The results chain

The results chain is the main way WHO assesses performance. We ask two questions:

- Did the resources allocated deliver the defined outputs?
- Has there been measureable progress in the agreed outcomes and impacts?

Demonstrating how our work contributes to, or influences, outcomes and impact is crucial. To do this we will report on outcomes, explaining the links between what we did and what was achieved. We have set indicators, baselines and targets for each outcome, covering the full six-year programme of work.

**Outcomes**

Increased access to health services or reduction of risk factors

Outcomes are demonstrable changes in the countries where we work. We measure progress towards each outcome by looking at policy changes, institutional capacities, reduction of risk factors or levels of service coverage and access.

**Impact goals**

- Reduce under-five mortality
- Reduce maternal mortality
- Reduce the number of people dying from AIDS, tuberculosis and malaria
- Reduce premature mortality from non-communicable diseases
- Eradicate polio
- Eradicate guinea worm
- Prevent death, illness and disability arising from emergencies
- Reduce rural-urban differences in under-five mortality

**Impact**

Improved health outcomes achieved

The overall impact of the Organization sits at the highest level of the results chain, with eight impact goals. Outcomes can combine in different ways to contribute towards one or more impacts.

**Audits**

- We follow an independent, systematic, disciplined approach to examine the adequacy of our control measures and compliance with them.

**Performance self-assessment**

- We adopt a risk-based approach to determine the extent to which we have delivered on our expected results.

**Evaluations**

- We systematically and independently assess policies, activities and programmes, to ensure accountability for results and reinforce organizational learning.