


# MAKER

Managers taking Action based on Knowledge and Effective use of resources to achieve Results

## WHO's Website for Health Service Managers

To navigate this presentation,  
click the forward ► and  
back ◀ arrows below.  
There are 28 slides



If your internet connection is not good, click  **Save a copy** above, and save this MAKER help file to your computer.

If necessary, adjust the size to **100%** so that you can see the whole of one slide on the screen, and can read the text easily.

# WHO's Website for Health Service Managers

Managers taking Action based on Knowledge and Effective use of resources to achieve Results



# This is the MAKER home page

From anywhere in  
the MAKER site,  
click on **MAKER** to  
get back to the  
MAKER home page.

World Health Organization

Search

All WHO  
This site only

Home  
About WHO  
Countries  
Health topics  
Publications  
Research tools  
WHO sites  
**MAKER**  
General management  
Partnerships management  
Sub-national and district management  
Facility management  
Programme management  
Community health services  
Resource management  
Quality management  
Country experiences  
Links

**MAKER** Managers taking Action based on Knowledge and Effective use of resources to achieve Results  
Management functions | Diary | Share | Feedback | Contact | Help

WHO > WHO sites

**Management for health services delivery**

Is this site for you?

**YES**, if you work in a setting with limited resources

**YES**, if you make decisions on how best to use staff, budgets, drugs and other resources

**YES**, if you are responsible for making things happen

If you answered **YES** to these questions, then this website is for **YOU!**

What will you find here?

i. **Concepts, guidance and tools to help you decide how best to use resources, or to solve problems to do with:**

- Working with staff
- Budgeting and monitoring expenditure
- Collecting and using information
- Obtaining and managing drugs and equipment
- Maintaining equipment, vehicles and buildings
- Interacting with the community and other stakeholders
- ... and more...

ii. **Contributions from managers like you:**

- Health Managers' Diary  
sharing experiences of management successes and problems, or perhaps cartoons and quotations
- Share and Exchange  
sharing materials such as policies, procedures, standards or guidelines thought by managers to be useful
- Country Experiences  
sharing more formal reports on some aspect of management implemented or changed in a country

iii. **Links to other useful websites**

You will not find:  
- clinical or case management  
- high level policy and health system management  
**These are available at other WHO sites and Health topic pages (see upper part of left panel)**

*"Even a tiny health budget, if spent well, can make a difference"*  
*The Economist*

**SPOTLIGHT**

Health managers' diary  
A forum for exchange of experiences, ideas and thoughts  
[Full text](#)

Share and exchange  
Sharing of documents useful for managers  
[Full text](#)

**QUICK FEEDBACK**

[Share your views with us](#)

**NEWS:**

Meeting: "The Montreux Challenge"  
[Full text](#)

**MAKER**

Positive response to our website  
[Full text](#)

**READING PDF FILES**

an Adobe Reader


If you do not have Adobe to read PDF files  
[Click here](#)

# Left navigation

This is the left navigation panel.

It is always visible, anywhere in the MAKER site.

It allows you to go to different topics of interest at any time.



The screenshot shows the WHO MAKER website interface. The left navigation panel is highlighted with a red box and contains the following items:

- Home
- About WHO
- Countries
- Health topics
- Publications
- Research tools
- WHO sites
- MAKER**
- General management
- Partnerships management
- Sub-national and district management
- Facility management
- Programme management
- Community health services
- Resource management
- Quality management
- Country experiences
- Links

The main content area features a header with the WHO logo and the title "World Health Organization". Below the header, there is a search bar and a navigation menu. The main content area is titled "MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results". It includes a navigation menu with options like "Management functions", "Diary", "Share", "Feedback", "Contact", and "Help". The main content area is divided into several sections:

- Management for health services delivery**: A section with a sub-header "Is this site for you?" and a list of questions to determine if the user is a manager in a resource-limited setting. It includes a photo of a health facility.
- What will you find here?**: A section with three main categories:
  - Concepts, guidance and tools to help you decide how best to use resources, or to solve problems to do with:**
    - Working with staff
    - Budgeting and monitoring expenditure
    - Collecting and using information
    - Obtaining and managing drugs and equipment
    - Maintaining equipment, vehicles and buildings
    - Interacting with the community and other stakeholders
    - ... and more...
  - Contributions from managers like you:**
    - Health Managers' Diary: sharing experiences of management successes and problems, or perhaps cartoons and quotations.
    - Share and Exchange: sharing materials such as policies, procedures, standards or guidelines thought by managers to be useful.
    - Country Experiences: sharing more formal reports on some aspect of management implemented or changed in a country.
  - Links to other useful websites**
- You will not find:**
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  - high level policy and health system management

**These are available at other WHO sites and Health topic pages (see upper part of left panel)**

The right sidebar contains several sections:

- SPOTLIGHT**: A quote from *The Economist* and a link to "Health managers' diary".
- QUICK FEEDBACK**: A link to "Share your views with us".
- NEWS**: A link to "Meeting: 'The Montreux Challenge'".
- MAKER**: A link to the MAKER site.
- READING PDF FILES**: A link to "Positive response to our website".
- Adobe Reader**: A link to "Click here" for more information.

# Top line navigation

This is the top navigation line.

It is also always visible, anywhere in the MAKER site.

You can go to these pages at any time – just click on the one you want.

The screenshot shows the MAKER website interface. At the top, the WHO logo and name are visible. A search bar is located in the top right corner. Below the header, there is a navigation menu on the left side with the following items: Home, About WHO, Countries, Health topics, Search tools, WHO sites, MAKER, General management, Partnerships management, Sub-national and district management, Facility management, Programme management, Community health services, Resource management, Quality management, Country experiences, and Links. The main content area features a highlighted navigation bar with the text: "MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results". Below this, there are links for "Management functions | Diary | Share | Feedback | Contact | Help". The main content area also includes a section titled "Management for health services delivery" and a "What will you find here?" section with three main categories: i. Concepts, guidance and tools to help you decide how best to use resources, or to solve problems to do with; ii. Contributions from managers like you; and iii. Links to other useful websites. The right sidebar contains a quote, a "SPOTLIGHT" section, a "QUICK FEEDBACK" section, and a "NEWS" section.

**World Health Organization**

Home | About WHO | Countries | Health topics | Publications | Research tools | WHO sites

**MAKER**

General management | Partnerships management | Sub-national and district management | Facility management | Programme management | Community health services | Resource management | Quality management | Country experiences | Links

**MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results**

Management functions | Diary | Share | Feedback | Contact | Help

WHO > WHO sites

**Management for health services delivery**

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sharing materials such as policies, procedures, standards or guidelines thought by managers to be useful
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sharing more formal reports on some aspect of management implemented or changed in a country

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- clinical or case management  
- high level policy and health system management

**These are available at other WHO sites and Health topic pages (see upper part of left panel)**

**SPOTLIGHT**

**Health managers' diary**  
A forum for exchange of experiences, ideas and thoughts  
[Full text](#)

**Share and exchange**  
Sharing of documents useful for managers  
[Full text](#)

**QUICK FEEDBACK**

[Share your views with us](#)

**NEWS**

Meeting: "The Montreux Challenge"  
[Full text](#)

**MAKER**

**Positive response to our website**  
[Full text](#)

**READING PDF FILES**

Get Adobe Reader

If you do not have Adobe to read PDF files  
[Click here](#)

Search

all WHO  
This site only

*"Even a tiny health budget, if spent well, can make a difference"*  
*The Economist*

# Right navigation

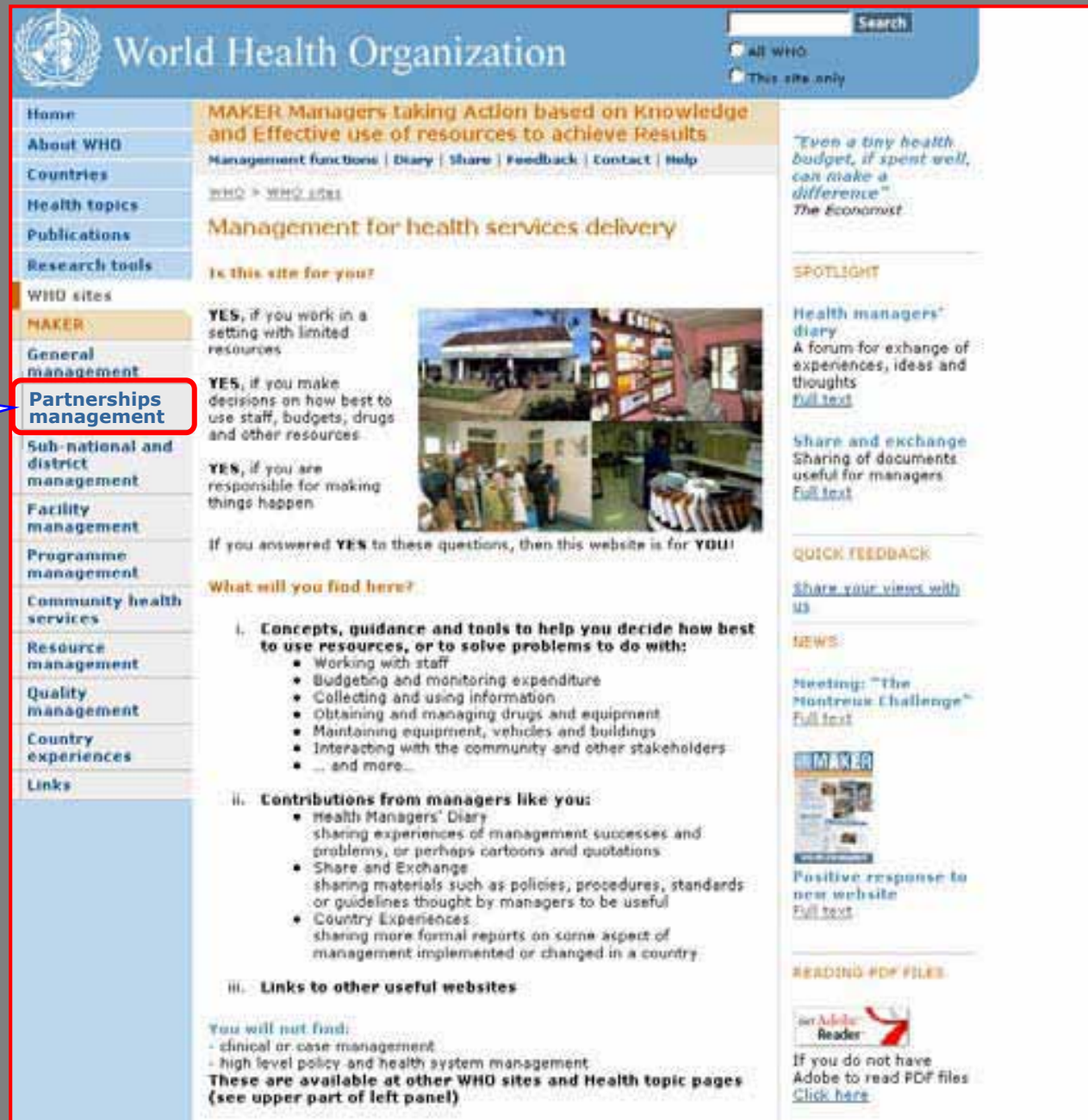
This is the right navigation panel.

It is visible from the MAKER home page and from the first page of each of the topics listed in the left panel.

More information on this panel will be presented later.

# Selecting topics

To select a topic you are interested in, just **click** on it with your mouse.



The screenshot shows the WHO website interface. The left navigation menu includes: Home, About WHO, Countries, Health topics, Publications, Research tools, WHO sites, **MAKER**, General management, **Partnerships management** (highlighted with a red box), Sub-national and district management, Facility management, Programme management, Community health services, Resource management, Quality management, Country experiences, and Links. The main content area features a header for 'MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results' with sub-links for Management functions, Diary, Share, Feedback, Contact, and Help. Below this is a section titled 'Management for health services delivery' and a quiz 'Is this site for you?' with three 'YES' options: 'if you work in a setting with limited resources', 'if you make decisions on how best to use staff, budgets, drugs and other resources', and 'if you are responsible for making things happen'. A central image shows a health facility interior. Below the quiz, it states 'If you answered YES to these questions, then this website is for YOU!' and lists 'What will you find here?' with three categories: i. Concepts, guidance and tools to help you decide how best to use resources, or to solve problems to do with; ii. Contributions from managers like you; and iii. Links to other useful websites. The right sidebar contains a search bar, a quote from The Economist, a 'SPOTLIGHT' section for 'Health managers' diary', a 'QUICK FEEDBACK' section, a 'NEWS' section, and a 'READING PDF FILES' section with an Adobe Reader logo.

# Subtopics

Next you see a list of sub-topics related to the topic you chose.

Click on one of the sub-topics to get a list of documents.

## Note:

Often on the web, underlining indicates to "*click here*" for more information.

Unfortunately, this is not consistent, and you can often navigate further where things are not underlined.

World Health Organization

Search

All WHO  
This site only

Home  
About WHO  
Countries  
Health topics  
Publications  
Research tools  
Management functions | Diary | Share | Feedback | Contact | Help

WHO > WHO sites > Management of Health Services (MAKER)

### Partnerships management

This section is concerned with managing partnership relationships for effective health services delivery.

You will find information on the following topics

- [Partnerships and coordination](#)
- [Stakeholder analysis](#)
- [Accountability to stakeholders](#)
- [Intersectoral collaboration](#)
- [Working with the private sector](#)

The documents are grouped as:

- Concepts and issues:** Concepts, frameworks, discussion papers, articles and reports
- Tools and guidelines:** Manuals, guidelines, instruments, procedures, protocols and practical solutions (see right hand column in each section)

Under each group, documents are classified as 'WHO productions' and 'other productions'.

General management  
Partnerships management  
Sub-national and district management  
Facility management  
Programme management  
Community health services  
Resource management  
Quality management  
Country experiences  
Links

“Even a tiny health budget, if spent well, can make a difference”  
The Economist

SPOTLIGHT

Health managers' diary  
A forum for exchange of experiences, ideas and thoughts  
[Full text](#)

Share and exchange  
Sharing of documents useful for managers  
[Full text](#)

QUICK FEEDBACK

[Share your views with us](#)

NEWS

Meeting: “The Montreux Challenge”  
[Full text](#)

MAKER

Positive response to new website  
[Full text](#)

READING PDF FILES

Get Adobe Reader

If you do not have Adobe to read PDF files  
[Click here](#)

# Groupings of materials

1.

The first group of documents you see are categorised as **Concepts and Issues**

2.

You can also see another set of materials if you click on **Tools and guidelines** in the right-hand panel.

World Health Organization

Home  
About WHO  
Countries  
Health topics  
Publications  
Research tools  
WHO sites

MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results  
Management functions | Diary | Share | Feedback | Contact | Help

WHO > WHO sites > Management of Health Services (MAKER) > Partnerships management  
printable version

Partnerships management  
Working with the private sector

Concepts and Issues

WHO PRODUCTIONS  
:: [The Role of Contracting in Improving Health Systems Performance](#)  
Contractual arrangements, types of agreements, roles, regulations, examples (65 pages, pdf 892KB)

OTHER PRODUCTIONS  
:: [Forging Public-Private Partnerships through Contracts](#)  
... day, NGOs in PHC, payment risks and incentives (6 pages, pdf 16KB)

:: [What Can Be Done About the Private Health Sector in Low-Income Countries?](#)  
Health services/supply and distribution, private sector, marketing of health services, quality of health care, legislation, health, consumer advocacy, developing countries (6 pages, pdf 3KB)

Click here for  
1. [Concepts and issues](#)  
2. [Tools and guidelines](#)

Employment | Other UN Sites | Search | Suggestions | RSS | Privacy  
© World Health Organization 2005. All rights reserved.

1. For both sets of materials **Concepts and Issues** and **Tools and guidelines** materials are further grouped as **WHO productions or Other productions**

2. For all entries, the number of pages and size of the document are provided, or link to webpage noted.

The screenshot shows the WHO website interface. The main header includes the WHO logo and the text "World Health Organization". A search bar is located in the top right corner. The left sidebar contains a navigation menu with items like Home, About WHO, Countries, Health topics, Publications, Research tools, WHO sites, and MAKER. The main content area features a title "MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results" and a sub-header "Partnerships management Working with the private sector". Below this, there are two sections: "WHO PRODUCTIONS" and "OTHER PRODUCTIONS". The "WHO PRODUCTIONS" section lists "The Role of Contracting in Improving Health Systems Performance" with details on contractual arrangements and a 65-page PDF. The "OTHER PRODUCTIONS" section lists "Forging Public Sector / NGO Partnerships through Contracts" (2-page PDF) and "What Can Be Done About the Private Health Sector in Low-Income Countries?" (6-page PDF). A "Click here for" section on the right lists "1. Concepts and issues" and "2. Tools and guidelines". The footer contains links for Employment, Other UN Sites, Search, Suggestions, RSS, and Privacy, along with a copyright notice for 2005.

# Selecting documents

Click on the underlined heading of the document you are interested in, ...

The screenshot displays the WHO website interface. On the left is a navigation menu with categories like Home, About WHO, Countries, Health topics, Publications, Research tools, WHO sites, and MAKER. The MAKER section is expanded to show sub-topics such as General management, Partnerships management, and Sub-national management. The main content area features a header for 'MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results' and a breadcrumb trail: 'WHO > WHO sites > Management of Health Services (MAKER) > Partnerships management'. Below this, there is a 'printable version' link and a main heading 'Partnerships management Working with the private sector'. Underneath, a section titled 'Concepts and Issues' contains a list of 'WHO PRODUCTIONS'. The first item, 'The Role of Contracting in Improving Health Systems Performance', is highlighted with a red box and a callout bubble. This item includes a brief description: 'Contractual arrangements, types of agreements, roles, regulations, examples (65 pages, pdf 892KB)'. Other productions listed include 'Forging Public Sector / NGO Partnerships through Contracts' and 'What Can Be Done About the Private Health Sector in Low-Income Countries?'. A 'Click here for' section on the right lists '1. Concepts and issues' and '2. Tools and guidelines'. The footer contains links for 'Employment', 'Other UN Sites', 'Search', 'Suggestions', 'RSS', and 'Privacy', along with a copyright notice for 2005.

World Health Organization

Search

all WHO  
This site only

Home  
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Research tools  
WHO sites  
MAKER  
General management  
Partnerships management  
Sub-national management  
Facility management  
Programme management  
Community health services  
Resource management  
Quality management  
Country experiences  
Links

MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results  
Management functions | Diary | Share | Feedback | Contact | Help

WHO > WHO sites > Management of Health Services (MAKER) > Partnerships management

printable version

Partnerships management  
Working with the private sector

Concepts and Issues

WHO PRODUCTIONS

The Role of Contracting in Improving Health Systems Performance  
Contractual arrangements, types of agreements, roles, regulations, examples (65 pages, pdf 892KB)

OTHER PRODUCTIONS

Forging Public Sector / NGO Partnerships through Contracts  
5 country study, NGOs in PHC, payment risks and incentives (2 pages, pdf 16KB)

What Can Be Done About the Private Health Sector in Low-Income Countries?  
Health services/supply and distribution, private sector, marketing of health services, quality of health care, legislation, health, consumer advocacy, developing countries (6 pages, pdf 3KB)

Click here for

1. Concepts and issues
2. Tools and guidelines

Employment | Other UN Sites | Search | Suggestions | RSS | Privacy  
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**Linked directly  
to the document**

... and you are  
linked directly to  
the document.



*World Health Organization*  
Geneva

EIP/FRD/04.041



**THE ROLE OF CONTRACTING  
IN IMPROVING HEALTH SYSTEMS  
PERFORMANCE**

**DISCUSSION PAPER**

**NUMBER 1 - 2004**

*Department "Health System Financing, Expenditure and Resource Allocation" (FER)  
Cluster "Evidence and Information for Policy" (EIP)*

WHO sites
<b>MAKER</b>
General management
Partnerships management
Sub-national and district management
Facility management
Programme management
Community health services
Resource management
Quality management
Country experiences
Links

## Working with the private sector

### Concepts and issues

#### WHO PRODUCTIONS

• [The Role of Contracting in Improving Health Systems Performance](#)

Contractual arrangements, types of agreements, regulatory examples (65 pages, pdf 892KB)

#### OTHER PRODUCTIONS

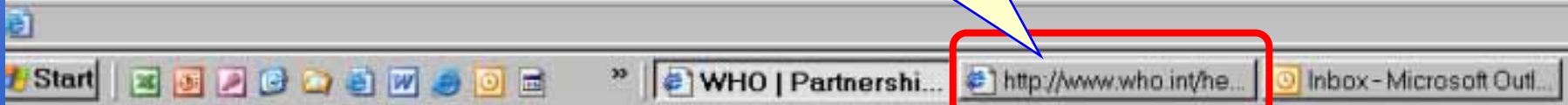
• [Forging Public Sector/NGO Partnerships through Contracts](#)  
5 country study, NGOs in PHC, payment risks and incentives (2 pages, pdf 16KB)

• [What Can be Done About the Private Health Sector in Low-Income Countries?](#)  
Health services/supply and distribution, private sector, market-based care, legislation, health, consumer advocacy, developing countries (6 pages, pdf 73KB)

# Finding opened documents

1. If after you click on a document name, **it seems not to open**, there are 2 possibilities:  
 either you do not have the necessary programme (see slide number 17)  
 or the document has opened in another window (see 2. below)

2. If the document has opened in another window, there will be a button on your computer task bar at the bottom of your screen: click on that button to find the opened document.

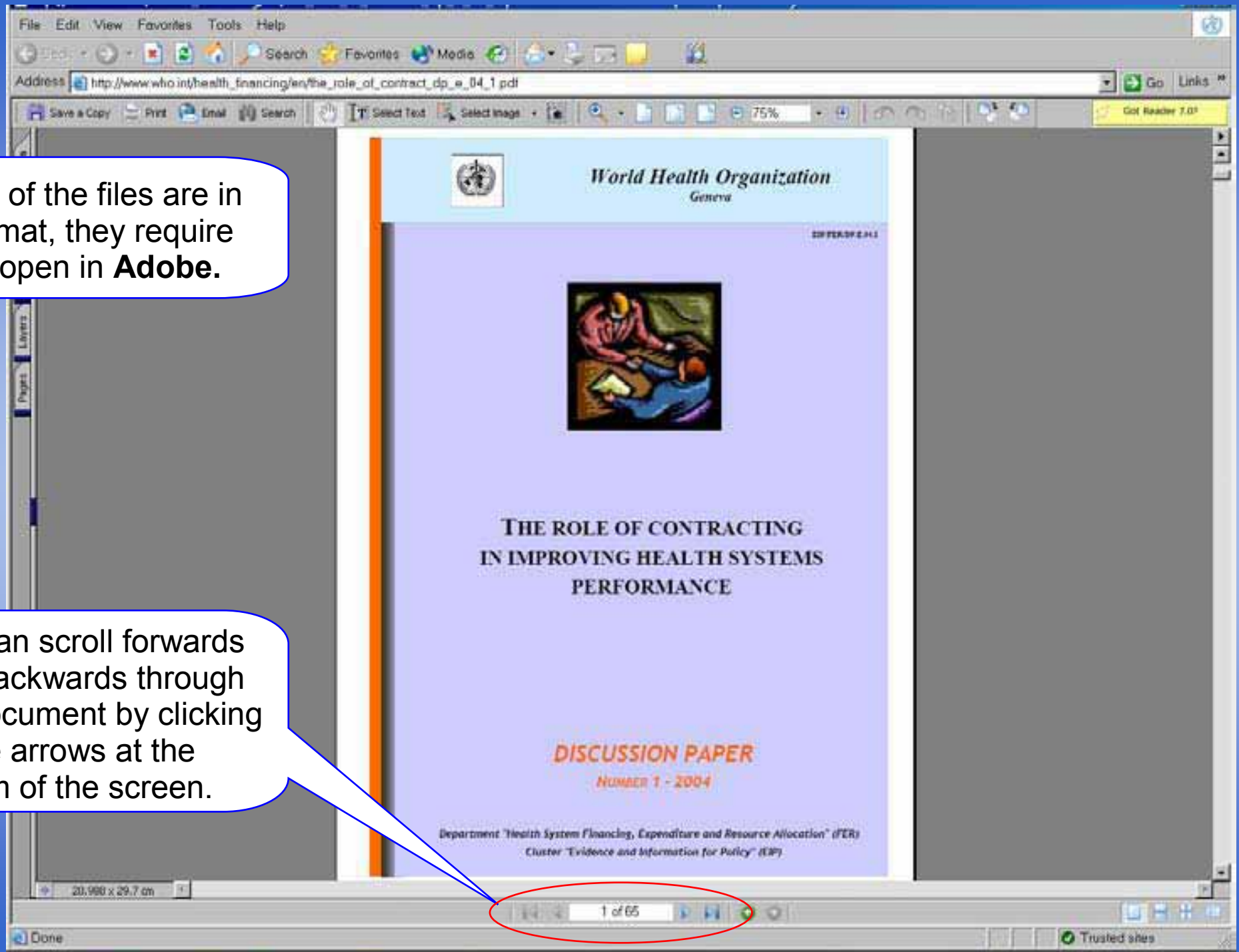


1.

As most of the files are in PDF format, they require and will open in **Adobe**.


2.

You can scroll forwards and backwards through the document by clicking on the arrows at the bottom of the screen.



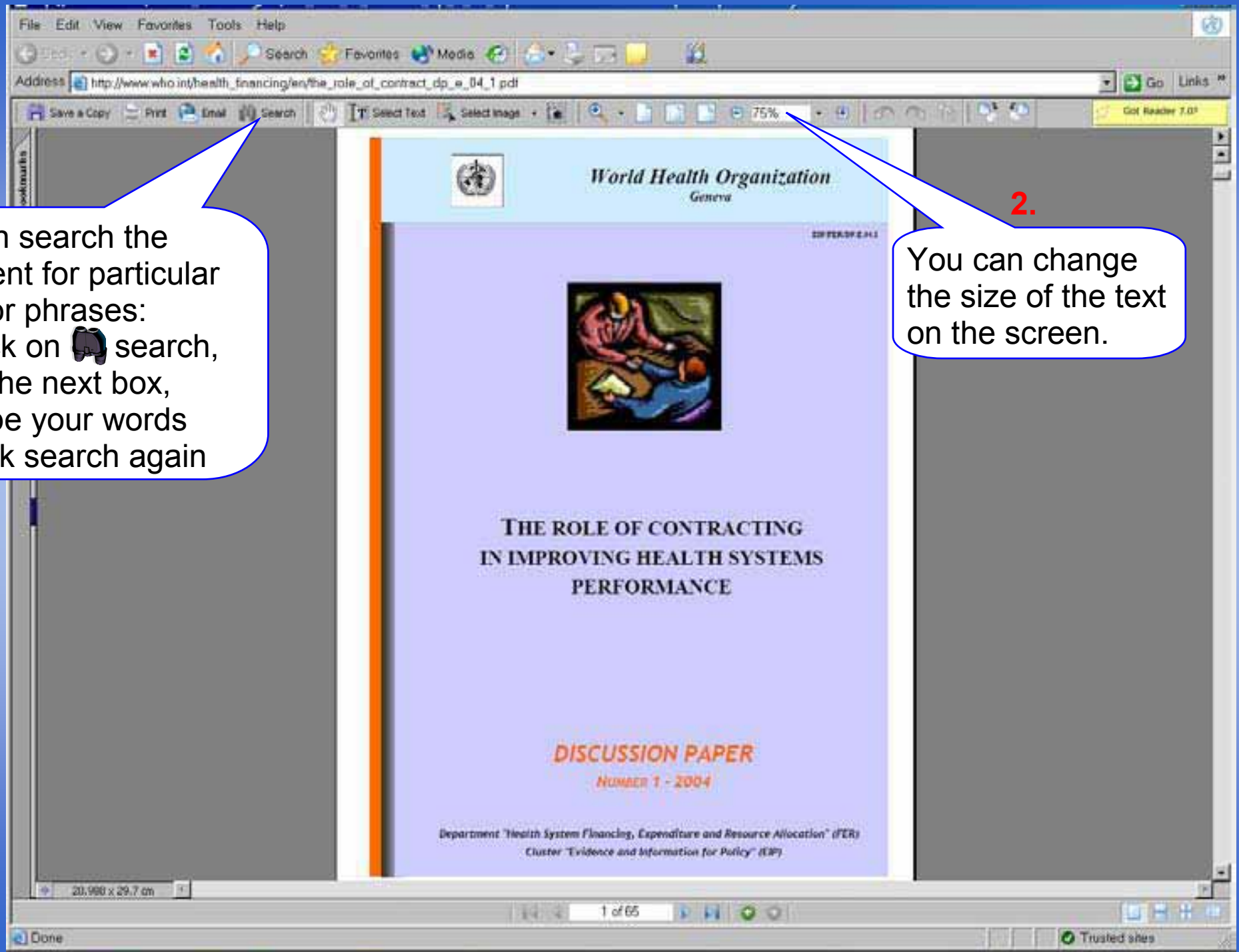
1.

You can search the document for particular words or phrases:

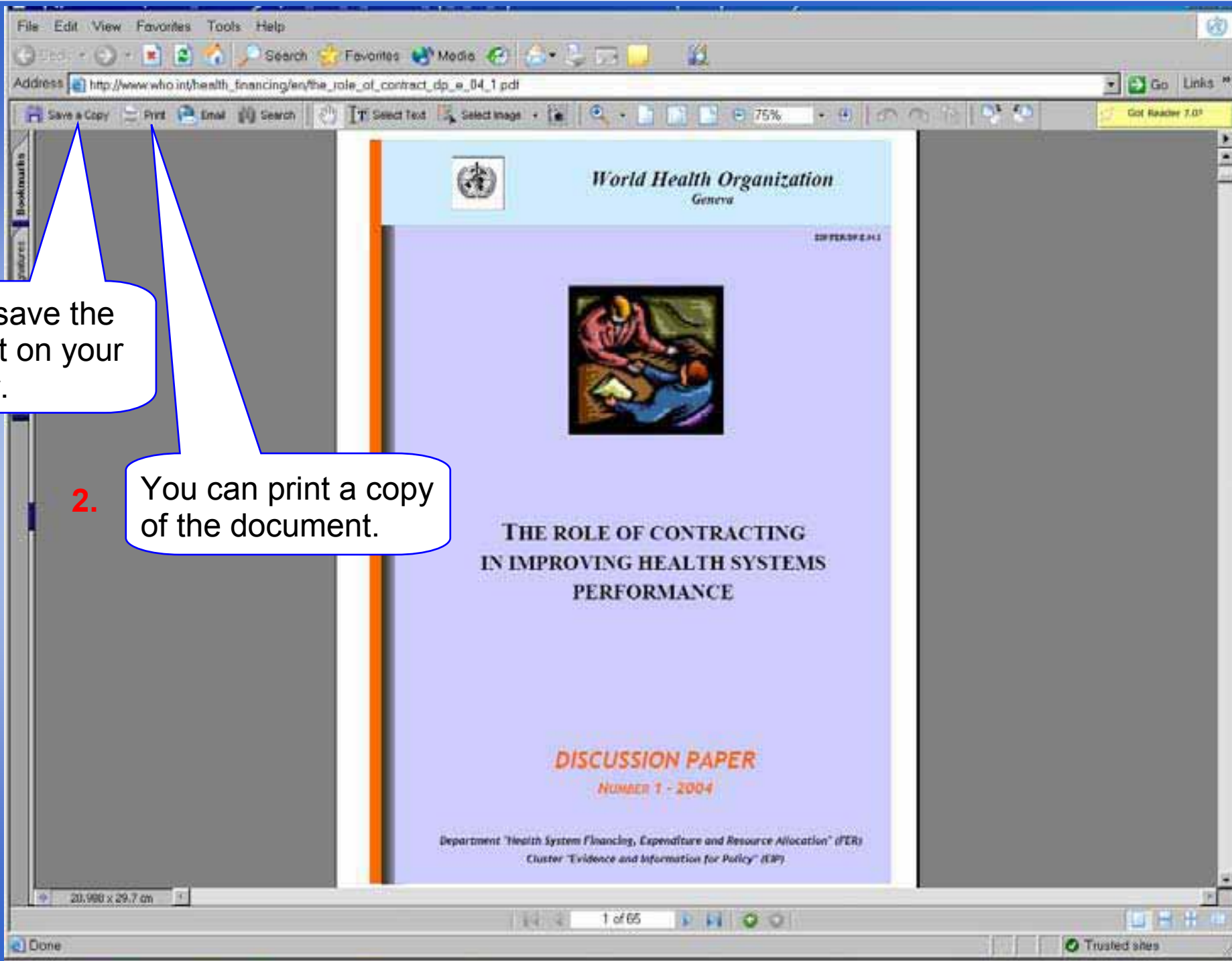
- a) click on  search,
- b) in the next box, type your words
- c) click search again

2.

You can change the size of the text on the screen.



The screenshot shows a PDF viewer window displaying the cover of a WHO discussion paper. The browser address bar shows the URL: [http://www.who.int/health\\_financing/en/the\\_role\\_of\\_contract\\_dp\\_e\\_04\\_1.pdf](http://www.who.int/health_financing/en/the_role_of_contract_dp_e_04_1.pdf). The PDF viewer toolbar includes a search icon and a zoom dropdown menu set to 75%. The document cover features the WHO logo, the title "THE ROLE OF CONTRACTING IN IMPROVING HEALTH SYSTEMS PERFORMANCE", and the subtitle "DISCUSSION PAPER NUMBER 1 - 2004". At the bottom, it identifies the Department of Health System Financing, Expenditure and Resource Allocation (HER) and the Cluster Evidence and Information for Policy (EIP). The status bar at the bottom indicates "1 of 65" pages and "Done".

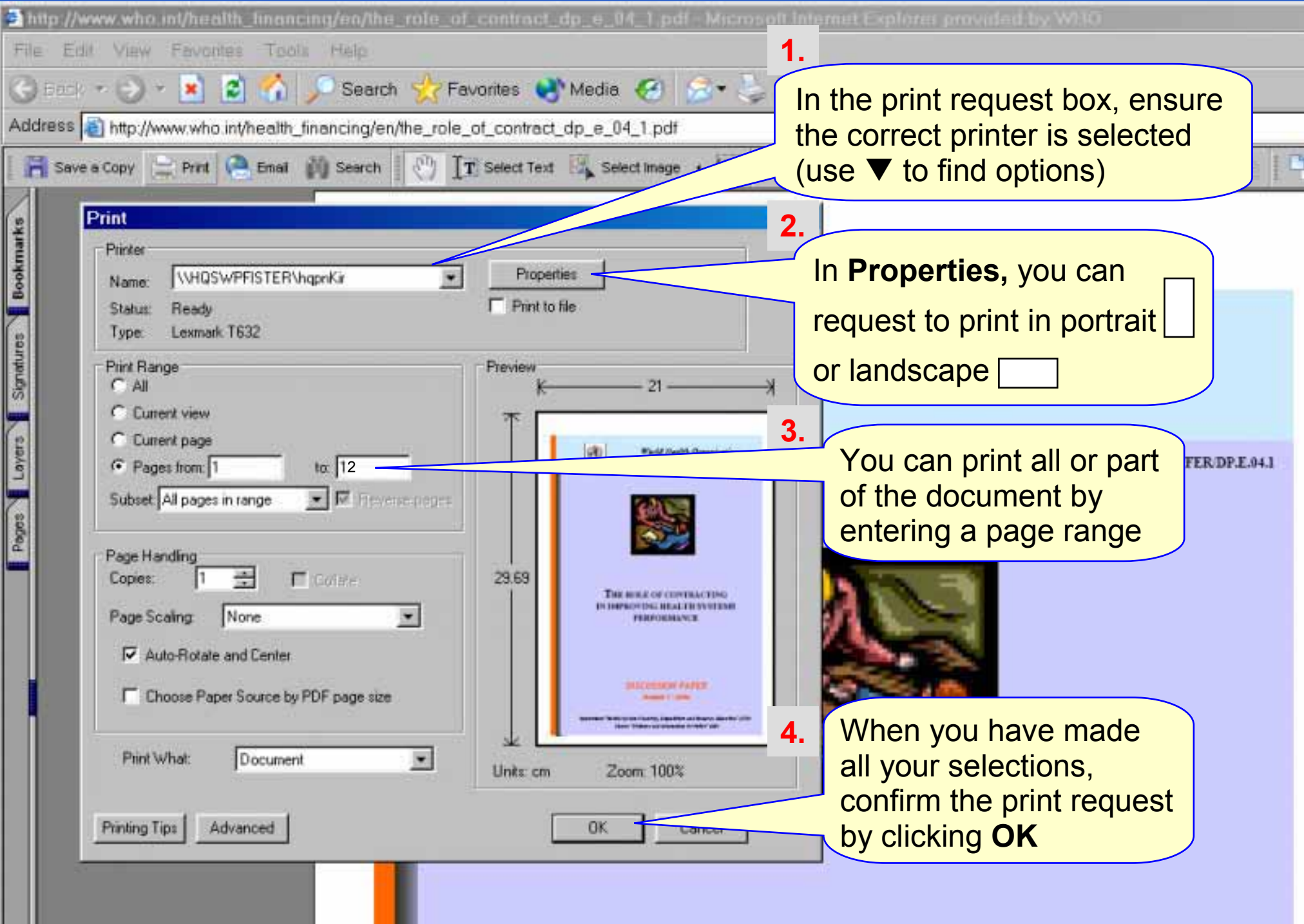


1.

You can save the document on your computer.

2.

You can print a copy of the document.



1.

In the print request box, ensure the correct printer is selected (use ▼ to find options)

2.

In **Properties**, you can request to print in portrait  or landscape

3.

You can print all or part of the document by entering a page range

4.

When you have made all your selections, confirm the print request by clicking **OK**



Home
About WHO
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Publications
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<b>MAKER</b>
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Partnerships management
Sub-national and district management
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Community health services
Resource management
Quality management
Country experiences
Links

## MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results

Management functions | Diary | Share | Feedback | Contact | Help

WHO > WHO sites > Management of Health Services (MAKER)

### Partnerships management

This section is concerned with managing partnership relationships for effective health services delivery.

You will find information on the following topics

- ❖ [Partnerships and coordination](#)
- ❖ [Stakeholder analysis](#)
- ❖ [Accountability to stakeholders](#)
- ❖ [Intersectoral collaboration](#)
- ❖ [Working with the private sector](#)

The documents are grouped as:

- **Concepts and issues:** Concepts, frameworks, discussion papers, articles and reports
- **Tools and guidelines:** Manuals, guidelines, instruments, procedures, protocols and practical solutions (see right hand column in each section)

Under each group, documents are classified as "WHO productions" and "other productions".

*"Even a tiny health budget, if spent well, can make a difference"*  
*The Economist*

#### SPOTLIGHT

**Health managers' diary**  
A forum for exchange of experiences, ideas and thoughts  
[Full text](#)

**Share and exchange**  
Sharing of documents useful for managers  
[Full text](#)

#### QUICK FEEDBACK

[Share your views with us](#)

#### NEWS

**Meeting: "The Montreux Challenge"**  
[Full text](#)



**Positive response to new website**  
[Full text](#)

#### READING PDF FILES



If you do not have Adobe to read PDF files  
[Click here](#)

# Downloading Adobe

If you do not have the programme necessary for reading PDF files, you can download ADOBE for free.

In the right-hand panel click where indicated and follow the instructions on the Adobe website.

# Other websites

In addition to documents, MAKER provides you with links to other web pages.

These might provide:

- material for you to read
- self-paced learning packages with tools and tests
- additional links for you to explore

World Health Organization

Search

All WHO  
This site only

Home  
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**MAKER**  
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Country experiences  
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**MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results**  
Management functions | Diary | Share | Feedback | Contact | Help

WHO > WHO sites > Management of Health Services (MAKER) > Management of resources and support systems  
[printable version](#)

**Management of resources and support systems:**  
**Referral systems:** [Previous page](#) | 1,2

**Tools and guidelines**

**WHO PRODUCTIONS:**

**Community-Based Rehabilitation and the Health Care Referral Services: A Guide for Programme Managers**  
Overview, current situation, developing a plan, implementing, monitoring and evaluation  
(97 pages, pdf 3.4MB)

**OTHER PRODUCTIONS:**

**Sample Family Planning Referral Cards**  
Example of referral cards

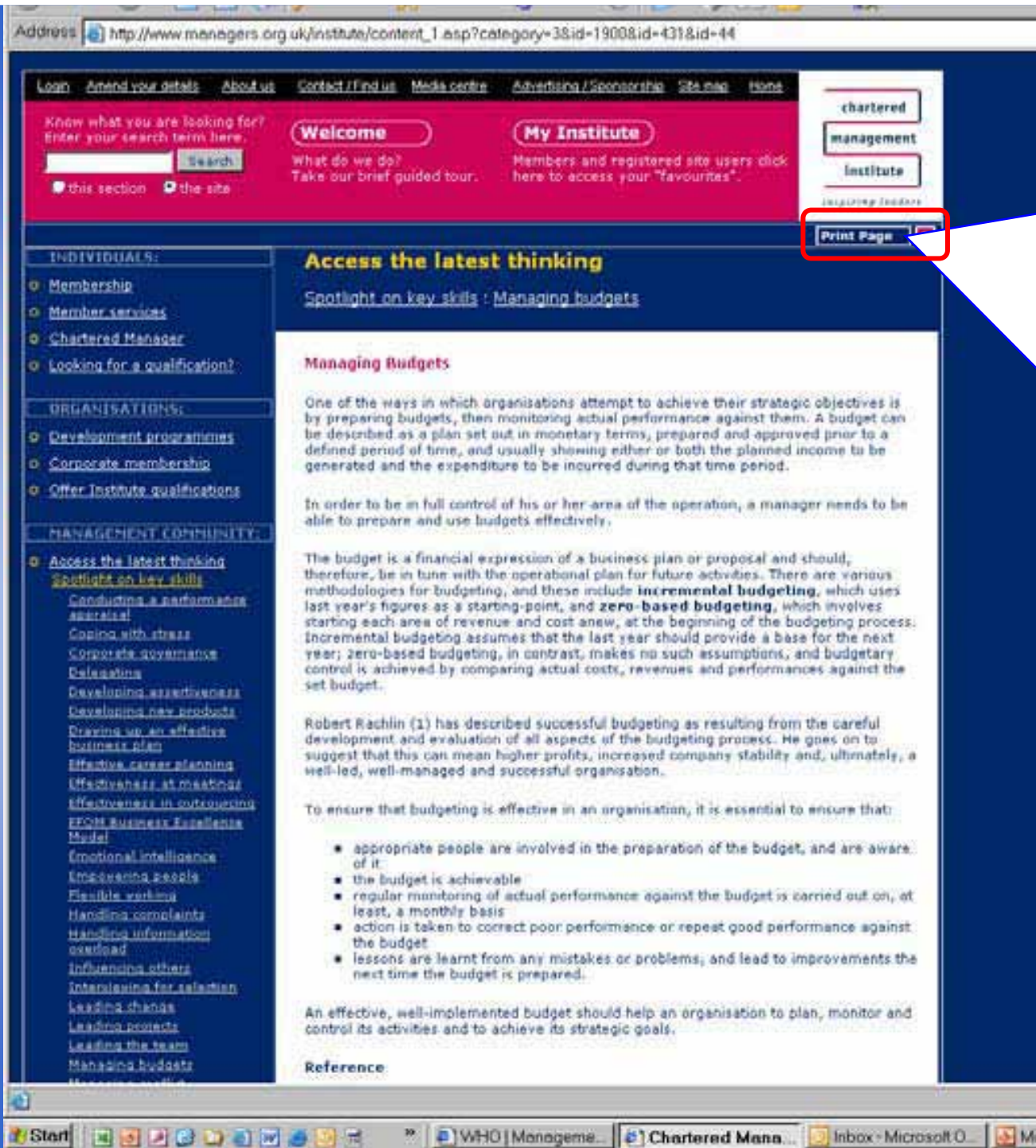
**Tools for Establishing Referral Networks for Comprehensive HIV Care in Low-Resource Settings**  
Directory of services, client referral form, client tracking form, referral register  
(Web page with link: click on "Download the companion document" - 13 pages)

**Management of resources and support systems:**  
**Referral systems:** 1,2  
[Back to management of resources and support systems](#)

Click here for

1. [Concepts and issues](#)
2. [Tools and guidelines](#)

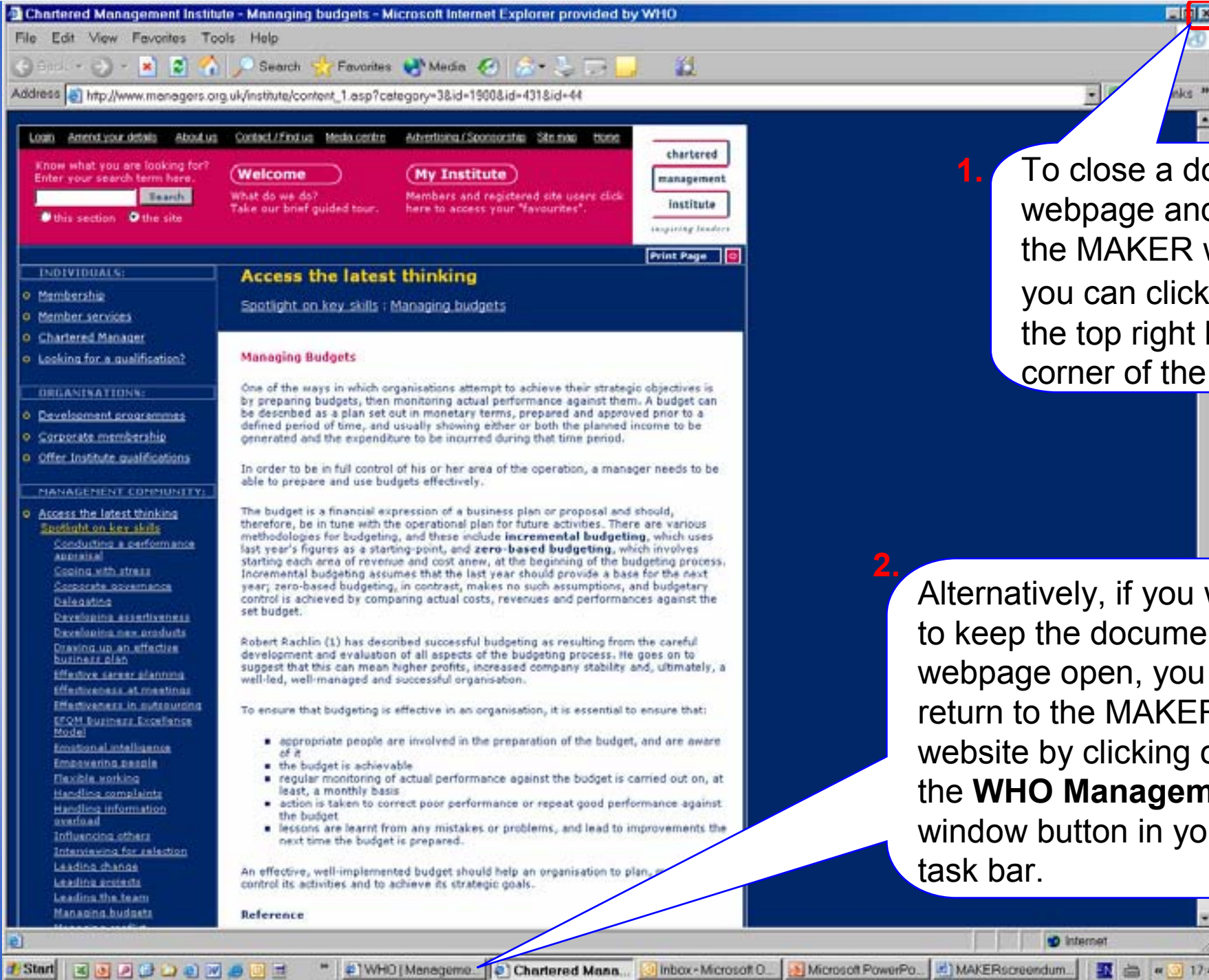
[Employment](#) | [Other UN Sites](#) | [Search](#) | [Suggestions](#) | [RSS](#) | [Privacy](#)  
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If you want to print from a webpage, always look for and click on the message: **Print Page** or **Printer Friendly Version**

If there is not one, and if you lose material on the right of the page when you print, try setting the options in your printer setup properties, to **landscape**, before you confirm the print request (see slide 16)

**Printing from web pages**



1. To close a document or webpage and return to the MAKER website, you can click on X in the top right hand corner of the screen.

2. Alternatively, if you want to keep the document or webpage open, you can return to the MAKER website by clicking on the WHO Management window button in your task bar.

# Searching MAKER

1.

All WHO sites have a search facility. You can choose to search only the MAKER site, or all of the WHO sites.

Type your search term or phrase in the box, and click on **Search**.

2.

Results appear in the screen: click on the underlined heading of any item of interest.

3.

You can also click on Advanced search in case you did not find what you wanted.

The screenshot displays the WHO MAKER search interface. At the top, there is a search bar with the word 'equity' entered and a 'Search' button. Below the search bar, the page title is 'WHO > Search > Results'. The main heading is 'Search results'. There is a secondary search bar with 'equity' and a 'Search' button, along with links for 'Advanced search' and 'Search tips'. The search results are listed under the heading 'Results for: equity'. The first result is titled 'WHO | Management of resources and support systems: Financial ...' with a sub-heading '... Does the Money Go? District Health Expenditure review - Key questions for equity, efficiency, allocation and sustainability, steps, example of use (4 pages ...' and a URL 'www.who.int/management/resources/finances/en/index1.html'. The second result is titled 'WHO | Management of health programmes: TB, Malaria, HIV/AIDS' with a sub-heading '... for decision-making, organizational requirements, implementation steps, quality, equity, information, partners, monitoring and evaluation (14 pages, pdf 61KB ...' and a URL 'www.who.int/management/programme/aids/en/index1.html'. The third result is titled 'WHO | General management topics: Research into action' with a sub-heading '... Health Research for Policy, Action and Practice, Version 2, 2004 Equity, development, priority setting, knowledge utilization :: Health Research Methodology: A ...' and a URL 'www.who.int/management/general/research/en/index1.html'. At the bottom of the page, there are links for 'Employment', 'Other UN Sites', 'Search', 'Suggestions', 'RSS', and 'Privacy', along with a copyright notice '© World Health Organization 2005. All rights reserved'.

## This is the MAKER home page

The screenshot shows the MAKER home page with a top navigation bar and a main content area. The navigation bar includes a search box and radio buttons for 'all WHO' and 'This site only'. The main content area features a left sidebar with navigation links, a central main content area with a title 'MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results', and a right sidebar with a 'SPOTLIGHT' section. The 'SPOTLIGHT' section contains three red-bordered boxes: 'Health managers' diary', 'Share and exchange', and 'QUICK FEEDBACK'. The 'QUICK FEEDBACK' box contains the underlined text 'Share your views with us'. A 'NEWS' section is also visible below the 'QUICK FEEDBACK' box.

1. MAKER provides 3 opportunities for you to interact with us and with other managers: **Health Manager's Diary, Share and Exchange and Quick Feedback.**

2. In the right-hand panel, click on the underlined text to get the form to **write to MAKER.**

3. These 3 interaction opportunities can also be reached from the top navigation line, which is always visible anywhere in the MAKER site.

## Types of interaction with MAKER

- Research tools
- WHO sites
- MAKER**
- General management
- Partnerships management
- Sub-national and district management
- Facility management
- Programme management
- Community health services
- Resource management
- Quality management
- Country experiences
- Links

## Write to MAKER

Please complete the following form to add to the health manager's diary or to suggest an item to share with other health managers.

(Note: where indicated, click the arrow to see the options, and click on your choice.)

### About you:

The country where you are working:

Your profile:

Your email address:

Type of item to share:

- Please choose
- Please choose**
- Health Managers' Diary
- Share and Exchange
- Country Experience

### About your submission

Details of item:

*Note, if a news article, please give the name and date of the newspaper.*

Properties of item:

Number of pages:

Date developed:

Developed by:

Most suitable for use at what level of health service delivery?

Brief description of item and why you think it is worth to share:

It is the same form for **Health Manager's Diary, Share and Exchange** and **Country Experience**. The form has options for you to identify your purpose: click ▼ and then click on your choice.

Research tools

WHO sites

**MAKER**

General management

Partnerships management

Sub-national and district management

Facility management

Programme management

Community health services

Resource management

Quality management

Country experiences

Links

# Write to MAKER

Please complete the following form to add to the health manager's diary or to suggest an item to share with other health managers.

(Note: where indicated, click the arrow to see the options, and click on your choice.)

### About you:

The country where you are working:

Your profile:

Select your profile

- Select your profile
- Small clinic or health centre manager (less than 5 staff)
- Large clinic or health centre manager (5 or more staff)
- Hospital manager
- Support services manager (e.g. laboratory or Radiology service)
- Programme manager
- District Health Manager
- Provincial Health Manager
- Regional Health Manager
- Other manager

Your email address:

Type of item to share:

### About your submission

Details of item:

*Note, if a news article, please give the name and date of the newspaper.*

Properties of item:

Number of pages:

Date developed:

Developed by:

Most suitable for use at what level of health service delivery?

Brief description of item and why you think it is worth to share:

1.

Click ▼ (down arrow) to see a list of countries, and click on your own.

2.

Click ▼ and then click on the profile that best describes you.

# Write to MAKER

Please complete the following form to add to the health manager's diary or to suggest an item to share with other health managers.

(Note: where indicated, click the arrow to see the options, and click on your choice.)

### About you:

The country where you are working:

Your profile:

Your email address:

Type of item to share:

### About your submission:

Details of item:   
*Note, if a news article, please give the name and date of the newspaper.*

Properties of item:

Number of pages:

Date developed:

Developed by:

Most suitable for use at what level of health service delivery?

Brief description of item and why you think it is worth to share:

1.

Please take care when completing **your e-mail address**. If it is not correct, we cannot respond to you.

2.

Continue completing all parts of the form, and click ▼ when indicated to make your selections.

3.

Add your **text**, and when you have completed and are satisfied with your form, click on **Submit**.

# To easily return to MAKER another day, make it one of your favourites.

1. Click on ★ **Favourites** in the menu bar.

2. Then click on **Add**, and shorten the name provided to **MAKER**.

3. Next time you log onto the web, access the MAKER website by clicking on **MAKER** in your list of favourites.





- Home
- About WHO
- Countries
- Health topics
- Publications
- Research tools
- WHO sites
- MAKER**
- General management
- Partnerships management
- Sub-national and district management
- Facility management
- Programme management
- Community health services
- Resource management
- Quality management
- Country experiences
- Links

**MAKER Managers taking Action based on Knowledge and Effective use of resources to achieve Results**  
[Management functions](#) | [Diary](#) | [Share](#) | [Feedback](#) | [Contact](#) | [Help](#)

WHO > WHO sites  
**Management for health services delivery**

**Is this site for you?**

**YES**, if you work in a setting with limited resources

**YES**, if you make decisions on how best to use staff, budgets, drugs and other resources

**YES**, if you are responsible for making things happen



If you answered **YES** to these questions, then this website is for **YOU!**

- What will you find here?**
- i. **Concepts, guidance and tools to help you decide how best to use resources, or to solve problems to do with:**
    - Working with staff
    - Budgeting and monitoring expenditure
    - Collecting and using information
    - Obtaining and managing drugs and equipment
    - Maintaining equipment, vehicles and buildings
    - Interacting with the community and other stakeholders
    - ... and more...
  - ii. **Contributions from managers like you:**
    - **Health Managers' Diary**  
sharing experiences of management successes and problems, or perhaps cartoons and quotations
    - **Share and Exchange**  
sharing materials such as policies, procedures, standards or guidelines thought by managers to be useful
    - **Country Experiences**  
sharing more formal reports on some aspect of management implemented or changed in a country
  - iii. **Links to other useful websites**

**You will not find:**  
- clinical or case management  
- high level policy and health system management  
**These are available at other WHO sites and Health topic pages (see upper part of left panel)**

*"Even a tiny health budget, if spent well, can make a difference"*  
The 2008

**SPOTLIGHT**

**Health managers' diary**  
A forum for exchange of experiences, ideas and thoughts  
[Full text](#)

**Share and exchange**  
Sharing of documents useful for managers  
[Full text](#)

**QUICK FEEDBACK**

[Share your views with us](#)

**NEWS:**

**Meeting: "The Montreux Challenge"**  
[Full text](#)

  
  
**Positive response to new website**  
[Full text](#)

**READING PDF FILES**

  
If you do not have Adobe to read PDF files  
[Click here](#)

# Accessing this Help

Remember, you can always access this **Help** from the top navigation line, anywhere in the MAKER site.