Member States Information Session

12 May 2022
New WHO Consolidated Platform for Recommendation Management and Tracking

..enabling timely action, greater accountability, transparency, performance management, informed decision-making and organizational learning
Introduction

Context and need

- **Over 300 recommendations are issued to WHO annually**: from Governing Bodies, WHO accountability functions and external assessments (e.g. JIU)
- **Additional recommendations from high-level panels/commissions (200+)**: GPMB, ICSEA, health emergencies (e.g. IPPPR, IHR Review Committees, etc)
- Timely identification of WHO management actions/response, implementation and their follow-up/ tracking
- Increase **accountability** and **organizational learning**

Respond to past IEOAC and PBAC recommendations

- **PBAC33**: “(c) provide further updates on previous recommendations of PBAC & their implementation”
- **PBAC31-33**: 12 recommendations requesting WHO to report on previous recommendations (re: IEOAC, PBAC, External Audit, Evaluation, OMB, Transformation)
- **IEOAC EB/PBAC30/2**: WHO to create a central repository & consolidated process to track/address recommendations coming from audits, evaluations & external reviews/assessments (JIU) to ensure effective follow-up implementation in a systematic manner, coordinating efforts with business owners.

**Solution**: create a new “best-in-class” consolidated recommendation management/tracking digital platform
Goals for the Platform and its Use

1. Accountability
- Active monitoring of implementation status; delays and roadblocks; facilitate “root cause” analyses
- Increase timely implementation
- Monitor change and performance
- Enhance WHO’s reporting to Member States, donors

2. Organizational Learning and Effectiveness
- Identify cross-cutting, recurrent, systemic trends and issues & their root causes. Identify/monitor solutions
- Identify duplication, repetition across all recommendations
- Shared learning of issues and solutions
- Increase uptake of recommendations leading to greater effectiveness, change, improved decision making and prioritization processes
- Inform WHO’s risk management and compliance systems based on organizational learning-derived lessons
Development of the Consolidated Platform

• **Integrates** multiple sources of recommendations, with harmonized approach to documenting and tracking WHO management responses and their implementation.
  ✓ Standardized data fields and taxonomy to categorize recommendation content/themes
  ✓ Built-in validation process for confirming “implemented” status
  ✓ Greater efficiency within WHO: single-entry point for WHO business owners
  ✓ Increase internal coherence

• Search/filtering, data visualization, export resulting data tables

• Use of the Platform -- identify:
  ✓ Duplication/repetition of recommendations across time and all sources
  ✓ “Open-ended” recommendations (broadly written, non-quantifiable)

• Within WHO: Separate internal audit (IOS Teamate+) and External Audit (Sharepoint) closed systems for entering, validating and tracking audit recommendations; selected data exported (as read-only) into consolidated platform for organizational learning
Need to be aware of and connect findings and recommendations issued by multiple sources

**Internal Audit**
- integrated and programme audits

**External audits**
- corporate and decentralized; joint; country programmes

**Evaluations**
- Trends and recommendations

**Ombudsmen**

**IEOAC**
- Assessments, special studies

**PBAC**

**IOAC for Health emergencies**
- M&E framework, country mission, special studies/committees

**Independent Commission on CSEA**
- Recommendations to WHO

**JIU Reviews**
- (reports, notes, management letters)

**MOPAN**
- Financing WG; GPMB (studies)

**High level panels/commissions**
- Health emergencies; Financing WG; GPMB (studies)

**EB & WHA**
- Decisions, resolutions + Regional Committees

**Accountability functions**

**Governing Bodies**

**External to WHO**
## Sources of Recommendations (included in Platform, to date)

<table>
<thead>
<tr>
<th>Source</th>
<th>~ Number of recommendations issued/year</th>
<th>Consolidated Platform: years covered; meetings issuing recommendations</th>
<th># Recommendations included in Platform to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>IEOAC</td>
<td>30-40</td>
<td>2015-2022 (PBAC 21 onwards); Report to PBAC; IEOAC meeting reports</td>
<td>93</td>
</tr>
<tr>
<td>PBAC</td>
<td>100</td>
<td>Jan 2020-Jan 2022 PBAC Reports (5 meetings)</td>
<td>241</td>
</tr>
<tr>
<td>EB Resolutions/Decisions</td>
<td>20</td>
<td>Jan 2016 – Jan 2022</td>
<td>91</td>
</tr>
<tr>
<td>WHA Resolutions/Decisions</td>
<td>30-40</td>
<td>May 2016 – May 2021</td>
<td>177</td>
</tr>
<tr>
<td>Evaluation</td>
<td>50-70</td>
<td>2014 – 2021 Corporate, Decentralized &amp; Joint evaluations</td>
<td>508</td>
</tr>
<tr>
<td>OMB</td>
<td>5-10</td>
<td>Jan 2018 – Jan 2022 Reports to EB (January session)</td>
<td>~20</td>
</tr>
<tr>
<td>IOAC</td>
<td>30-50</td>
<td>Jan 2017 – Jan 2022 Reports to EB, WHA and Special Reports</td>
<td>236</td>
</tr>
<tr>
<td>External audit (public)</td>
<td>30</td>
<td>2014-2021: High level recs, part of WHA annual report</td>
<td>164</td>
</tr>
<tr>
<td>Internal audit (read only)</td>
<td></td>
<td>From TeamMate+, read-only; to be included</td>
<td></td>
</tr>
<tr>
<td>ICSEA</td>
<td>(28)</td>
<td>2021 Independent Commission on Sexual Abuse and Exploitation report (one time)</td>
<td>28</td>
</tr>
<tr>
<td>JIU</td>
<td>35</td>
<td>2016 to 2021</td>
<td>236</td>
</tr>
<tr>
<td>High level emergency review panels (for WHO actions)</td>
<td></td>
<td>(2010, 2015, 2019-2021: GOMBx3; COVID-19: IPPPR, IHR_RC, G20, GPHC, PEC, G7, G7-Econ, HLIP; Ebola Virus panels)</td>
<td>211</td>
</tr>
<tr>
<td>MOPAN</td>
<td></td>
<td>Every 4 years</td>
<td></td>
</tr>
</tbody>
</table>

**Totals Recommendations Included in Platform (to date): 2005**

Subtotals: [a] IEOAC, PBAC, EB/WHA, Ext. Audit, OMB = 786  
b) IOAC = 236  
c) Evaluation = 508  
d) High level Covid-19 panels = 211  
d) JIU = 236
Consolidated Platform: Architecture

Existing recommendation tracking systems

- Internal Audit Recs (IOS TeamMate+)
- External Audit Recs (FNM Sharepoint)

Export

Integrated platform (data, search, visual)

- PBAC Recs
- IEOAC Recs
- IOAC Recs
- IOAC Recs (health emergencies)
- EB & WHA Recs
- Evaluation Recs
- OMB Recs

- Integrated system: management responses and implementation status
- Filter/search across platform; download data
- Visual dashboard
- Data repository/archive

Export to Platform – read only in platform (via APIs)

Evaluation Recs

- JIU Recs (with importing from WBTS)

WHO internal PowerBI visualization (including search)

New page on WHO Web site (public) – selected data (interface with Sitefinity)

Coming soon

High level Panels’ Recs (health emergencies)

High level Panels’ Recs (health emergencies)

World Health Organization
Demonstration of Platform
Questions?
Suggestions?
Thank you

• For more information, please contact:

• Email: consolidatedplatform@who.int