building their capacity with relevant paralegal tools that would help them understand the laws governing primary healthcare and to as well educate their local communities about these laws for increased service delivery in the primary healthcare sector. The Programs Manager shared with OSIWA team how this will build the capacity of young people and provide the community "healthcare paralegals "