## REVISED REFORM RESULTS FRAMEWORK (May 2014)

### Outputs

#### Governance
- Proactive engagement with Member States ahead of GBs
- Coordination and harmonization of GB practices
- Member States work coherently in Global Health

#### Engagement with other stakeholders
- Leverage NGOs to achieve WHO’s results
- Risk Managed Engagement
- Maximize engagement with the UN system to deliver effectively and efficiently on the UN mandate
- Actively promote policy and operational coherence Global Health

#### Programme, planning & financing
- Needs driven priority setting, result definition and resource allocation aligned to delivery of results
- Improves the delivery model at the three levels of the organization to better support Member States
- Adequate and aligned financing to support strategic focus
- Transparent reporting of results delivery and use of resources

#### Communications
- Showcasing the consistent quality and how WHO works to improve health
- Provide accurate, accessible, timely, understandable, usable health information
- WHO staff all have access to the programmatic and organizational information they need
- Quick, accurate and proactive information and communications in disease outbreaks, public health emergencies and humanitarian crises

#### Information Management
- A strategic framework for streamlined and standardized information management policies, processes, roles & responsibilities and tools
- Well maintained national reporting
- ICT systems in place to create a enabling environment for information management
- Promoting a knowledge sharing culture

#### Human Resources
- Attract talent
- Retain and develop talent
- Enhancing performance

#### Accountability & Transparency
- Effective internal control and risk management processes
- Effective disclosure and management of conflict of interest
- Effective promotion and adherence to core ethical values

#### Evaluation
- Institutionalization of evaluation function
- Staff and programmes plan evaluation and use results of evaluation to improve their work
- WHO champions and rewards learning from successes and failures

### Outcomes

- Improved decision making
- Strengthened effective engagement with other stakeholders
- WHO’s priorities defined and addressed in a systematic, transparent, and focused manner and financed accordingly
- Improved reliability, credibility and relevance of communications
- Information managed as a strategic asset
- Staffing needed to needs at all levels of the organization

### Impact

#### Greater coherence in global health
- Reform will improve WHO’s effective partnership in global health through:
  - Using our convening power and advocacy for health on the international stage
  - Effective coordination of global health actors; thus avoiding duplication and unhealthy competition
  - Focusing the organizational on areas of comparative advantage and greatest impact

#### Improve health outcomes
- Reform will allow us to better support Member States through:
  - Strengthen support to Member States in achieving their national priorities
  - Maximized value of WHO cooperation based on a clear identification of what WHO does best and a partnering approach with Member States, UN and other actors to delivering results

#### An organization that pursues excellence
- Through reform we will deliver value for money through a systematic approach to:
  - Effective delivery of programmatic work and results
  - Effective management of programmatic work and results
  - Effective management accountability, transparency and risk management
  - Institutionalized corporate culture of evaluation and learning
- Reform will allow us to create a learning organization through:
  - Internal coordination and collaboration
  - Meaningful, effective and focused information sharing
  - Continuously improving how we work