



STRATEGIC SERVICE DELIVERY IMPROVEMENT PLAN

(OPTIMAL USE OF RESOURCES)

OPTIMAL USE OF RESOURCES

1. It is necessary to use a good method for resource management (human, physical and financial) to develop short and long term solutions (thinking outside the box)
2. On calculating required needs, it is important that there are guidelines and standards based on which the need is calculated
3. It is necessary to take into consideration that required human resources should work with required full capacity during working hours
4. In implementing solutions, there should be a focus on awareness campaigns, detailed methods used, and estimated costs of implementation

OPTIMAL USE OF RESOURCES

5. Some solutions require proper management for financial resources. For example, a Directorate may need funds to establish a hospital or health clinic. If these funds are used in rehabilitating existing health institutions or training of staff, it may significantly reduce the gap. This means that there should be comparison and preferences among choices which are more economic and have powerful impact

6. On calculating needs, we should take into consideration the foot not the peak of the mountain; some needs are illogical and exaggerated

7. There should be in place preventive maintenance for health institutions and medical equipment; or there should be at least plans to develop such plans

OPTIMAL USE OF RESOURCES

8. There should be procedures to deal with medical equipment in order to use these equipment in a proper way that achieves required products. This will help reduce requesting spare parts and conducting maintenance due to defects in this equipment for some time
9. There should be in place procedures to deal with citizens complaints

Some international experiments in resource management:

1. The Thailand experiment in hiring medical and nursing staff
2. The Indonesian Experiment in the management of the health sector.

THANK YOU



Iraq Governance Strengthening Program

