

Service Availability and Readiness Assessment (SARA)

An annual monitoring
system for service delivery

Reference Manual



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Acknowledgements

The service availability and readiness assessment (SARA) methodology was developed through a joint World Health Organization (WHO) – United States Agency for International Development (USAID) collaboration. The methodology builds upon previous and current approaches designed to assess service delivery including the service availability mapping (SAM) tool developed by WHO, and the service provision assessment (SPA) tool developed by ICF International under the USAID-funded MEASURE DHS project (monitoring and evaluation to assess and use results, demographic and health surveys) project, among others. It draws on best practices and lessons learned from the many countries that have implemented health facility assessments as well as guidelines and standards developed by WHO technical programmes and the work of the International Health Facility Assessment Network (IHFAN).

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Project Management Group

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Abbreviations

AIDS	acquired immunodeficiency syndrome
ALT	alanine aminotransferase
CBR	crude birth rate
CSV	comma-separated values
DBS	dried blood spot
DCMI	Dublin Core Metadata Initiative
DDI	Data Documentation Initiative
DQRC	Data quality report card
DV	Data verification
EDC	electronic data collection device
FBO	faith-based organization
GIS	geographical information system
GPS	global positioning system
HIV	human immunodeficiency virus
HMIS	health management information system
HRIS	human resources information system
ID	identification
IHFAN	International Health Facility Assessment Network
IHP+	International Health Partnership and related initiatives
IHSN	International Household Survey Network
M&E	monitoring and evaluation
MDG	Millennium Development Goal
MFL	master facility list
MNCH	maternal, newborn and child health
MoH	ministry of health
NADA	national data archive
NGO	nongovernmental organization
OECD	Organisation for Economic Co-operation and Development
PMTCT	prevention of mother-to-child transmission (of HIV)
RDT	rapid diagnostic test
SAM	service availability mapping
SARA	service availability and readiness assessment
SPA	service provision assessment
UNAIDS	Joint United Nations Programme on HIV/AIDS
UNDP	United Nations Development Programme
UNICEF	United Nations Children's Fund
USAID	United States Agency for International Development
WHO	World Health Organization
XML	extensible markup language

1. Overview

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