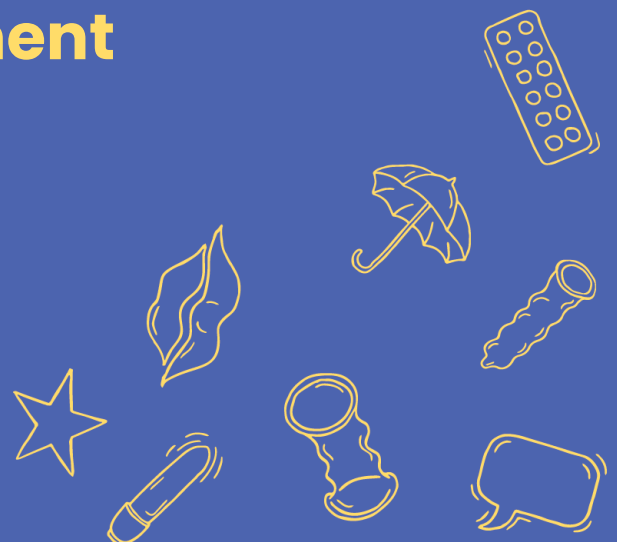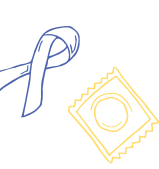# Accreditation Good Practice Report

Sri Lanka

Monitoring and Evaluation Information Management System (MEIMS): A Comprehensive Solution for Efficient Organizational Performance Data Management

Member Association: Family Planning Association of Sri Lanka

Related to Accreditation Principle 8 – Committed to Results

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Effective data management plays a pivotal role in performance management, empowering organisations to make informed decisions and enhance overall efficiency. Embracing the wisdom gained from past experiences is a critical aspect of driving improved performance, and the Family Planning Association of Sri Lanka (FPA Sri Lanka), being a prominent advocate and provider of Sexual and Reproductive Health services in the country, recognises the significance of this endeavour. The South Asia Regional Office Accreditation Review Team is identified FPASL's Monitoring and Evaluation Information Management System (MEIMS), a cutting-edge integrated platform designed to streamline and optimise the management of performance-related data. This state-of-the-art system empowers the organisation with the tools and insights needed to gauge progress, identify strengths, and address areas for improvement effectively.

As of today, the MEIMS has evolved into a comprehensive platform encompassing five key modules:
1) Project Module,
2) Service Delivery Module,
3) IEC/BCC Module,
4) Advocacy Module, and
5) Data Visualization Module.

The Service Delivery Module further comprises four sub-modules, namely:
1) Static Clinics Module,
2) Mobile Clinic Module,
3) Associated Clinic Module, and
4) Community-Based Service Delivery (CBSD) Module.

The CBSD Module stands out with its user-friendly mobile application, empowering Community-Based Distributors (CBDs) to swiftly report data directly from the field. Additionally, a tablet application is developed to measure client satisfaction using the Net Promoter Score tool. To expand feedback collection options, a real-time SMS API is implemented, allowing clients to share their thoughts conveniently through SMS.

The Advocacy Module within the system empowers advocacy teams to effectively measure their efforts and outcomes against the predefined Advocacy Expected Results (AER) and milestones. A pivotal component of this module is the embedded partner database, which accurately assesses the contributions of FPA Sri Lanka's partners to the advocacy and other interventions undertaken. Furthermore, the Advocacy Module includes a robust mass media database, specifically designed to evaluate the impact of media interventions, encompassing both printed and audiovisual media. By analysing the effectiveness of these media initiatives, the organization gains valuable insights into their role in achieving the Advocacy Expected Results (AERs) and milestones. Through the comprehensive capabilities of the Advocacy Module, FPA Sri Lanka can gauge the success and impact of its advocacy endeavours, enabling data-driven decision-making and strategic refinements.

The Project Module serves as a pivotal and interconnected data structure that facilitates seamless monitoring of various projects implemented by the organization. Acting as a cross-cutting component, it connects and consolidates all the previously discussed modules, empowering the organization to closely track the progress of each project. Through this integrated approach, operational staff can effortlessly report their advancements against pre-defined objectives, activities, and performance indicators. Moreover, the Project Module extends its support to the Finance team, enabling them to enter expense data for each activity monthly, aligning it with the designated budget. By harmoniously merging financial and physical progress data, this comprehensive approach provides management with a holistic view of project performance. MEIMS seamlessly integrates with Microsoft Power Business Intelligence (Power BI), providing real-time performance data visualization through dynamic dashboards. These interactive dashboards are accessible not only to internal stakeholders but also to the public via the organisation's website and various social media platforms. To enhance accessibility and transparency, a TV application has been deployed, displaying real-time data dashboards and important health messages in client waiting areas. This TV application is seamlessly integrated with the centralized data system of MEIMS, ensuring accurate and up-to-date information.

By harnessing the power of this comprehensive system, the FPASL aims to bolster decision-making processes and drive meaningful changes in our operations. With a commitment to excellence and a focus on leveraging data-driven strategies. The MEIMS is instrumental in propelling the FPASL towards even greater heights in the mission to advance Sexual and Reproductive Health.

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