

SEEHN Regional Health Development Centres Standard Operational Procedures

Purpose

1. A SEEHN Regional Health Development Center (hereinafter: RHDC) is defined as an institution designated by the SEEHN to form part of a SEEHN collaborative network carrying out activities in support of the SEEHN's programme of work. It shall carry out activities according to its annual plan of work, prepared by the RHDC and approved by the Plenary Meeting of the SEE Health Network in line with SEE Health Network procedures, taking into consideration the needs of the member states of the SEEHN and the recommendations of the international partners, as well as the activities taking place at country and regional levels.
2. A SEEHN RHDC can be a legal entity in its own right, or as part of existing institution in SEEHN member country. In the latter case the legal entity that controls and is responsible for the SEEHN RHDC is the designated institution or the legal entity of which the designated institution forms part. In this document, the term "institution" refers to the specific part of an entity that is proposed or designated as a SEEHN RHDC (e.g. a department within a university as opposed to the university as a whole). The term "SEEHN RHDC" refers to the institution while it is performing the agreed terms of reference and work plan with the SEEHN, as opposed to performing other activities outside the collaboration with the SEEHN.
3. The SEEHN RHDCs cooperate with the SEEHN through and or SEEHN Secretariat on a diverse range of technical activities such as collecting data for reporting, organizing meetings, training, research or developing documents and others.
4. This collaboration brings benefits to all parties. The SEEHN gains access to top institutions in the SEEHN Member States and their institutional capacity to support its work. Similarly, the institutions designated as SEEHN RHDCs gain increased visibility and recognition by national authorities, and greater attention from the public for the health issues in their field of work, as well as possibility to expand their scope of work to the regional level.
5. The RHDC also gain opportunities to work together (e.g. sharing objectives, exchanging information, pooling resources and developing technical cooperation), particularly at the international level as well as opportunities to mobilize additional important resources from funding partners that have to always be relevant and accessible to all countries, members of the SEEHN. Networking of SEEHN RHDCs brings a lot of benefits through this cooperation including greater application and impact of the activities, new synergies and peer-to-peer opportunities for SEEHN RHDCs, better alignment with SEEHN policies, and improved motivation for leadership opportunities.

Scope of work

The SEEHN RHDCs work on:

- a) Promotion of SEE Health Network policies and priorities in the different technical areas;

- b) Collection, integration, and dissemination of data and information, including development of regional E-platform, inventories and libraries;
- c) Participation in collaborative research under the SEE Health Network's leadership, including the planning, conducting, monitoring and evaluation of research, as well as promotion of the application of the research results;
- d) Training;
- e) Harmonization of standards and guidelines in specific areas;
- f) Development of regional policies and good practices;
- g) Development and coordination of implementation of programs and activities;
- h) Monitoring and evaluation of existing practices, legislation, policies, strategies, etc.;
- i) Facilitation of networking among SEE members;
- j) Organizing SEEHN events for sharing the knowledge and information;
- k) Cooperation with international organizations, as well as international and regional governmental and non-governmental organizations in the area of technical work;
- l) Fundraising;
- m) Establishment and maintenance of a reporting system;
- n) Supporting the SEEHN political structures in health diplomacy activities and participation at the national, subnational and international events in the respective area of work of the RHDC;
- o) Administration of projects, programs and activities; and
- p) Other as decided by the SEEHN, within the provisions of the SEEHN Memorandum of Understanding.

Designation and termination of mandate

1. Institutions as a whole or part of the institutions (department, division unit etc.) are proposed to the SEEHN Presidency, Executive Committee and Secretariat for RHDC designation in specific area, by the Ministry of Health of any SEEHN Member State¹.
2. Each member state of the SEEHN can propose more than one RHDC with expertise in the field according the needs of SEEHN.
3. Eligible institutions can be public or private, but should not be of a commercial or profit-making nature.
4. To be considered for designation as a SEEHN RHDC, eligible institutions must fulfil all of the following criteria:
 - a) High scientific and/or technical standing within the SEEHN member state and at the international level;

¹ In the context of Bosnia and Herzegovina, the function of "Ministry of Health" is undertaken by the following entities: Federal Ministry of Health, Ministry of Health and Social Welfare in the Government of Republic of Srpska and Department for Health and Other Services of Brčko District BiH.

- b) Prominent place in the country's health, scientific or educational developments;
 - c) High quality of scientific, technical and cooperation leadership, and sufficient number of staff with relevant high-level qualifications;
 - d) Stability in terms of personnel, activity and funding²;
 - e) Strong working relationship with other institutions in the country, and at multi/inter country, sub-regional and regional levels;
 - f) Clear ability, capacity and readiness to contribute, both individually and within networks, to SEEHN program activities, whether in support of country programs or through participation in international cooperative activities; and
 - g) Clear technical and geographical relevance of both the institution and its activities to SEEHN's priorities.
5. The Ministry of Health of the applying SEEHN Member States will have to submit Application form (see Annex 1) for designation together with the requested documents to the SEEHN Secretariat for further processing as follows:
- Requested documents are:
- a) Institutional profile (Legal base, offices, staff, funding);
 - b) Terms of reference (general high-level overview of the area of future collaboration); and
 - c) Financial plan/budget with proper description of available funds for relevant item.

Independent technical expertise and field visit present part of the designation process to complement the application documents, which will be coordinated by the SEEHN Secretariat, through are not mandatory and are decided case by case per necessity by the Executive Committee.

The Terms of reference shall reflect the future collaboration between and the SEEHN and the proposed institution, rather than the usual work of the institution. No details about the activities should be included.

6. The SEEHN Executive Committee and the SEEHN National Health Coordinators of all SEEHN Member States shall make decision by consensus on the designation or resignation of the proposed institution as a SEEHN RHDC.
7. The mandate of a SEEHN RHDC is limited to three-year subject to further extension by the SEEHN based on a positive evaluation report developed by the Director and approved by the SEEHN Executive Committee.
8. The functions of a RHDC can be recalled by the SEEHN if:
- a) The RHDC does not have any activities for three years,
 - b) The institution acting as RHDC has unsatisfactory performance based on a performance evaluation according to previously set up and approved indicators and criteria³ set up in general for all RHDCs as well as individual ones for each SEEHN RHDC.

² The entity will have in the administrative structure at least 3 positions including the management. The activity of the newly designated RHDC will demonstrate a history of at least 3 years of implemented actions and continuous underpinned financial transactions.

³ Monitoring and evaluation criteria for the RHDC is a separate document to be consulted.

9. Ministry of Health of the respective country shall follow the application process and act to guarantee in the future activities of the RHDCs fulfilment of the above mentioned criteria.

Responsibility

The SEEHN RHDCs shall be responsible for:

- a) Preparation and implementation of agreed Work Plan in a timely manner and to the highest possible standards of quality;
- b) Compliance with and abidance by relevant SEEHN regulations and policies;
- c) Submission of annual reports prior to the SEEHN Plenary.
- d) Communication with SEEHN Presidency, Executive Committee and Secretariat, other RHDCs and partners, both bilateral and international organization according to the SEEHN Memorandum of Understanding (MoU), Statutes and Communication strategy;
- e) Visibility of the SEEHN, the RHDC and the work and accomplishments in the respective technical area.
- f) Launching and maintaining an interactive formal Website which has to be linked to the SEEHN formal website or to have a dedicated space for the SEEHN RHDC activities on the institution official website;
- g) Providing the general public and the SEE citizens with relevant users' friendly information in the respectful area of work;
- h) Maintain library of all subnational, national, SEE regional and international policy, legal and other documents in the respective area of work.

Management

1. The management structure shall be established by the institution acting as the SEEHN RHDC.
2. The Head of the RHDC (Director) is a senior staff member of the designated institution with a high level of expertise in the relevant technical area of the regional collaboration and can be either the Head of the Institution or can be nominated by the Head of designated Institution.
3. To prepare and implement the yearly Work plan agreed in advance by all SEE national focal points and approved by the SEEHN Plenary Meeting in the second half of the year for the next one; and
4. To maintain an inventory and library of all important subnational, national, European and Global policy and other documents of interest for use by the SEEHN Member States;
5. The responsibilities of Director of RHDC are:
 - a) To be main focal point for collaboration and communication within the SEEHN in the respective area of work;
 - b) To lead the network in the specific field and communicate with the national focal points from the SEEHN Member States, nominated by the SEE Ministers of Health at the request of the SEEHN President and/or the Chair of the SEEHN Executive Committee:

- c) To prepare and submit to the SEEHN Executive Committee and Secretariat regular SEEHN RHDC yearly reports, as well as all technical reports for events that have taken place during the current year of work;
- d) To participate in the Plenary meetings of SEEHN;
- e) To provide information and analysis of the state-of-art in the respective technical area of collaboration to the SEEHN Executive Committee and Secretariat regularly and at the request of the Presidency and/or the Executive Committee made through the Secretariat;
- f) To maintain the RHDC Website; and

At least three employees must be designated for the RHDC activities out of the current staff of the institution and this shall be a decision of the SEEHN Member States hosting the respective RHDC, depending on available financing.

The number and profile of the designated staff including their ToRs and salaries will depend also on the defined activities/projects of the RHDC. If it depends only on available financing, it can jeopardise the efficiency in performing the undertaken activities.

Member states nominate area specific national technical focal points for the SEEHN RHDCs to facilitate coordination, joint planning, knowledge and information sharing, and to provide council in their respective fields at regional level. The mandate of the focal points is 2 years, with the right to re-nomination.

Focal Points – role and responsibilities

The SEEHN Member States have decided to appoint focal points in each area corresponding to the available RHDCs already established within the SEEHN and to designate new ones according to any other RHDC that might be entitled as such in future. The purpose of the focal points is to have a network of contacts at the SEE regional level to ensure, guidance, monitoring and support the work of the respective RHDC with the highest available expertise in each SEEHN Member State. A national focal point is a person nominated by the MoH in the respective health area, aimed to facilitate the information exchange and flow between the experts at the regional level and secretariat and any other competent authority in this sense. In nominating a national focal point, due regard should be given to the role and tasks listed above. In addition, fluency in English is highly desirable for national focal points to be able to fulfil their tasks. In case of a change of focal points, this information can be communicated by the MoH of the respective country to the SEEHN's secretariat at: secretariat@seehn.org

A key role of the focal point is to facilitate the liaison between the SEEHN secretariat (per need) and the regional and SEEHN member states' competent authority(ies) by ensuring coordination within the country, among the different authorities dealing with the respective health domain. Amongst the tasks of a national focal point are the following:

- Coordination of activities related to the specific health area representing the SEEHN member states' priorities at the regional level amongst the different authorities;
- Facilitation of information sharing amongst competent SEEHN member states' /regional authorities/institutions/ SEEHN Secretariat;

- Forwarding relevant information to the SEEHN member state's competent authorities/institutions (e.g. to the points of contact);
- Facilitation of communication between the SEEHN Secretariat and the competent authority(ies), including with regard to the attendance of meetings, financial implications;
- Informing the secretariat about changes in the name and organizational structure of the SEEHN member state's competent authorities as soon as such changes are known, by writing to: secretariat@seehn.org;
- Providing support according to the roles and responsibilities defined in the Annex 1 of the MoU;
- Attending meetings under the scope and purpose related to the health area they are responsible for within the SEEHN.

Funding

1. The SEEHN RHDCs are financed by:
 - a) The respective governing institution (for the governmental institutions);
 - b) The core budget of their respective institution;
 - c) Ongoing projects;
 - d) Applying to the SEEHN, partners and other donors to contribute in some activities if it is feasible; and
 - e) Donations with transparency and avoiding conflict of interest.

The source of financing and the available sums of money should be clearly defined as much as possible prior to the start of work. The respective governing institution contribution and some SEEHN initial Operational Fund should be available. In such case the financial report should be a part of the regular RHDC reporting to the SEEHN Ex Com.

Any donation or funds secured by the RHDC out of the defined annual Working plan should be managed independently by the RHDC management with a proper reporting to the SEEHN Ex Com and SEEHN Secretariat, if it relates to the SEEHN RHDC mandate and scope of work under the SEEHN.

Fund raising activities for RHDCs could be performed by the entity itself and or by the SEEHN Ex Com. RHDCs might appoint a fund raising team if deemed necessary.

Use of SEEHN name, emblem and flag

1. The designation of the RHDC by the SEEHN and the yearly approval of their Work plans are considered as permission for using the name and the emblem for all activities of the RHDC in its Work plan.
2. For any additional activity (out of the work plan), the authorization is given on individual request pertaining to the respective activity.

- a) A request has to be submitted to the SEEHN Executive Committee and the SEEHN Secretariat. The SEEHN Secretariat and the Executive Committee process the request. The request must contain all relevant information including the background and a justification.
3. A SEEHN RHDCs may use the SEEHN flag for the SEEHN RHDC work and might be recalled if there are proves that the use of the flag has been abused.

Visual identity guidelines

1. In relation to the use of the name, logo and other identity signs of the SEEHN and its RHDC the following procedures shall be strictly followed:
 - a) The SEEHN name should never be used in isolation. Instead, the exact title of the SEEHN RHDC, as indicated in the official letter of designation and registered in the SEEHN RHDC database (e.g. "SEEHN Regional Health Development Centre for Mental Health") shall be used;
 - b) The SEEHN emblem should never be used in isolation. If the SEEHN emblem is to be used, it may only be placed directly next to the title. The title and emblem should be similar in size. All words in the title must be of the same font size; and
 - c) The title and emblem should be used discreetly; they should be placed immediately underneath or by side the name of the designated institution, which should have a more prominent position. If the SEEHN emblem is to be used in addition to the title, the logo or emblem of the designated institution should also be used. The SEEHN emblem should be smaller or of similar size to the emblem or logo of the institution. The language used by the SEEHN RHDC is English, the official language of the SEEHN.

Additional conditions for letterheads

1. Each SEEHN RHDC shall develop its own letterhead subject to approval by the SEEHN Executive Committee.
2. The approved letterhead may be used repeatedly during the designation period for correspondence related to the activities included in the work plan. However, the title and emblem must not be used on the standard letterhead for general correspondence of the designated institution.

Additional conditions for information and communication products in print or electronic format (e.g. presentations, brochures, booklets)

1. When producing any type of communication or promotion product the SEEHN RHDC shall follow the conditions listed below:
 - a) The product can be part of the agreed work plan of the SEEHN RHDC or additional although prior coordinated with the SEEHN Secretariat;
 - b) The information it contains must be of the highest technical standing and compatible with SEEHN policies; and
 - c) The following disclaimer must be used: "This [insert name of brochure or booklet] is published by [insert name of institution], which is a SEEHN Regional Health Development Centre; it is not a publication of the SEEHN. The [insert name of institution or authors] are responsible for the views expressed in this [insert type of publication], and the views do not necessarily represent the decisions or policies of the SEEHN."

Additional conditions for web pages

1. When developing, launching and maintaining a RHDC Website on a specific technical area for the SEEHN, the SEEHN RHDS shall follow the conditions listed below:
 - a) The SEEHN emblem is not used on the main web site of the designated institution. Instead, it is used on a web page (within the web site) dedicated exclusively to the activities of the institution as part of its designation as SEEHN RHDC. A discreet reference to the designation of the institution as a SEEHN RHDC could be included on the main web site; that reference could be linked to the web page (within the web site) fully dedicated to the activities of the institution as a SEEHN RHDC.
 - b) The proposed web page is in accordance with the TOR and work plan of the SEEHN RHDC and only relates to the work of the institution in its capacity as a SEEHN RHDC.
 - c) The content of the proposed web page is acceptable to SEEHN from a technical and scientific point of view.
 - d) If any financial support from the private sector is to be received for the development of the web page, this is consistent with the rules on interaction of SEEHN RHDCs with the commercial private sector, including in respect of the manner in which contributors are acknowledged.

Limitations to the use of the SEEHN name and emblem

1. The use of SEEHN's name or emblem on business or visiting cards of the staff members of the designated institution is not allowed in any circumstance.
2. SEEHN does not authorize SEEHN RHDCs to use plaques bearing the SEEHN name and emblem.
3. The SEEHN name and emblem may be used on certificates of attendance, diplomas or similar awards to participants in training or other courses organized as part of this institution's work plan coordinated prior with the SEEHN Secretariat and co-signed by the SEEHN Secretariat Director.

Intellectual rights

1. Identification of need of agreement between SEEHN and SEEHN RHDC according intellectual rights is done by the Secretariat.
2. The Secretariat together with the RHDC has to identify what type of intellectual property right is applicable (for example, copyrights apply to publications, and patents' rights may apply to other types of deliverables), and whether these rights will be owned by the designated institution giving a license to the SEEHN (in this case, the deliverable will be the institution's product), or by the SEEHN (in which case the deliverable will be a SEEHN product);
3. The SEEHN may also require the SEEHN RHDC to publicly disclose the interactions, affiliations, relations or other interests of its head or staff that are considered to give rise to a conflict of interest;
4. Before accepting any contributions from companies, the SEEHN RHDC should seek written assurance from the contributors in question that they will not use the results of the work that they, as contributors, have supported for commercial purposes, or seek promotion of the fact that they have made a donation. However, contributors may make reference to donations in their corporate annual reports or similar internal documents;
5. The SEEHN RHDC shall at all times maintain full and exclusive control over the activity to which a contribution relates, including over any report of the activity and its contents, whatever the form in which it is published or disseminated (e.g. electronically), and the timing of such diffusion.

Reporting system

Work Plan

1. The SEEHN RHDC shall submit the Annual Work Plan to the Secretariat annually, at the latest in the first week of November for the next year according to the template presented in the Annex 2;

2. The SEEHN RHDC Work plan is adopted by the SEEHN Annual Plenary Meeting of each year;
3. The RHDC Work plan consists of the following elements:
 - a) **Introduction:** Content and context of proposed activities, justification of contribution to the achievement of SEEHN, each activity must contribute to the achievement of a SEEHN and regional benefits.
 - b) **Funding:** the detailed and complete list of sources of funding that will be used for the particular activity. All proposed activities should have an identified source of funding.
 - c) **Activities:**
 - Title of the activity: a short, descriptive name that accurately captures the essence of the proposed activity.
 - Description: a short description of what the activity consists of and, in particular, what concrete actions will be undertaken.
 - d) **Objectives**
 - Management and coordination framework egg. Responsible persons;
 - Expected output: the tangible product or service to be delivered (e.g. a one-week training course delivered annually). Where applicable, the intended attribution of intellectual property rights should also be mentioned, for example, "The copyright will be owned by the institution and a license will be given to the SEEHN ";
 - Specific timeframe for the implementation of each activity;
 - Monitoring and evaluation framework; and
 - Providing for a clear relation of each activity and its contribution to the mandatory international reporting frameworks (ex. Sustainable Development Goals, Agenda 2030).

Report on the RHDC Annual Work Plan

1. The annual report of the work of the SEEHN RHDC is submitted to the Secretariat at the latest in the first week of March of the next year according to the template presented in the Annex 3.
2. The Report on the RHDC on the Annual Work Plan is adopted by the Executive Committee with the support of the SEEHN Secretariat.
3. The annual Report on the RHDC on its Work Plan consists three chapters:
 - a) Introduction;
 - b) Financial report; and
 - c) Implemented Activities with accomplishments, challenges (regional and within the SEEHN member state), suggestions and recommendations.

Performance evaluation

Performance Evaluation of the SEEHN RHDCs will provide data to SEEHN Secretariat, Executive Committee, National Health Coordinators (Member States' Ministries of Health) to support Decision on further extension of the respective RHDC's mandate, as well as recommendations to Directors of the RHDCs for potential improvement of their work.

The evaluation will be carried out by the SEEHN Evaluation Board (see Box 1) every 3 years based on Review and Assessment of materials (see Box 2) submitted to the SEEHN Secretariat. Performance evaluation of the RHDCs should be carried out at the first quarter of the evaluation year, after RHDCs Annual reports and Annual self-evaluation reports are submitted.

Box 1. Performance Evaluation Board Members⁴:

- Member of the SEEHN Secretariat
- Member of the SEEHN Executive Committee
- Member of the RHDC not been evaluated
- Expert in the field of the respective RHDC area of work

Annual Self-evaluation Report should be prepared by the Director of the RHDC, and submitted to the SEEHN Secretariat in the first quarter of every year for the previous one, after the Annual reports are submitted.

The Report should be prepared in accordance with the Annual Self-evaluation Report Form (Annex 8). It provides general information and data on RHDCs resources and management, realization of the planned activities and other documents related to the RHDC's activities.

Materials for Performance evaluation will be shared to the members of the Performance Evaluation Board (PEB) a month prior to their Meeting.

⁴ Performance Evaluation Board Members (PEBM) is a flexible structure and subject of availability of funds and human resources. Number of the PEBM will be defined case by case, though in the best interest of the SEEHN, RHDC following the principle of equity and impartiality.

Box 2. Materials for Performance Evaluation Final Report:

- Annual Self-evaluation Reports of the respective RHDC's Director (for 3 years)
- Interview with the Director of the RHDC being evaluated (if needed - optional)
- Annual Plans and Annual Reports of the respective RHDC (for 3 years)
- Documents as outputs of RHDCs activities (reports, minutes, analysis etc.)

PEB Meeting will take place as agreed with Secretariat and will provide time for the PEB to discuss and prepare Performance Evaluation Final Report (see Box 3) following the Form provided in Annex 9.

Box 3. Performance Evaluation Final Report content:

1. General information
2. Alignment with the:
 - scope of work of the RHDCs in accordance with the SOPs and
 - roles and responsibilities defined by the SEEHN RHDCs standard operational procedures;
 - goals and priorities of the SEEHN Strategy and Pledges.
3. Progress made towards expected outcomes (completed, timely, MS & parties involved)
4. General description and assessment (Indicators (Annex 10), description and assessment)
5. Recommendations and Corrective Measures
6. Overall assessment

The key limitation of the evaluation is that not all aspects of performance can be easily measured as some processes and outcomes are more qualitative than quantitative in nature. This is proposed to be overpassed with the descriptive assessments of performance that will be carried out by the PEB.

PEB will submit the Final Report to the SEEHN Secretariat (who will share it with the Executive Committee, respective RHDC and Ministry of Health) prior to Plenary Meeting in order for it to be presented and discussed in order to support the Decision on further extension or termination of the RHDC mandate.

Annex 1

APPLICATION FORM FOR DESIGNATION OF RHDC⁵

Institution applied for RHDC	
Name	
Address	
City	
Director	
Phone number and fax	
E-mail address	
Web address	

Information about the institution	
Operations that institutions perform ⁶	
Public	
Founder	

⁵Application have to be submitted by Ministry of Health (MoH) of the applicant country to the SEEHN Secretariat, e-mail and or if applicable through post office.

⁶Defined by Status or other document

MoH Decision ⁷	
Number of staff	
WHO Collaborative Centre Status ⁸	

Required documentation⁹
1. Institution profile: scientific, technical, administrative, financing and human resource capacities, with particular reference to the technical area of work
2. Terms of references
<ul style="list-style-type: none"> a) b) c) d) e) f) Etc.

Place and date:

Minister of Health

⁷ Ministry of Health Decision under which the RHDC has been designated and registration document. Registration document is the document by which the designated institution is registered into the National registry of legal entities.

⁸ Required documentation have to be provided together with Application form.

⁹ Required documentation have to be provided together with Application form.

Annex 2

RHDC Annual Work Plan

Template for RHDC Annual Work Plan

Name of the Regional Health Development Centre (RHDC):
Name of Country:
Topic of Collaboration:
Address:
Name and Contacts of the Director:
Reporting Period:

Content

1. Introduction

2. Funding

3. Activities

Table: activities

SEEHN, Regional Health Development Centers Standard Operational Procedures

No	OBJECTIVES	ACTIVITIES DESCRIPTION	RESPONSIBLE PERSONS/ENTITIES	OUTPUT	PLANNED DEADLINES
1.					
2.					
3.					

Annual Progress Report

On the activities, achievements, challenges and future
of the SEE Regional Health Development Centre
on (topic)
in the period
01 January – 31 December 20 ... (year)

TABLE OF CONTENTS

1. Introduction

1.1. Establishment of the RHDC and organizational structure

2. Key achievements

2.1. RHDC Activities at Political and Technical Levels

3. Collaboration with Partners

3.1. Cooperation with WHO Europe

3.2. Regional Cooperation

3.4. Other partners

4. Future activities

5. Conclusions and recommendations

6. Annexes

Chapter 1: Introduction

This part should be a narrative introduction (not more than one page) containing the following information:

- Setting up of the RHDC/Fully operational since/ Hosted by..etc. (**Annex 1**)
- Address/ Website (insert detailed information in the **Annex 1**)
- Information about the staff and position (insert detailed information in the **Annex 1**)

Chapter 2: Key Achievements (in the reporting period)

This part should contain the key achievements in the period of reporting, according to the Annual Programme (as it is in the **Annex 2**), (not more than 1-3 pages)

- Information about the Activities at technical level and Political Level

Annex 2: Template with activities listed for the Annual Programme to be attached here.

Chapter 3: Collaboration with other partners

Description of the cooperation of the RHDC with the Network/Activities with the Founding Partner(s) if any/with the WHO Europe and /other partners during the reporting period

(Not more than 1 page)

Chapter 4: Key Challenges

This part should contain information about the key challenges faced (a half a page-1 page)

Chapter 5: Activities planned (in the reporting period)

This part should contain information about the key challenges and the action planned in the next period and deliverables expected (a half a page-1 page)


Annex 2: Timeline of the Annual Programme to be attached here.

Chapter 6: Conclusions and recommendations

Chapter 7: Annexes

Please, complete the annexes as indicated above.

Annex 1

	Regional Health Development Centre		Title:
	Progress Report Form		
	Yes	No	Description
A. Infrastructure			
1. Office space provided and operational		?	
2. Office equipment provided and operational		?	
3. Communications provided and operational (telephone, fax, email, internet)		?	
4. RHDC has its own address and website		?	
B. Staffing			
1. Personnel	?		
2. Head of the RHDC selected		?	
3. Seconded personnel stationed at the RHDC	?		

SELF - EVALUATION REPORT of the SEEHN Regional Health Development Centre

General information

Topic area	
Host Institution (<i>Name, address, contact info</i>)	
Country	
Established (<i>Date</i>)	
Director (<i>Name, contact info</i>)	
Responsible person for the report (<i>Name, position, contact info</i>)	
Evaluated year	
Date of completion	
List of Annexes/Documents attached	<ol style="list-style-type: none"> 1. Plan 2. Report 3. Other (<i>i.e. technical reports from the events, outcome documents etc.</i>)

Resources and Management

Employees

No	Name	Position	Description of responsibilities
1.			
2.			
3.			
Facilities			
Description:			

Realization of the planned activities

Ref. to the Work plan	Activity	Completed/in progress/not started	Planned date of completion	Date of completion	Comment

Annexes:

1. Annual Work Plan of the RHDC
2. Annual Report of the RHDC
3. Reports from the events
4. Documents produced and prepared by the RHDC
5. Other

PERFORMANCE EVALUATION FRAMEWORK (SEEHN RHDCs) – FINAL REPORT OF THE EVALUATION BOARD

General information

Regional Health Development Centre (<i>Topic area, country</i>)	
Evaluated years	(20..-20..)
Evaluation Board - Members	1. 2. 3. 4.
Date of the Evaluation Report	
Overall assessment	
Recommandation	

1. Alignment with the scope of work of SEEHN RHDCs in accordance with the SEEHN SOPs for RHDCs

The SEEHN RHDCs scope of work	Assessment (achieved, not achieved)	Ref. to Annex No
Promotion of SEE Health Network policies and priorities in the different technical areas		
Collection, integration, and dissemination of data and information, including development of regional E-platform, inventories and libraries		
Participation in collaborative research under the SEE Health Network's leadership, including the planning, conducting, monitoring and evaluation of research, as well as promotion of the application of the research results		
Training		
Harmonization of standards and guidelines in specific areas		
Development of regional policies and good practices		
Development and coordination of implementation of programs and activities		
Monitoring and evaluation of existing practices, legislation, policies, strategies, etc.		
Facilitation of networking among SEE members		
Organizing SEEHN events for sharing the knowledge and information		
Cooperation with international organizations, as well as international and regional governmental and non-governmental organizations in the area of technical work		
Fundraising		

Establishment and maintenance of a reporting system		
Supporting the SEEHN political structures in health diplomacy activities and participation at the national, subnational and international events in the respective area of work of the RHDC		
Administration of projects, programs and activities		
Total achieved		
Total not achieved		

2. Alignment with the roles and responsibilities defined by the SEEHN RHDCs standard operational procedures

The SEEHN RHDCs responsibilities	Assessment (achieved, not achieved)	Ref. to Annex No
Preparation and implementation of agreed Work Plan in a timely manner and to the highest possible standards of quality		
Compliance with and abidance by relevant SEEHN regulations and policies		
Submission of annual reports prior to the SEEHN Plenary		
Communication with SEEHN Presidency, Executive Committee and Secretariat, other RHDCs and partners, both bilateral and international organization according to the SEEHN Memorandum		

of Understanding (MoU), Statutes and Communication strategy		
Visibility of the SEEHN, the RHDC and the work and accomplishments in the respective technical area		
Launching and maintaining an interactive formal Website which has to be linked to the SEEHN formal website or to have a dedicated space for the SEEHN RHDC activities on the institution official website		
Providing the general public and the SEE citizens with relevant users' friendly information in the respectful area of work		
Maintain library of all subnational, national, SEE regional and international policy, legal and other documents in the respective area of work		
Total achieved		
Total not achieved		

3. Alignment with the goals and objectives of the SEEHN Strategy and Pledges

(Descriptive assessment)

4. Progress made towards expected outcomes

(Descriptive and indicators)

- a. Completed activities
- b. Timeliness of the activities
- c. Level of quality of the activities

- d. Involved MSs
- e. Involved other parties (national or international institutions, experts, organizations etc.)

General description and assessment

	Evaluated Performance Area	Indicator
1.	Alignment with the scope of work of the RHDCs in accordance with the SOPs	Scope of the RHDC's work in accordance with the SOPs (in accordance, partially in accordance, not in accordance)
2.	Alignment with the roles and responsibilities defined by the SEEHN RHDCs SOPs	Roles and responsibilities of the RHDC fulfilled in accordance with the SOPs (in accordance, partially in accordance, not in accordance)
3.	Alignment with the goals and priorities of the SEEHN Strategy and Pledges	Activities of the RHDC are in accordance with the SEEHN Strategy and Pledges (in accordance, partially in accordance, not in accordance)
4.	Progress made towards expected outcomes	a) Annual Work Plan prepared and adopted timely in accordance with the SOPs (x3) b) Annual Report prepared and submitted timely in accordance with the SOPs (x3) c) Annual Self-assessment Report prepared and submitted timely in accordance with the SOPs (x3)

	Evaluated Performance Area	General Description
1.	Alignment with the scope of work of SEEHN RHDCs in accordance with the SEEHN SOPs for RHDCs	
2.	Alignment with the roles and responsibilities defined by the SEEHN RHDCs standard operational procedures	
3.	Alignment with the goals and objectives of the SEEHN Strategy and Pledges	
4.	Progress made towards expected outcomes	
		d) % of completed activities from the Annual Work Plan
		e) % of activities completed on time (as planned)
		f) % of member states involved in activities

	Evaluated Performance Area	General Assessment <i>(Exceptional, Very good, Good, Poor, Not satisfying)</i>
1.	Alignment with the scope of work of SEEHN RHDCs in accordance with the SEEHN SOPs for RHDCs	

2.	Alignment with the roles and responsibilities defined by the SEEHN RHDCs standard operational procedures	
3.	Alignment with the goals and objectives of the SEEHN Strategy and Pledges	
4.	Progress made towards expected outcomes	

Recommendations and Measures of correction (if needed)

(Descriptive)

Overall assessment	<i>(Exceptional, Very good, Good, Poor, Not satisfying)</i>
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SET OF INDICATORS for the performance evaluation of the RHDCs

	<i>PERFORMANCE</i>	<i>INDICATOR</i>
1.	Alignment with the scope of work of the RHDCs in accordance with the SOPs	Scope of the RHDC's work in accordance with the SOPs (in accordance, partially in accordance, not in accordance)
2.	Alignment with the roles and responsibilities defined by the SEEHN RHDCs SOPs	Roles and responsibilities of the RHDC fulfilled in accordance with the SOPs (in accordance, partially in accordance, not in accordance)
3.	Alignment with the goals and priorities of the SEEHN Strategy and Pledges	Activities of the RHDC are in accordance with the SEEHN Strategy and Pledges (in accordance, partially in accordance, not in accordance)
4.	Progress made towards expected outcomes	g) Annual Work Plan prepared and adopted timely in accordance with the SOPs (x3)
h) Annual Report prepared and submitted timely in accordance with the SOPs (x3)		
i) Annual Self-assessment Report prepared and submitted timely in accordance with the SOPs (x3)		
j) % of completed activities from the Annual Work Plan		

SEEHN, Regional Health Development Centers Standard Operational Procedures

		k) % of activities completed on time (as planned)
		l) % of member states involved in activities