

## **Video Transcript**

### ***Contracting Out Health Services: Lessons for Service Delivery Organizations*** **Nick Corby, Marie Stopes International**

I think what contracting out gives to public health; it's a great way to harness the capacity and ability of the private sector. In a number of developing countries, there are limited health workers, there are limited facilities; quality isn't always as high as it should be.

The emphasis needs to be on the four key, almost win-win scenarios that there are. One is improving coverage, one is improving the impact of health services, one is improving the quality, and there's an element in there of cost effectiveness as well.

For example, at the contract stage when you want to go to it, I think it's very key that you need to think about the objectives, not just of your own organization but also of the government and if they can align in some way together in one of those win-win scenarios.

Know from the outset the drivers behind the government's reasons for wanting to contract out.

It's key to have a very strong liaison with the government just to make sure that everyone remains on the same page.

It's key to have very clear indicators set out as to what would be measures of success and how you're going to measure them.

Auditing—internal audits of the project—I think are key, and if they're not built into the contract themselves, then you should think unilaterally around conducting an audit yourself.

And so by harnessing private sector capacity and staff, it's a way to just build that capacity and trust in the services and hopefully have a lasting impact.