

## Introduction



Upper management moves in sync with Regional Director Dr Shin Young-soo (second from left) to provide leadership, guidance and vision to public health efforts across the Western Pacific Region.

The Office of the Regional Director (RDO), the Division of Programme Management (DPM), and the Division of Administration and Finance (DAF) work collectively to provide leadership for WHO work in the Western Pacific Region. Working together, the divisions coordinate the communication of public information, country support and WHO technical programmes,

as well as provide administrative and financial support.

The strong working relationship of these three divisions translates into seamless management of the Region's priorities – from aligning the Region's efforts with new global reforms to ensuring high-quality country support that addresses the needs and priorities of Member States.

The Regional Director and his senior management team have fostered a culture of accountability, with the Region emerging within the Organization as a global leader in ensuring compliance. Overall compliance rates in the Western Pacific Region are the highest among all WHO regions. Innovative approaches have enhanced the monitoring of direct financial cooperation, improved donor reporting, and strengthened policies and practices for human resources. A compliance and risk management officer position, reporting directly to the Regional Director, was established and filled in May 2016.

Accountability also extends to audits of the procedures and operation of the Regional Office and country offices, with audit recommendations implemented without delay. Currently, there are no unresolved audit issues in the Region.

A proficient system was developed to facilitate reporting to donors, with all donor reports up to date. Working in close collaboration and with greater efficiency, the three management divisions are providing higher quality support to countries and to the Regional Committee for the Western Pacific, the Region's governing body, by providing the most conducive environment possible for deliberation, reflection and decision-making. Improved documentation and meeting practices are making annual sessions of the Regional Committee more productive and more convenient for participants.

## Office of the Regional Director

The Office of the Regional Director provides leadership for the work of WHO in the Western Pacific Region, the largest WHO region with nearly 1.9 billion people in 37 countries and areas.

RDO has led a variety of ground-breaking initiatives in recent years, enhancing the Organization's effectiveness in the Pacific by establishing the Division of Pacific Technical Support in Fiji, increasing staff mobility to put the right people in the right jobs in the right places at the right time, and introducing wide-ranging reforms focused on results at the country level. RDO consolidates the functions

of External Relations and Partnerships (ERP), the Public Information Office (PIO), Information Products and Services (IPS), and Governing Bodies.

In view of the changing health landscape and the need for WHO to engage with actors beyond the health sector, the WHO Regional Office for the Western Pacific has strengthened strategic partnerships and relations with donors and has introduced a new electronic monitoring system to ensure timely submission of donor reports. In addition, 53 memoranda of understanding, 13 with non-State actors, have been signed for financial and technical collaboration.

WHO has used its convening power to bring together civil society organizations

and advocate change. For World Health Day on 7 April 2016, the Regional Director invited members of the diplomatic community, United Nations agencies and multilateral organizations to the Regional Office to highlight the importance of diabetes, culminating in the signing of the Manila Call to Action on Diabetes, an extension of the WHO-led civil society meeting on diabetes a day earlier.

The information Products and Services team – which includes the Library, the Publications unit and Translation – assist WHO staff and Member States in creating and disseminating health-related information. Among other initiatives, the team brought together librarians and health information specialists from 11 Pacific countries for training and to accredit trainers for the HINARI Research for Health programme in November 2015 in Fiji. Improvements in the production of and access to WHO health information products have been made, in particular through the Western Pacific Region Institutional Repository for Information Sharing (IRIS). IRIS ensures easy and free online access to more than 7500 information products and governing body documents in Chinese, English, French, and local languages.

The Public Information Office facilitates media outreach for the Regional Director



This display on eating healthy greeted members of the diplomatic community, United Nations agencies and multilateral organizations as they attended World Health Day 2016 festivities in April at the Regional Office.

and technical divisions and programmes. Work involves thematic days, such as coordinating regional activities during World Health Day, or when special needs arise during outbreaks or awareness campaigns, for example. Efforts included campaigns on antimicrobial resistance in November 2015 and for World Immunization Week in 2016. PIO also manages the Regional Office website and has enhanced WHO's outreach by establishing a strong online and social media presence, including on Facebook and Twitter.

## Division of Programme Management

The Division of Programme Management coordinates technical cooperation with Member States through programme development and operations, country support and editorial services. The division promotes results-based management and cross-cutting approaches.

Under the guidance of the Programme Committee, the division directs strategic and operational planning and resource allocation based on priorities identified by WHO governing bodies – the World Health Assembly, the Executive Board and the Regional Committee for the Western Pacific – and guided by country cooperation strategies. The division is responsible for overall coordination of governing body meetings, including the Regional Committee.

The Programme Development and Operations (PDO) unit in the Regional Office

coordinated operational planning and the approval of work plans for the Western Pacific Region Programme Budget 2016–2017, which is based on the global Programme Budget 2016–2017 approved by the World Health Assembly in May 2015.

The unit also coordinated the first phase of preparation of the Programme Budget 2018–2019 by budget centres, at both regional and country levels through bottom-up planning for consolidation into the global draft Programme Budget 2018–2019 to be considered by all WHO regional committees, including the sixty-seventh session of the Regional Committee for the Western Pacific in October 2016.

The Country Support Unit (CSU) assists WHO country offices in delivering on their commitments to Member States. Key areas of work include developing country cooperation strategies in collaboration with Member States, implementing WHO reform initiatives, and coordinating WHO's work with other United Nations agencies and global health initiatives.

The Editorial Services (EDT) team ensures the quality of WHO official documents and information products by providing editorial guidance and support across the Organization. The team's initiatives have included updating and streamlining the process for writing mission and meeting reports, as well as the documentation for sessions of the Regional Committee. The team also provides quality control for all publications and communications products at the Regional Office.

## Division of Administration and Finance

The Division of Administration and Finance is comprised of three units – Budget and Finance (BFU), Human Resources Management (HRM), and Information Technology and Administration (ITA). The division ensures accountability and transparency in the use of funds through comprehensive reporting and diligent oversight. Effective procedures for recruiting and retaining skilled staff, as well as support for equipping and empowering staff, help WHO deliver meaningful results in the Western Pacific Region.

The Budget and Finance unit provides guidance, policies and reporting procedures that strengthen internal financial control for compliance and quality assurance. The team also ensures that resources are properly managed by monitoring the use of funds and reporting regularly to management.

The Human Resources unit is tasked with recruiting world-class experts and getting them on board in the shortest time possible. The unit is focused on continuous improvement of staff performance, providing positive reinforcement with performance awards to highlight best practices among staff. The enhanced regional mobility scheme also helps put the right people in the right jobs in the right places at the right time.

The Information Technology and Administration unit provides services for the day-to-day administrative work to ensure the Organization operates effi-

ciently in the areas of procurement, travel and meeting management, information and communication technology, registry and logistics, office management, and staff safety and security. This group also helps deliver logistical support to emergency response services, including facilitating travel, procurement and shipment of equipment, and ensuring staff safety. The team works at the regional level in Manila and also supports country offices, helping strengthen cooperation with technical divisions for solutions at the country level.

The team rolled out systems to more efficiently manage meeting reports, awards alert reporting and internal control using web reporting and monitoring.

Enhancements were also made to the division's analytical dashboards, which provide Region-wide data not only on programmes, budgets, travel and human resources, but also direct financial cooperation (DFC) monitoring, procurement, and travel rules that reduce costs through better planning. At the global level, the team led in the development of the module

for the Framework of Engagement with non-State Actors (FENSA), after supporting the design and pilot phases.

In addition, the team supports technical units and various online platforms, including the Health Information Intelligence Platform; IRIS; the surveillance and reporting systems for measles, rubella, invasive bacterial vaccine-preventable diseases and acute flaccid paralysis; and the survey on violence against women, among others. ■



The Regional Director and staff take great care in organizing the session of the Regional Committee to ensure a spirit of collaboration and coordination as Member States come together to decide policy for the Region.