

# Bringing primary health care under one roof

## 6. Operational Guidelines

### Checklist

- Has your state established rules and a constitution for its Primary Health Care Board?
- Has your state drafted management policies and procedures for the functioning of the PHC Board?
- Has your state established protocols and procedures for Human Resources, monitoring and evaluation and accounting?

### Developing policies, protocols and procedures

States normally have well developed policies and procedures for human resource management; procurement and supply chain management; accounting and financial management; and M&E. The creation of the new PHC Board is accompanied by statutory requirements for the PHC Board to develop specific policies, procedures and protocols related to these administrative areas.

The Law and/or regulations specify which entity is responsible for developing the policies, procedures and protocols and time frames within which they must be developed. It is critical for them to be developed in written form and aligned with relevant national and state policies, protocols and procedures.

One of the first tasks of the PHC Board Management Team is to review the new Law and regulations and to identify all the tasks that need to be completed. The Board management team then needs to embark on the development of required policies, protocols and procedures.

### Key elements of the PHC Under One Roof policy

- Integration of all PHC services delivered under one authority
- A single management body with adequate capacity to control services and resources, especially human and financial resources
- Decentralized authority, responsibility and accountability
- The three ones principle: **one** management, **one** plan and **one** monitoring and evaluation system
- An integrated and supportive supervisory system
- An effective referral system between and across the different levels of care
- Enabling legislation and regulations

### Steps to success

**Step 1** Review the new Law and regulations and identify the essential tasks and the deadlines for completing these.

**Step 2** Agree on a plan and obtain the resources required to establish operational procedures and guidelines.

**Step 3** Finalise the administrative procedures and distribute them to relevant personnel

to improve quality and increase access to health care services



## Recommendations

### Make sure that the Bill and regulations are developed together

Several states have only developed a new Law – there are no accompanying regulations. In some cases regulations have been developed but not assented to. In order for the policies to be operationalised effectively, it is essential that the Bill and regulations be developed together, with regulations signed off at the same time as the Law.

### Determine the tasks required to fulfill the Law and Regulations

The new Law and regulations can only set out a high level framework for governance and management. Fulfilling these depends on building effective systems, operational practice and guidelines. In practice, however, few states, and the PHC Board management teams in those states, have reviewed its Law and regulations and identified the tasks that need to be completed within the prescribed time period. This should be done as a matter of priority.



Partnership for Reviving Routine  
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The PRINN-MNCH programme works with federal, state and local governments and local communities to improve the quality and availability of maternal, newborn and child health services.

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