Re: GPSA Grant No. TF018162
Republic of Moldova: Implementing Participatory Social Accountability for Better Health
Amendment to the Grant Agreement

Mr. Viorel Soltan
Director
Center for Health Policies and Studies
99/1 V. Alecsandri St.
Chisinau MD02012
Republic of Moldova

Dear Mr. Soltan:

We refer to the Agreement between the International Bank for Reconstruction and Development and the International Development Association (“World Bank”) acting as administrator of grant funds provided by multiple Donors under the GPSA Trust Fund, and the Center for Health Policies and Studies (“Recipient”), dated November 19, 2014.

We also refer to the Recipient’s request dated June 27, 2016, requesting changes to the activities under the Project. We are pleased to advise you that the World Bank concurs with your request, therefore the Agreement is amended as follows:

1. Paragraph 1.02 of the Annex to the Agreement is deleted and replaced with the following:

“1.02. Definitions. Unless the context requires otherwise, the capitalized terms used in this Agreement have the meanings ascribed to them in the Standard Conditions or in this Agreement, including:
1. "CSO" means a civil society organization legally established and operating in the Member Country’s territory and selected according to the criteria agreed between the Recipient and the World Bank; and “CSOs” means the plural thereof.

2. “HPRC” means Hospital Performance Report Card to be prepared and financed under Part 1(a) of the Project.

3. “PHCPIA” means Primary Healthcare Performance-based Incentives Audits to be carried out and financed under Part 2 of the Project.

4. “HBS” means Health Barometer Survey to be conducted and financed under Part 3 of the Project.

2. Paragraph 2.01 of the Annex is deleted and replaced with the following:

"2.01. Project Objectives and Description. The objective of the Project is to inform users of health services in selected rayons about the performance, quality, and efficiency of hospitals and primary care clinics within a certain radius of their residence in order to improve service delivery.

The Project consists of the following parts:

Part 1: Promoting Citizen Monitoring of Hospital Performance

Provision of support to carry out:

(a) Development of a HPRC based on patient satisfaction questionnaire, and social audit of hospitals; (b) implementing HPRC in 55 public hospitals on the Recipient’s territory; (c) dissemination of HPRC findings through website, publication of reports, door to door distribution of report cards and public presentations; (d) conducting policy experiment exercise on citizen's engagement in 9 targeted intervention rayons; (e) conducting a patient exit survey in 18 randomly selected rayons (9 intervention and 9 control); and (f) institutionalization of processes developed under Parts 1(a) and 1(e).

Part 2: Strengthening Performance-based Incentive Program in Family Medicine through Social Audits of Primary Healthcare Institutions

Provision of support to carry out:

(a) development of PHCPIA tool based on quantitative and qualitative analysis of primary healthcare; (b) rolling out of PHCPIA in a targeted samples; (c) reports on performance based incentive program in family medicine; (d) dissemination of results using websites, publication of reports and other outreach activities; and (e) activities related to institutionalization of PHCPIA.
Part 3: Creating an Enabling Environment for Informed Public Dialogue in Health

Provision of support to carry out:

(a) development of tools aimed at improving transparency of information in health sector; (b) implementation of two health barometer surveys (HBS) at national level, including in selected rayons; (c) organization of relevant policy dialogues on health reforms impact and sustainability and dissemination of HBS findings.

Part 4: Facilitating Knowledge and Learning to Enhance Effectiveness of Social Accountability Interventions and Project Management

Provision of support to carry out:

(a) development of sustainable information-communication tools and establishment of a platform for dissemination and use of health systems data and project results, and for continued dialogue among decision makers and citizens; (b) outreach activities with other GPSA stakeholders and grantees; (c) assessment of lessons learned and development of suggestions for future initiatives in the health sector; and (d) management, monitoring and evaluation of Project activities, including audit of the Grant."

The capitalized terms used in this letter ("Amendment Letter") and not defined herein have the meaning ascribed to them in the Agreement.

Please confirm your agreement with the foregoing amendment by signing and dating this Amendment Letter in the spaces provided below. Henceforward, all other provisions of the Agreement not hereby amended shall remain in full force and effect. This Amendment Letter shall be executed in two counterparts, each of which shall be an original.

Very truly yours,

INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT/INTERNATIONAL DEVELOPMENT ASSOCIATION

By

Alexander Kremer
Country Manager
Republic of Moldova
Europe and Central Asia
AGREED:

CENTER FOR HEALTH POLICIES AND STUDIES

By:  
Name:  
Title:  
Date:

[Signature]

23 November 2016