
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.

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

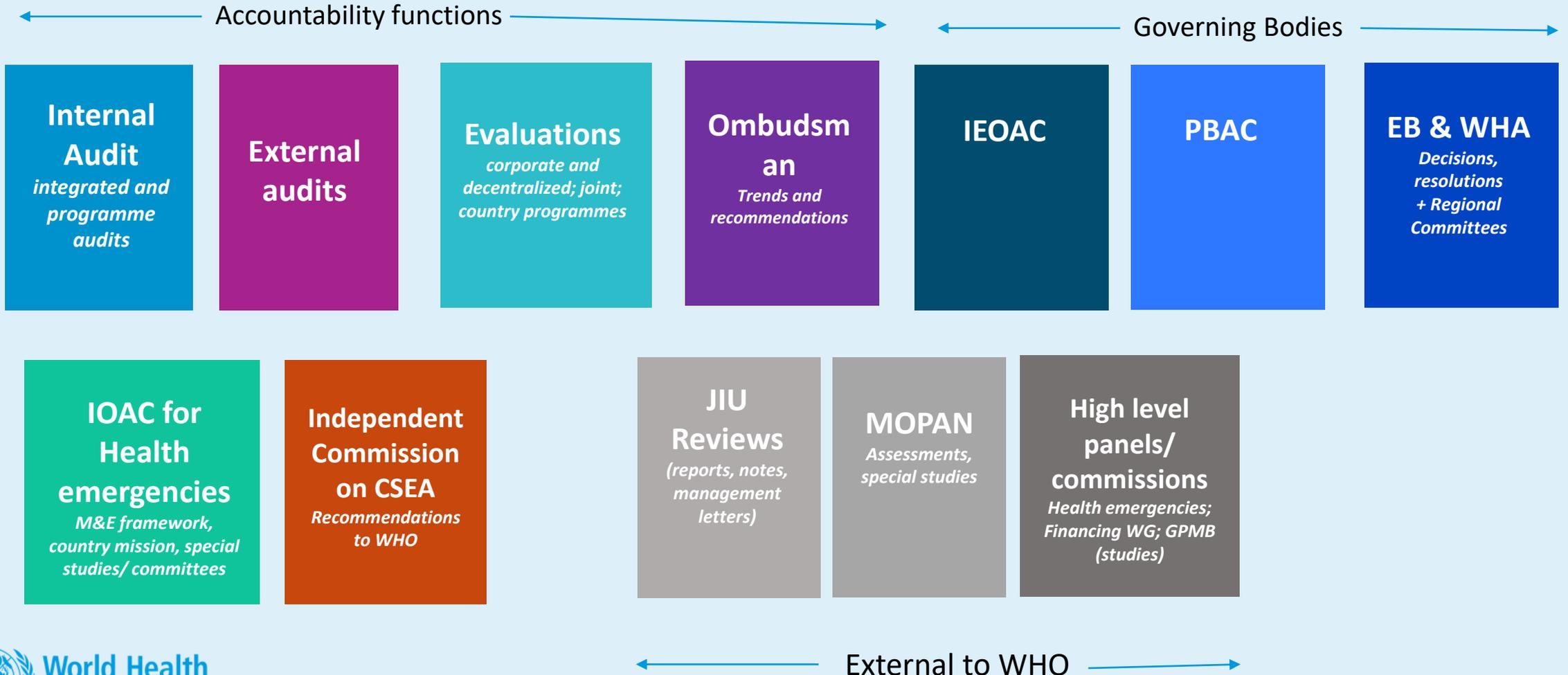
Development of the Consolidated Platform

- **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

CONNECTING THE DOTS: Mapping sources of recommendations



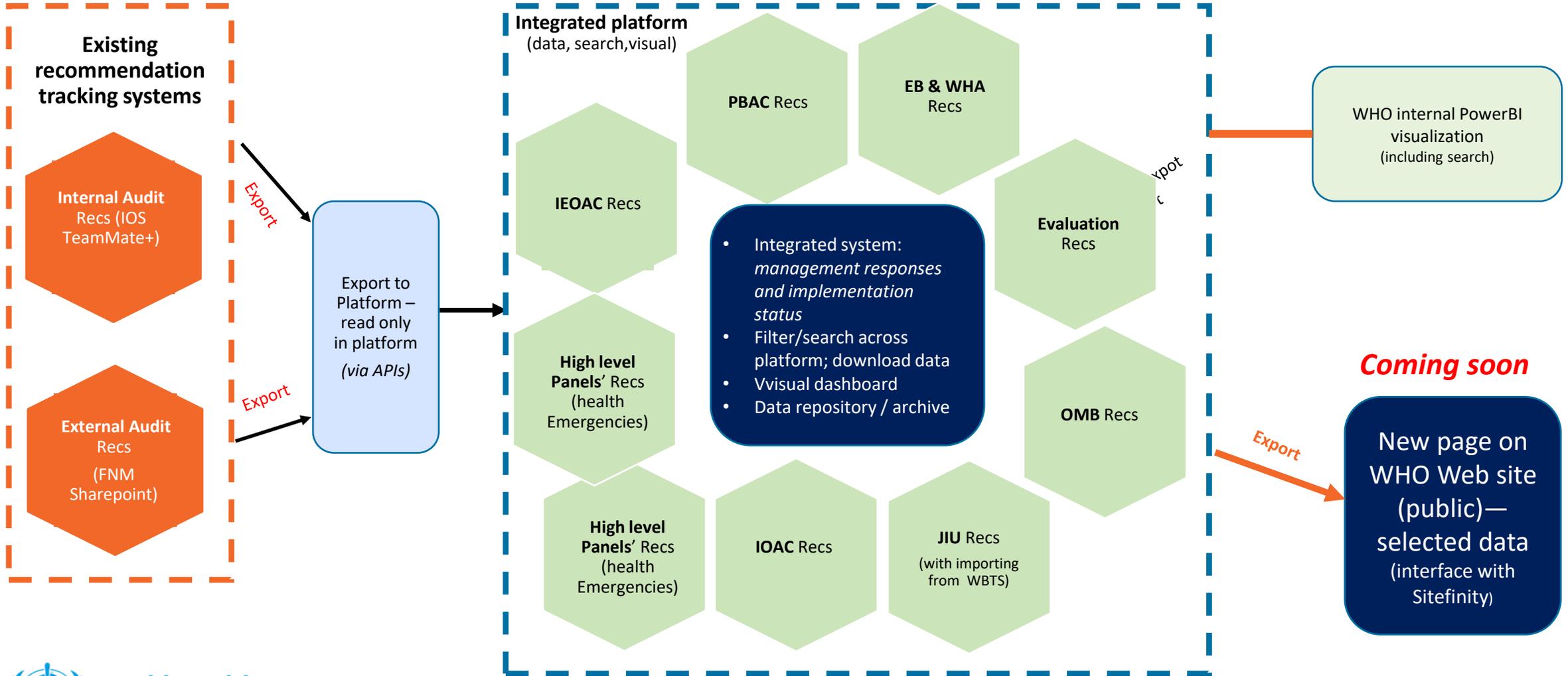
Need to be aware of and connect findings and recommendations issued by multiple sources



Sources of Recommendations (included in Platform, to date)

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

Consolidated Platform: Architecture



Demonstration of Platform

Questions?
Suggestions?



Thank you

- For more information, please contact:
- Email: consolidatedplatform@who.int