

RECOMMENDATIONS : **External Project Evaluation on Facing the Challenges of Functional Rehabilitation Under Public Management**

Recommandations ^{PMBOARD}				Actions ^{PMBOARD}				
Key recommendations	Date	Source	By who?	Actions	Person in charge	Deadline	Follow-up	Comments
Continue the provision of comprehensive physical rehabilitation services through a multi-disciplinary oriented approach which comprises: Prosthesis & Orthosis, physiotherapy and Social work.	22-déc-17	External Project Evaluation	Judit van Geystelen	Provide quality rehabilitation services, including Prosthesis & Orthosis, physiotherapy and Social work.	PRC Coordinator	1-janv-18	Done	Case mangement meeting is conducted frequently for complex case
Continue capacity building for the use of Rehabilitation Monitoring System (RMS) tool to improve the organizational management, service users (client satisfaction) and services output.	22-déc-17	External Project Evaluation	Judit van Geystelen	Support and coaching PRC management team to conduct RMS Scoring, set action plan and implementation & monitoring of action plan.	PM	05-06 Apr 2018	Done	One RMS scoring has been conducted in April 2018 at the PRC of Kampong Cham. The next scoring will be done in Sept 2018.
Enhance efficiency of service follow up of client missed appointment from Physical Rehabilitation Center	22-déc-17	External Project Evaluation	Judit van Geystelen	Building on best practices to mobilise and strengthen existing (cross sector) resources rather than to expand PRC services beyond its mandate, e.g. the use of phone messaging and / or village chiefs to follow-up on missed appointments rather than having this service provided through outreach by PRC-KC social workers.	PM	N/A	N/A	For Cambodian context, expecially in country side, text message system is not adapted but an alternative system should be discussed with the PRC clients and the PRC staff.
Consider an expansion of the use of pre-fabricated and modular devices.	22-déc-17	External Project Evaluation	Judit van Geystelen	Conduct exchange visit with Siem Reap PRC and consider developing and applying the pre-fabricated and modular devices.	PM	25-avr-18	On-Going	The exchange visit will be organized in April 2018.
Respect national protocols on the treatment of congenital clubfoot and ensure proper fit and alignment in P&O	22-déc-17	External Project Evaluation	Judit van Geystelen	Develop and conduct supervision checklist of clubfoot intervention to ensure that it is aligned to ponseti method.	PM	mai-18	On-Going	
Continue to explore ways to promote cost-recovery	22-déc-17	External Project Evaluation	Judit van Geystelen	Develop guideline on cost recovery system, including socio-economic assessment, price list and budgeting management procedure. Provide and coaching on implement of cost recovery system.	PM	1-mars-19	On-Going	Monitor of implementation of cost allocation and modify accordingly and lead to develop manual and guidelines on cost recovery system
Continue to provide technical expertise to facilitate the transition process from a physical rehabilitation service focusing on the provision of prosthesis for landmine victims to adequately respond to current and anticipated future physical rehabilitation needs.	22-déc-17	External Project Evaluation	Judit van Geystelen	Provide supporting and coaching to PWDF to ensure the quality of rehabilitation services are delivered to clients at PRC through establishing Technical Working Group to strengthen of quality assurance tools (ICF, RMS and cost calculation).	PM	avr-18	Done	The TWG aims to assure the quality of service provisions in Kampong Cham PRC

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Continue to allow for flexibility in activity implementation towards enhanced project effectiveness and prioritise project efficiency over indicators.	22-déc-17	External Project Evaluation	Judit van Geystelen	Conduct monthly and quarterly to ensure the effectiveness, and prioritise project efficiency over indicators.	PM	Quarterly	On-Going	
Counter referral between PRC-KC, provincial referral hospitals, health centres and village leaders.	22-déc-17	External Project Evaluation	Judit van Geystelen	Develop and apply the counter referral guideline	PM	juin-18	On-Going	
Quality services for its population and for clients to be enabled to make informed decisions about choices in assistive technology and physical rehabilitation in a context of public-private services delivery models.	22-déc-17	External Project Evaluation	Judit van Geystelen	Contribute to review the Standard Working Procedure that would address the implementation of norms and standards for a minimum package of services.	OC/DoC Rehab Technical Advisor	1-déc.-18	On-Going	