

Evaluation Report  
2014-9

# **Ex-post Evaluation on Medical Equipment Supply to Lai Chau Provincial General Hospital Project, Vietnam**

**The Export-Import Bank of Korea**  
(Government Agency for EDCF)

**EDCF Evaluation Team**  
(Evaluated by Korean Corporation Management Association)

This evaluation was entrusted to *Korean Corporation Management Association* by EDCF for the purpose of independent evaluation research. The opinion, findings and conclusion or recommendations expressed in this report are those of the external evaluator and do not necessarily reflect the view of EDCF.

## **Executive Summary**

### **1. Project Details**

- Name of Project: Medical Equipment Supply to Lai Chau Provincial General Hospital
- Borrower: The Government of the Socialist Republic of Vietnam (Ministry of Finance)
- Project Executing Agency: Lai Chau Province People's Committee
- Requested Loan Amount: USD 10 million
- Condition of Loan: Annual interest rate of 1.0% and repayment period of 30 years (including 10 year grace period)

### **2. Project Purpose**

- The purpose of this project was to improve the medical equipment of the Lai Chau general hospital in order to respond to the needs of the residents.

### **3. Project Scope**

- Provision of Medical Equipment
- Training and Inspection
- Maintenance

### **4. Summary of Evaluation**

- External Evaluator: Korean Corporation Management Association
- Duration of Evaluation: June 2014 – October 2014

□ Method

- The evaluation was conducted using the OECD/DAC criteria. The Project Performance Index was also used to evaluate the effectiveness of the project.
- Literature review, stakeholder interview and survey, analysis on relevant statistical data were conducted.

□ This project is evaluated as a **successful project (3.07)**, taking into account the rating of each criteria (i.e. Relevance, efficiency, effectiveness, impact, and sustainability).

Criteria	Weight	Rate	Weighted Rate
Relevance	20%	3.5 (Relevant)	0.7
Efficiency	20%	3.33 (Efficient)	0.67
Effectiveness	20%	3 (Effective)	0.6
Impact	20%	3.5 (Influential)	0.7
Sustainability	20%	2 (Less likely)	0.4
<b>Overall rating</b>		<b>Successful</b>	<b>3.07</b>

- **(Relevance)** The project's relevance appeared to be very high. The project was well-aligned with the health care policy of Vietnam and EDCF strategy, responding to the needs for medical equipment in the project area. In addition, the Vietnamese government had high self-governing capacity, organizing the institution to implement this project and actively engaging in the evaluation process.
- **(Efficiency)** The intended goal of the project was fully achieved. However, additional six months had to be spent due to the delayed construction of the Lai Chau general hospital and changes in the original quantity and types of equipment.

- **(Effectiveness)** The project supported staff training and provided medical equipment including color ultrasonograph, automatic blood analyzer, MRI, and others with three year maintenance guarantees. It enabled the provision of advanced diagnosis and treatment, which led to positive changes such as the increase in the number of hospital in-patients and reduction in the number of patients transferred to other provinces. Although the satisfaction of employees and patients toward hospital service was high and the utilization rate of the supplied medical equipment was good, some of the equipment was found not to be in use.
  
- **(Impact)** The rating of the Lai Chau general hospital changed from 3 to 2 (1 being the highest level) in February 2013. Furthermore, there was some positive impact on the regional economy of the decrease in the number of patients transferred to other regions, which increased the average income of residents and other positive health benefits. However, there was no significant change in the health status of the local population.
  
- **(Sustainability)** Although the satisfaction of hospital staff on maintenance service was high, it was revealed that some of the supplied medical equipment was not being in use due to insufficient training on equipment use and inability to understand the English user manual. There was also budget constraint for maintenance after the termination of the warranty period. In particular, no suitable measures have been taken to tackle frequent defects in medical equipment caused by high humidity, a local trait of the Lai Chau Province.

## **5. Lessons Learned and Recommendations**

### **□ Lessons Learned**

- This project was evaluated to have achieved the expected results such as improving medical service in the project area, meeting health care needs of

local residents and providing training and maintenance services to the newly constructed hospital.

- Improvement of needs assessment would be helpful in enhancing the efficiency and effectiveness of the project.

## □ **Recommendations**

### ○ **Conduct appropriate needs assessment and feasibility study**

- In order to prevent any changes in the originally agreed quantity and types of equipment during the period of project implementation, related authorities (i.e. Partner countries and EDCF) need to conduct more thorough needs assessment on medical equipment, staff capacity and operating environment.

### ○ **Develop better maintenance strategies**

- Maintenance strategies at each stage of appraisal, contract establishment, and others of the project should be set in advance to prevent the occurrence of maintenance-related problems such as difficulty in the purchase of expendables. EDCF should assist partner countries in establishing specific maintenance plans.

### ○ **Develop user-friendly manual**

- The user manual written in the local language should be provided when needed.

### ○ **Establish project performance indicators relevant to the medical equipment supply project**

- Considering that EDCF currently supports a lot of medical equipment supply projects, more specific performance indicators for the health sector are needed to properly manage project performance.