

"Support to 15 Rehabilitation Centers in Bolivia"

External Evaluation

Executive Summary

The project "**Support to 15 Rehabilitation Centers in Bolivia**" is part of the HI Country Program of Bolivia, whose goal is that "people with disabilities, their families and people at risk of developing a disability, benefit from rehabilitation services (SR), accessible and quality services throughout the country "for which the project seeks to find comprehensive and community rehabilitation services throughout the country improve their accessibility and quality, thanks to the tools developed, the management of rehabilitation services is strengthened (SR) through an interconnected monitoring and support system and that is innovative and replicable. Rehabilitation tools are generated at a global level.

In this context, and as part of the activities programmed for the implementation and completion of the Project, an external evaluation of its implementation has been planned, this evaluation aims to assess compliance with the goals and results of the rehabilitation project between 2017 and 2021, make recommendations for the implementation of the intervention in the future, based on evaluation criteria selected from those established by Humanity & Inclusion and the donor.

Based on these criteria, the results of the evaluation are shown, in summary, in this document.

The Project "Support to 15 Rehabilitation Centers in Bolivia" shows a high degree of **relevance** regarding the national regulations, particularly with the Political Constitution of the State, Law No. 223 "General Law for People with Disabilities", Law No. 453 on the Rights of Users and Consumers and Law N ° 475 on the Provision of Comprehensive Health Services of the Plurinational State of Bolivia, as well as the compendium of Technical Standards and Protocols of attention directed to improve and strengthen access to comprehensive health care for people with disabilities, which has been prepared by the technical team of the Ministry of Health, helping the Bolivian State to guarantee people with disabilities access to comprehensive health services, prevention and rehabilitation.

The Project is also relevant when talking about the long and medium-term State planning instruments at a national and sectoral levels, contributing to the fulfillment and implementation of each of these, particularly in issues related to quality universal health access.

In the same way, the Project is highly **relevant**, in relation to a sensitive problem that are not traditionally prioritized by health authorities, responding adequately to the needs of service users, since it seeks to contribute to ensuring that health services rehabilitation is accessible and provide quality care in areas where people with disabilities have limited possibilities of resorting to a specialized service.

An aspect that is also relevant in the implementation of the Project is the experience developed regarding the implementation of Tele-rehabilitation, since it provides opportunities to follow a rehabilitation therapy to people who live in the rural areas and with little possibility of moving to the Rehabilitation Centers in the capitals of the municipality or in the capitals of the Department, a limitation that has been aggravated at the time of the COVID-19 Pandemic. The potential of the application of this technology has been recognized by the Ministry of Health and is being gradually incorporated into the Telehealth Program, which constitutes an important achievement that requires formal recognition to enhance its results.

Regarding **effectiveness**, the activities carried out are enabling comprehensive and community rehabilitation services throughout the country to improve their accessibility and the quality of their care services, thanks to the tools developed, with special emphasis on the Department of Oruro, It is working towards strengthening the management of rehabilitation services through an interconnected monitoring and support system and innovative and replicable rehabilitation tools are being generated at a global level.

In this context, it is important to highlight the work developed around assistive technologies, developed in coordination with the Technical University of Oruro (UTO), the Universidad Mayor de San Andrés (UMSA), the Howest University of Belgium and the centers of rehabilitation as they are helping to improve the implementation of the services at the rehabilitation centers through the design and innovation in technology that not only helps to improve the quality of life of people with severe disabilities, but also represents an option of Technological inputs accessible to families of people with disabilities, which is highly valued.

With all these actions, that are undoubtedly contributing to the fulfillment of the project's goal (which was established in its design) since it is allowing people with disabilities, their families and people at risk of developing a disability to benefit from rehabilitation services (SR) accessible and of quality in those municipalities prioritized by the intervention.

Regarding **efficiency**, budget programming and execution is reasonable and consistent for a project with these characteristics, having reached 95.1% of budget execution as of October 31, 2021. The form of administration of these resources is adequate and responsive to the policies and procedures established by HI, which shows a good organization and clear procedures, which has made it possible that, during the health crisis generated by COVID-19, an implementation of resources can be carried out without major inconveniences, having supported the professionals from Rehabilitation Centers with biosafety equipment, which demonstrates a capacity for adaptation and adequate response to adverse contexts.

Additionally, the strategies of involvement of the service users through the conformation of the User Committees, have allowed their relationship with some state entities to leverage a greater amount of resources than those initially foreseen, destined to the improvement of the provision of services. When talking about the rehabilitation centers and other similar organizations, which increases the project execution budget, differentiated effects and sustainability were identified as a consequence of the project's actions. The most significant change that the project has achieved in the contexts in which it has been developed, has been the recognition of the importance and positioning of the issue that it is possible that the Rehabilitation Centers can provide a quality service, a situation that has been assimilated both by the national departmental authorities, by the professional workers that serve in the Rehabilitation Centers, as well as by users of these services themselves.

Regarding the professional workers of the Rehabilitation Centers, the training and tools transferred have strengthened their capacities in care, registration and adequate monitoring of users and have a better chance of being sustainable.

At the user level, a perception of satisfaction with the service that has been provided in the Rehabilitation Centers has been identified, which motivates them to continue with their therapies since they perceive them with quality and warmth. Additionally, the spaces for participation generated through the User Committees have allowed them to take ownership of their Center, generating

proposals for improvement in care and infrastructure, which generates as an indirect effect, a strengthening of their self-esteem and leadership.

At a state institutions level, HI has established itself as a strategic ally and a referenced entity in rehabilitation and disability issues. In SEDES, the implementation of quality management systems in rehabilitation has been appropriated by these instances, which constitutes a valuable tool to improve the service. However, it is in these instances where the least possibilities of sustainability of the effects have been identified, mainly due to the high turnover of staff.

Finally, regarding the mechanisms of **participation** and accountability with the partners during the implementation of the project, a monthly and / or bimonthly exchange practice has been generated with the Ministry of Health, to coordinate activities and answer questions. With the SEDES, bilateral meetings were held on a regular basis for the programming and development of each activity, for which a key element has been that they recognize the importance of the quality management tool which has served to consolidate the Project with these actors.

With users of the Project, undoubtedly a highly positive aspect to guarantee effective participation has been the conformation of User Committees, which have become spaces for analysis and proposal of the beneficiaries themselves with care services. This mechanism has made it possible to collect demands and recommendations from users through mechanisms as elementary as suggestion boxes, but which have demonstrated their functionality, since they have served to know the opinion of the different users in each of the Centers. of Rehabilitation.

Based on the findings of the evaluation, the main recommendations are as follows:

- To consolidate the relevance of the intervention and in view of the recent approval of PDES 2021-2015 and the forthcoming development of plans at a sectoral and territorial level, it is important that a new project design prioritize advocacy actions so that this issue is incorporated in these new planning tools.
- In order to consolidate the effects and the sustainability of the training processes of human resources in the Rehabilitation Centers, it would be important to analyze the possibility of generating a Diploma in Comprehensive Rehabilitation, in coordination with the Ministries of Education and Health, intended for professional workers in the area.
- To guarantee the sustainability of the project and amplify its effects at a national level on Tele-rehabilitation, it is recommended that the recognition of this tool by the Ministry of Health gets formally consolidated, through the issuance of a Ministerial Resolution and other official norms.
- It is necessary to promote the signing of agreements between the Ministry of Health, the SEDES and the Universities involved to consolidate the process of assistive technologies, seeking to expand these actions with universities from other departments.
- In order to adequately measure the effectiveness of the Project's implementation, it is important that, in the formulation of the goals' indicators and their results, the values and their measurement methodology are precisely identified.
- In the field of promoting participation, it is important that the processes of training of User Committees can be consolidated and replicated as spaces for analysis and proposal, generating mechanisms for the constant renewal of their members.
