

Service Availability and Readiness Assessment (SARA)

An annual monitoring system for service delivery



**World Health
Organization**

Open Working Group, July 2014

Proposed Sustainable Development Goal #6: Ensure Availability and Sustainable Management of Water and Sanitation for All

Target 6.1: By 2030, achieve universal and equitable access to safe and affordable drinking water for all

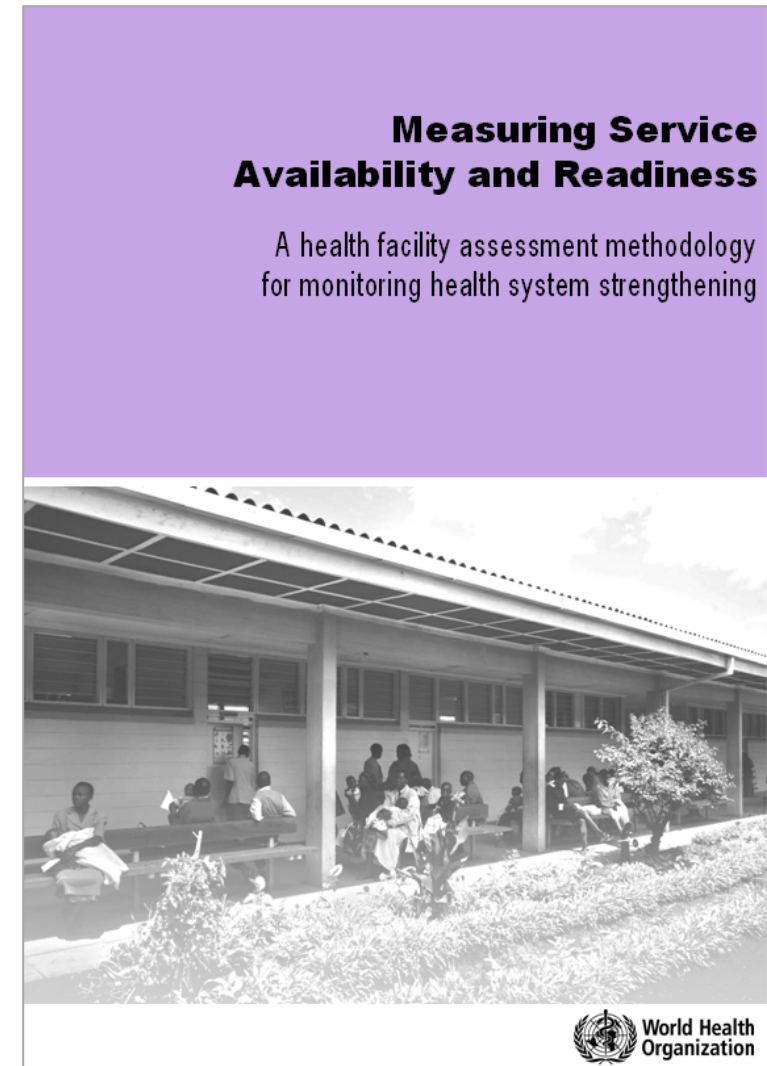
Target 6.2: By 2030, achieve access to adequate and equitable sanitation and hygiene for all, and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations



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Service Availability and Readiness Assessment Rationale

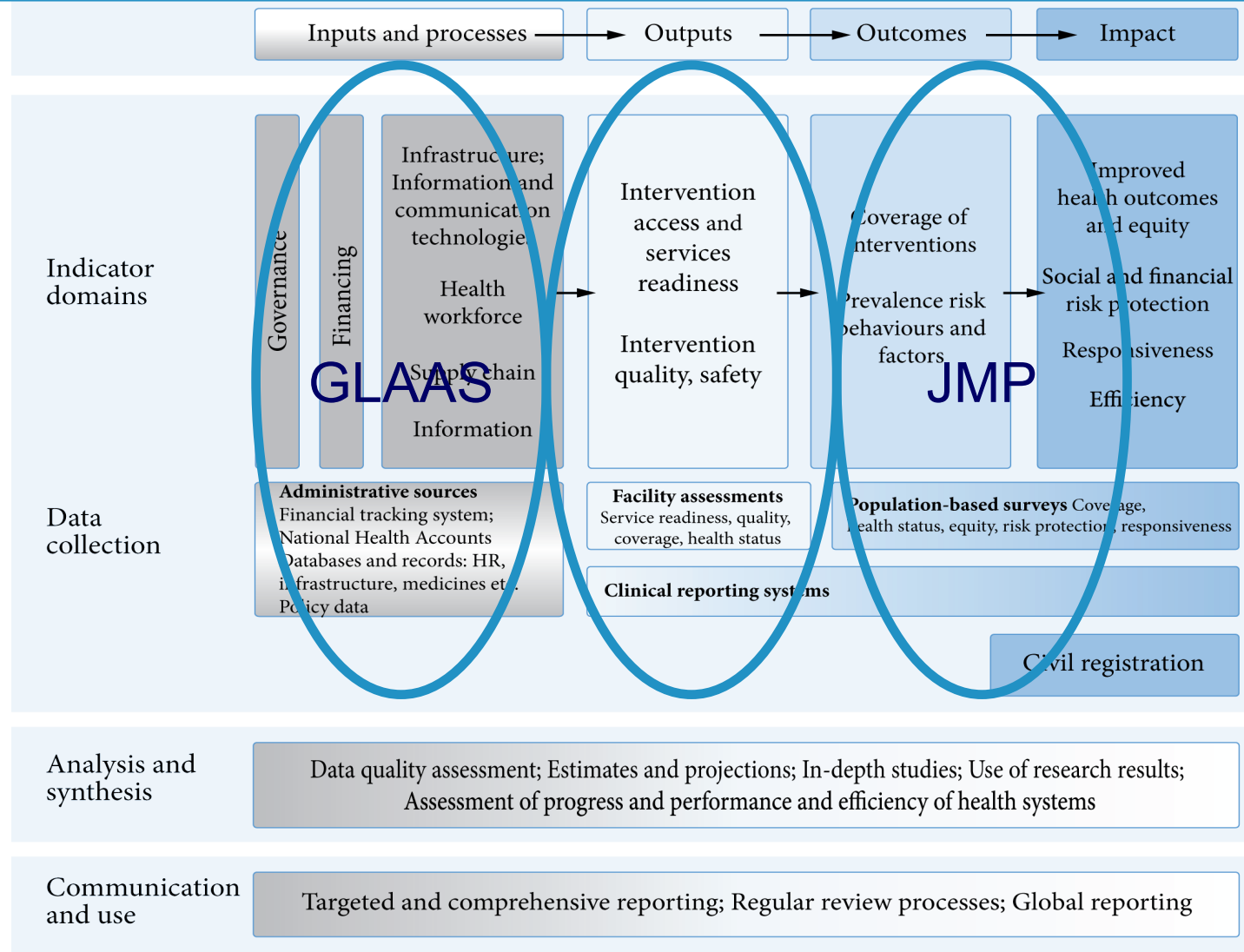
- A standard health facility assessment tool for measuring Service Availability and Readiness
 - Availability: Physical presence of services
 - Readiness: Capacity to deliver services
- Builds on experiences and best practices of other surveys (e.g. SAM, SPA)
- Routine system for annual verification of service delivery (minimum service standards) and data at facility level (public and private)



Objectives

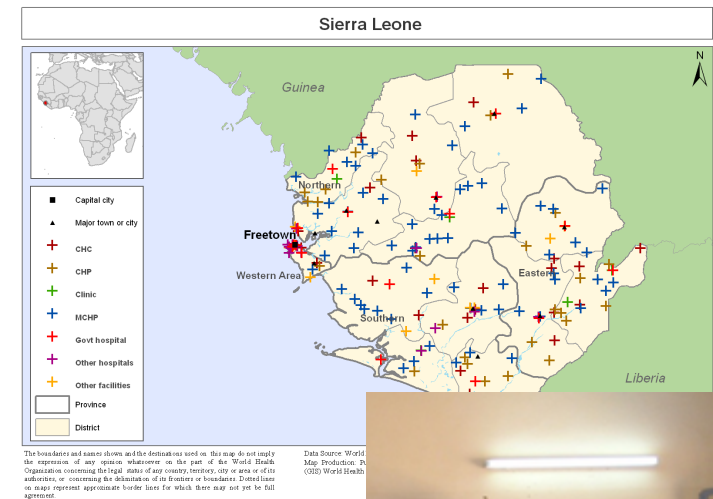
- ✓ Provide sound **evidence based data** on health system progress and performance to inform the annual health sector review
- ✓ Identify **gaps and weaknesses** responsible for suboptimal service provision and coverage that need to be addressed by decision makers and programme managers
- ✓ Track country **progress** over time in strengthening health systems
- ✓ Verify reliability of monthly facility reporting using the **data verification** module (record review)

IHP+ M&E framework



SARA Methodology

- Sampling: a national sample of health facilities for service readiness
 - Including all hospitals (if possible) or oversampling of hospitals
 - Primary care facilities stratified by type and managing authority (public/private)
 - Simple random sample within strata → Margin of error of ~10%
 - Census required for service availability (recommend every 5-10 years)
- Electronic data collection (CSPro questionnaires + PDAs/Tablets) by national teams (MOH, national institutes, statistical offices)
- Automated analysis (excel) for report
- Average time = 6 weeks
- Ideally conducted 2-3 months ahead of a country's national planning cycle (e.g. health sector review)



Main domains assessed

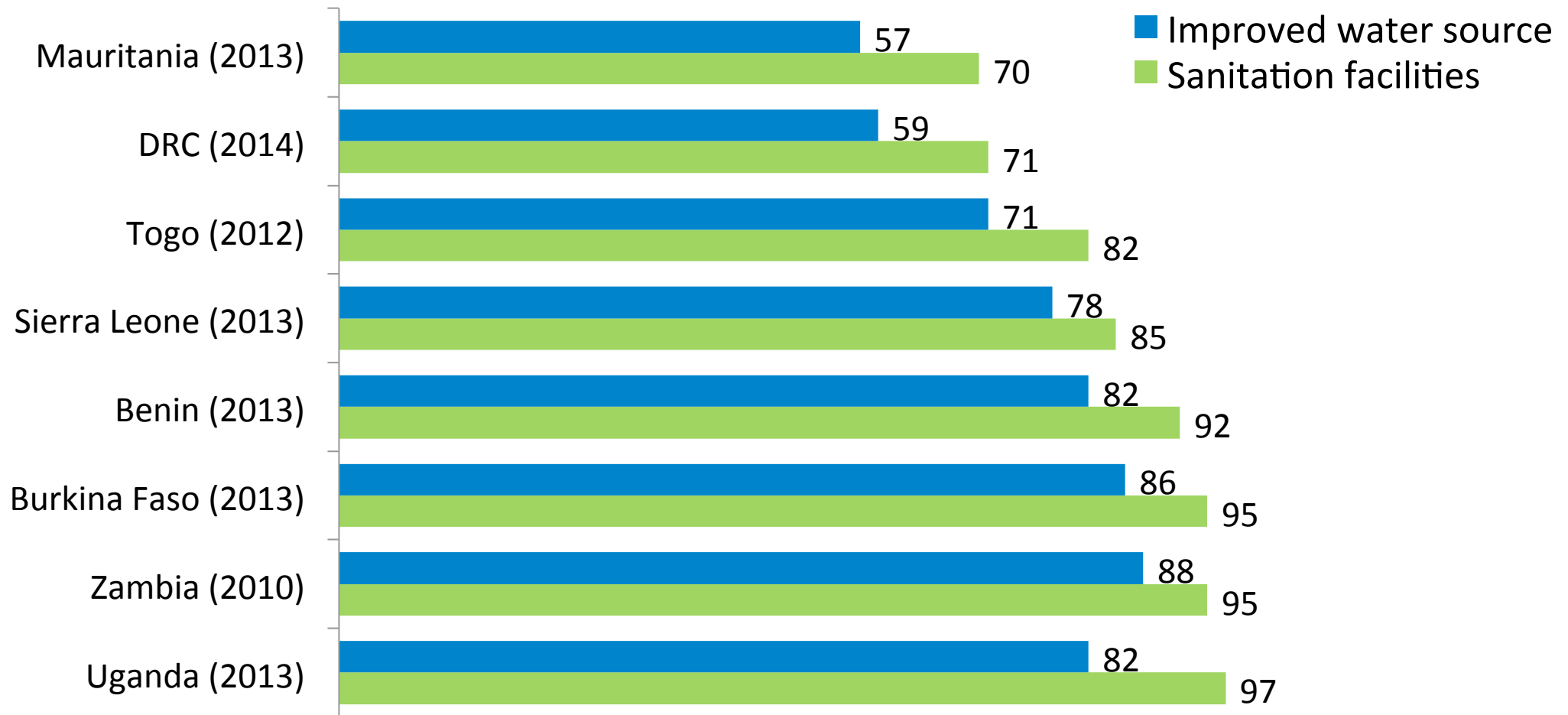
- 1) Service availability (for census survey only)
 - Facility density, health worker density, service utilization
- 2) General service readiness
 - Basic amenities, basic equipment, standard precautions for infection prevention, diagnostic capacity, essential medicines
- 3) Specific service readiness areas *(tracer items among HF offering the service for: guidelines and trained staff + equipment + diagnostics + medicines and commodities)*
 - Family planning, antenatal care
 - Obstetric and neonatal care
 - Child health (curative, immunization)
 - HIV/AIDS, PMTCT, Tuberculosis, Malaria, Chronic diseases
 - Surgical care, blood transfusion

WASH indicators

(from SARA general service readiness)

Tracer items for WASH	Definition
DRINKING WATER (Observed)	
<ul style="list-style-type: none"> Improved water source inside OR within the ground of the facility (formerly: within 500 m) 	<p>Improved water source uses uniform definitions for drinking-water sources considered “Improved” by WHO/UNICEF JMP.</p> <p>These include the following: Piped, public tap, standpipe, tubewell/borehole, protected dug well, protected spring, rain water.</p>
SANITATION (Reported, will be observed in future rounds)	
<ul style="list-style-type: none"> Access to functioning sanitation facilities for outpatient clients 	<p>The toilet/latrine is classified using uniform criteria for sanitation facilities considered “Improved” by WHO/UNICEF JMP.</p> <p>These include the following: Flush/pour flush to piped sewer system or septic tank or pit latrine, pit latrine (ventilated improved pit (VIP) or other) with slab, composting toilet</p>
HYGIENE (Observed)	
<ul style="list-style-type: none"> Soap and running water or alcohol based hand rub 	<p>In outpatient area, in HIV testing and counselling area, and surgery areas</p>

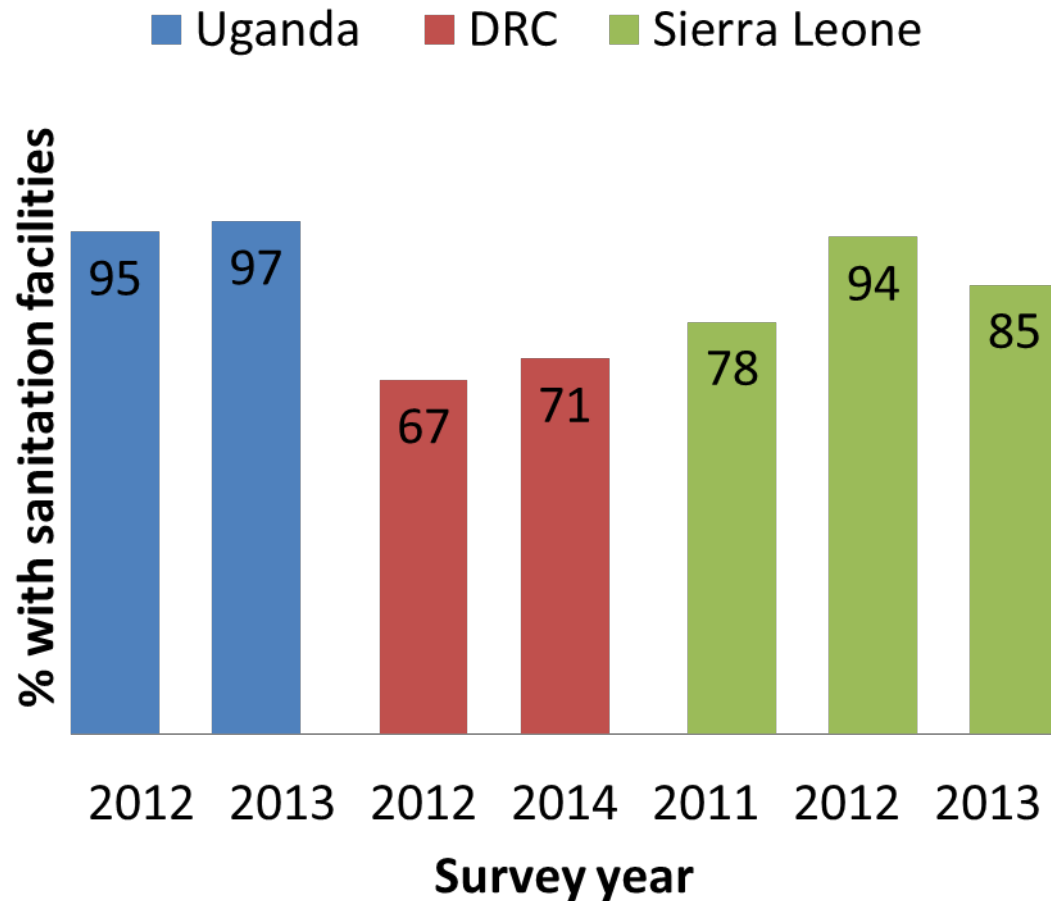
Proportion of facilities that had access to improved water and sanitation facilities for clients



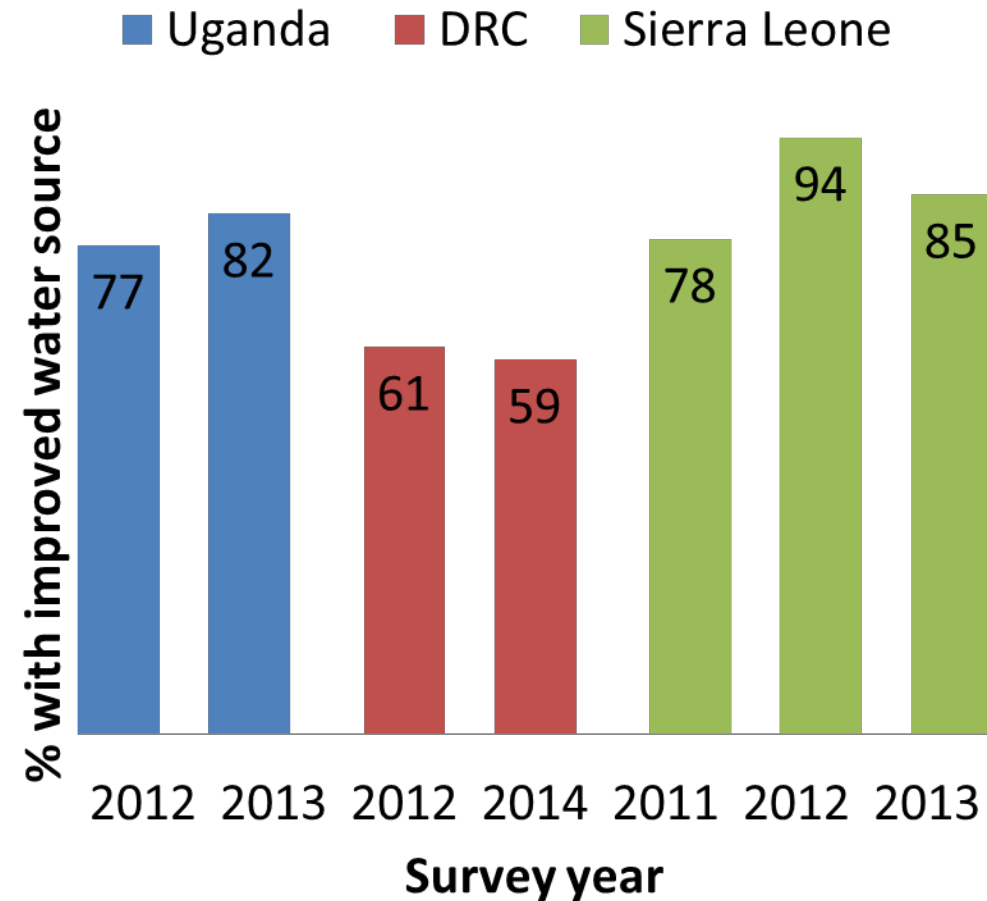
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Proportion of facilities with sanitation facilities and improved water source, by year

sanitation facilities



Improved water source



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Health facility assessments harmonization

Figure 1 Illustrative toolkit of health facility assessment modules and indicator domains

