



## Evaluation of the Multifaceted and Complex Health Strategies: A Guide to Program Managers

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### DEAR EDITOR,

The program managers from all the nations have planned and implemented various strategies to ensure provision of quality assured health care services to all.<sup>[1]</sup> However, as most of these health services are extremely complex and are built on the basis of thorough situation analysis, there is a crucial need to evaluate these strategies so that the policies can be subsequently modified.<sup>[2]</sup> In general, evaluation refers to the comprehensive process by which observed outcomes can be compared with the pre-decided targets.<sup>[3,4]</sup> In the modern era, based on the findings of a holistic evaluation process, decisions pertaining to the financial grant for a specific program is made.<sup>[4,5]</sup>

However, to enhance the credibility of an evaluation, the steps should be uniform, pre-defined, clear, and flexible enough to be customized based on local needs.<sup>[6]</sup> Ideally the evaluation process comprises of the following steps, namely identifying what has to be evaluated (structure or process or outcome evaluation); setting standards and criteria to assess accomplishment of pre-decided targets; devising methodology to perform evaluation; data collection; systematic analysis and interpretation of data; followed by implementation of corrective measures; and finally performing re-evaluation to assess the results of the remedial steps.<sup>[7,8]</sup>

Any evaluation process should explore six different facets of a health strategy, namely evaluation of relevance, adequacy, accessibility, efficacy, effectiveness, and efficiency.<sup>[2,9,10]</sup> In fact, the program evaluation component has to be designed even prior to the start of any health strategy.<sup>[5]</sup> In addition, the evaluation process should not be restricted to the health care providers, but should also cover the needs of individuals or communities, so that health indicators can be improved as a whole.<sup>[11]</sup>

In conclusion, evaluation of health strategy is a complex and an integral component of planning and successfully implementing a health scheme. Thus, program managers

should realize its importance and give due attention to it in order to ensure improvement in the well-being of the masses.

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