

# LAO PEOPLE'S DEMOCRATIC REPUBLIC

Peace Independence Democracy Unity Prosperity

## MINISTRY OF HEALTH



Health and Nutrition Services Access Project Phase II (P178957)

# STAKEHOLDER ENGAGEMENT PLAN

EXECUTIVE SUMMARY VERSION (FINAL DRAFT)

September, 2023

Prepared by  
**Ministry of Health**

## Executive Summary

The Stakeholder Engagement Plan (SEP) was prepared by the Ministry of Health (MoH) and will apply to all investments under the Lao PDR's Health and Nutrition Services Access Project Phase II (P178957) which will be financed by the World Bank (WB). The SEP has been prepared in line with the World Bank's Environmental and Social Framework (ESF), and particularly with ESS 7 (Indigenous Peoples) and ESS 10 (Stakeholder Consultation and Disclosure). This document is a living document and could be updated in line with the changing project situation, or adjusted scope of the activities.

### PROJECT DESCRIPTION SUMMARY

The Project Development Objective (PDO) is to improve access to quality health and nutrition services in target areas of Lao PDR and to provide immediate response in case of an eligible health emergency or crisis.

The proposed project has four components that aim to improve access to quality health and nutrition services through delivery of people-centered primary healthcare services.

**Component 1: Financing for PHC services using NHI payments (US\$ 20m).** This component will continue financing quality and performance linked payments to health centers, using the NHI fund transfer mechanism. It will finance activities to build a system for implementing quality and performance assessments, verification, payments, supervision and monitoring for quality improvement. It will continue building a platform for measurement and incentivization that are objective and predictable based on facility performance through the autonomy and accountability mechanisms introduced at the health facility level through HANSA.

**Component 2: Integrated PHC Service Delivery (US\$ 19.5m).** This component will deliver integrated PHC services and strengthen the PHC system are the focuses of this component – through two sub-components: (1) Strengthening PHC system for delivering quality services and (2) Delivering integrated PHC services, to strengthen PHC system for delivering integrated services, and to deliver Integrated Services for PHC, respectively.

**Component 3: Adaptive Learning and Project Management (US\$5m).** This component will finance project coordination and management, gender and equity, and some critical activities that will support the successful implementation of the project. These will include the gender and equity mainstreaming, external verification, research, monitoring, evaluation and learning (MEAL) activities, regulatory strengthening, institutional capacity building for environmental health and safety, health information systems. It will also finance the cost for DHIS2 maintenance and upgrades to include disaggregated data by age, sex ethnicity and location, independent verification (components 1 and 2), health systems research and surveys.

**Component 4: Contingency Emergency Response Component (US\$ 0m).** The objective of the contingency emergency response component, with a provisional zero allocation, is to allow for the reallocation of financing in accordance with the IDA Immediate Response Mechanism in order to provide an immediate response to an eligible crisis or emergency, as needed.

### STAKEHOLDER ENGAGEMENT PLAN

The Stakeholder Engagement Plan (SEP) seeks to ensure that Project's intended beneficiaries, as well as other Project stakeholders, are informed of, and involved in all the stages of Project preparation and

implementation. The Project recognizes the need to seek representative and inclusive feedback and the SEP aims also to promote the role of women and disadvantaged groups in project planning and implementation. The Project also recognizes the importance of ensuring affected people are consulted on mitigation measures, as well as continuous monitoring of project activities during project implementation.

The SEP outlines affected stakeholders (those who are directly impacted by project investment as project beneficiaries), and interested stakeholders. The SEP describes these different stakeholders and outlines specific methods and timelines to engage them at different stages of the project. The SEP also describes the type of information that will be disclosed, when consultations activities will take place, how stakeholders views will be taken into account and the process for grievance redress.

### **CONSULTATION AND INFORMATION DISCLOSURE**

During project preparation, various consultation sessions were organized at project sites during 27 February and 10 March 2023, and at national level on 21 April 2023 and 18 August 2023. The purpose of consultation was to consult with potentially affected and interested stakeholders on environmental and social instruments that were prepared for the project.

Draft ESF instruments, including the SEP, will be disclosed by 12 September 2023, as the latest, on the website of MoH (<https://>) for public consultation. If there are additional feedback for the draft package, the draft documents will be updated and re-disclosed in their final version on the same channel to keep project stakeholder informed of the updated versions.

### **RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES**

The National Project Coordination Office (NPCO) will be in charge of implementation of stakeholder engagement activities. The environmental and social officers of NPCO can be reached to provide comments, feedback, or raise questions about the project. In case there is a change to the following personnel, this SEP will be updated to reflect new staff arrangements and will be disclosed through the same channel to keep project stakeholders informed. Changes will also be updated accordingly in material distributed for consultation.

### **GRIEVANCE REDRESS MECHANISM**

The objective of the GRM is to provide affected persons with redress procedures that can be conveniently used by affected people to raise project related concerns or grievances. The project's GRM has two procedures: 1) Redress Procedure for General Complaints (including project benefit issues and environment) and 2) Redress Procedure for Complaints related to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH). The GRM was designed guide how a complaint can be lodged, how long it should be resolved, and steps that aggrieved person could take if they are not pleased with the resolution result.

### **MONITORING AND REPORTING**

The objective of internal monitoring of SEP implementation is to ensure activities set out in SEP are carried out timely and appropriately. Under the overall guidance of MOH. NPCO is responsible for monitoring activities described in this SEP.

## **COSTS AND BUDGET**

Indicative costs for SEP implementation are estimated during project preparation for the purpose of budget planning. The actual costs of SEP implementation depend on the scope and activities to be carried out during project preparation and implementation. The cost may be updated once the list of subprojects is finalized. Costs incurred as disclosure materials and public consultations are covered by counterpart funding and are estimated in the project' SEP.