**IMA World Health**

**Response to EWG Survey**: How does your organization engage with evidence? What methodologies or processes does it use, if any? Why?

**March 24, 2016**

Recognizing that successful project management is dependent upon data-driven interventions, IMA has developed robust data capture processes to monitor progress and enable adaptive projecting. From the beginning of the project cycle, IMA draws on the expertise of our HQ-based and field-based M&E units to build detailed M&E frameworks, identifying appropriate indicators to measure against project objectives, accounting for the right resources, and setting rigorous performance benchmarks against assumptions, risks, and stakeholders.

Throughout the organization, whenever possible, IMA uses electronic and mobile data capture systems. This allows for real time data monitoring from both project and HQ staff, improved data quality and faster project improvements. Furthermore, IMA’s electronic, mobile and paper-based data capture systems allow for seamless integration into national HMIS (Health Management Information Systems) databases in the countries where we work. IMA has an organization-wide data management protocol to ensure the confidentiality of sensitive data collected in projects as well as backing-up data on secure off-site servers so that project data is never lost or destroyed. To ensure the integrity of the data that we report, IMA routinely conducts data quality assessments (DQAs) with a validated assessment tool that focuses on data availability, timeliness of reporting and completeness of project data throughout the various levels that we operate (i.e. from the community to national levels). This process allows IMA to validate that the data being reported externally reflects what is being done “on the ground”.

Throughout project implementation, we continually monitor project progress and evaluate results to allow projects to maintain and continually improve and refine performance. The on-going performance monitoring allows our Team Leaders to work with their technical support teams, our HQ and in-country support teams, along with donors and key MOH stakeholders to determine the success of individual activities and the impact of the project on priorities – and make course corrections as needed, thereby ensuring project targets and performance benchmarks are met.

In terms of evaluations, IMA HQ and project staff are well versed in the range of methodologies for quantitative and qualitative assessments. IMA routinely conducts client exit interviews and observations at the point of service delivery, to be sure that our project beneficiaries are satisfied with the services being provided to them. Our Senior Management Team also regularly reviews up-to-date progress reports on all our projects to ensure we are delivering evidenced-based interventions and sustainable results. Similarly, when appropriate IMA monitors the performance of its subcontractors through on-going reviews, measuring performance against key indicators, reviewing of regular technical and financial reports, and through on-site monitoring visits. When there is evidence of non-performance, IMA works with the subcontractor to determine if corrective actions will resolve the issues.