**Challenge & Mitigation Plan for Unified Services of GP model**

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| **Area** | **Challenges** | **Mitigation Plan** | **When Service Purchasing from Private Providers** |
| **Human Resources** | -Shortage of skilled healthcare professionals. ----Unmotivated workforce.-Lack of training and career progression.-Different reporting structures under DGHS and DGFP. | - Develop joint HR working and training plans.- Offer incentives and career growth opportunities.- Implement a unified hierarchy, reporting structure and clear roles/responsibilities. | - Contract private providers to fill gaps in HR.- Set clear terms for HR performance, quality, and accountability in contracts. |
| **Service Delivery** | - Fragmented services due to dual control (DGHS & DGFP). - Inconsistent service quality across facilities.- Lack of a referral system. | - Establish a single governing body to streamline service delivery.- Standardize service protocols across all facilities.- Introduce a clear, phased referral system. | - Define service purchasing agreements specifying the type, scope, and quality of services.- Use performance-based contracts with private providers to ensure compliance with standards. |
| **Logistics** | - Inefficient supply chain management.- Duplication of logistics under different ministries.- Lack of essential supplies in remote areas. | - Implement a centralized logistics management system.- Develop a joint management/ procurement strategy to avoid duplication.- Ensure last-mile delivery through digital tracking systems. | - Outsource specific logistical support, such as distribution and supply chain management, to private providers.- Ensure transparency and performance monitoring through regular audits. |
| **IT** | - Limited IT infrastructure and connectivity at the local level.- Separate health information systems under DGHS & DGFP.- Lack of electronic health records (EHRs). | - Invest in IT infrastructure at all levels.- Integrate health information systems for comprehensive data sharing.- Introduce EHRs for seamless data flow between facilities. | - Collaborate with private IT service providers for system integration and maintenance.- Implement contracts that include data protection and compliance clauses. |
| **Monitoring & Supervision** | - Separate monitoring mechanisms under DGHS & DGFP.- Inadequate performance evaluation due to fragmented oversight.- Lack of accountability. | - Create unified monitoring teams for comprehensive oversight.- Implement joint supervision and evaluation systems.- Establish accountability frameworks for all staff. | - Establish independent monitoring teams to oversee private service providers.- Utilize third-party evaluators for unbiased assessment of purchased services. |
| **Financing** | - Budget fragmentation across DGHS and DGFP.- Limited funding for GP model integration.- Bureaucratic delays in fund disbursement. | - Develop a consolidated budget plan under one wing.- Advocate for increased government and donor funding.- Streamline fund release processes for timely implementation. | - Allocate a specific budget for contracting private providers.- Use outcome-based financing models to incentivize private service quality and efficiency. |
| **Management** | - Dual management systems leading to inefficiency.- Lack of coordination between different wings.- Resistance to change among management teams. | - Establish a single, integrated management structure.- Foster inter-departmental coordination through regular joint meetings.- Conduct change management workshops. | - **Design a governance framework that includes public-private partnerships (PPP).**- Define roles, responsibilities, and decision-making processes for managing contracts with private entities. |
| Administration | - Complex administrative protocols due to multiple authorities.- Bureaucratic hurdles delaying decision-making.- Lack of clear administrative roles. | - Simplify administrative protocols for quick decision-making.- Ensure clear roles and responsibilities within the new integrated system.- Introduce joint administrative units. | - Develop a central administrative unit dedicated to managing service contracts.- Set up streamlined procedures for contract negotiation, payment, and compliance monitoring. |