

**What are the main challenges for which
new or different work is needed?**

**New entrants into health
service delivery:
Introduction**

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New entrants into health service delivery: introduction

Are examples of

- **Changing role of companies and corporations**
 - Employers beginning or expanding range of care to employees / local community eg for HIV care;
 - Health care companies for whom provision is 'core business', offering to contract with employers / government
- **New NGOs**
 - Response to new international sources of funding; changing attitudes; pressure to meet MDGs

Questions raised by different stakeholders

- **By corporate / NGO entrants**
 - What are the risks?
 - Which populations should we target?
 - What conditions might we negotiate with government?
 - What is our accountability - to government; to shareholders; to communities
- **By policy makers**
 - How long will they stay? Can we stop them? Do we want to?
 - How can they help improve access to excluded groups?
 - How to avoid escalation of costs; drawing staff from existing services?
 - What conditions for entry? For accountability? Could we enforce them?
- **By other stakeholders**
 - How will new providers affect the services we are offering?

Current suggestions on work / actions / products needed

- **Mapping:** of scale, scope and target audience of services being provided by new actors
- **Analytic work:** on, for example, changes in NGO funding; effects of corporate or NGO provision on access, quality of care etc
- **Catalytic work:** encourage dialogue between different stakeholders to generate better mutual understanding of positions and pressures; opportunities for different approaches to organization and management of health services; implications of changes in engagement in different settings – policy workshops/conferences
- **Policy briefs** on specific topics

Questions for the meeting to consider

- How widespread are the challenges identified above?
Which are the critical issues to focus upon in the first instance?
- Which of the suggested types of work would be most useful and feasible, given what others are already doing?
Can we develop them further?

Objectives of meeting

- Agree on 3 or 4 key policy or operational questions that can be productively addressed in the near term
- Agree on deliverables which will be most useful in each of these areas
- Agree on strategies to ensure their production and use