

# The Assessment, Analysis and Redesign of Civil Registration and Vital Statistics Business Processes in Fiji: National capacity building and consultation workshop

## Suva, Fiji

27 November – 30 November 2023, 09:00-17:00 (GMT+12)

*Holiday Inn, Suva*

**Objective:** To consult with relevant national CRVS stakeholders to document and analyse the current performance of civil registration business processes and to strengthen the capacity of national stakeholders to analyse CRVS business processes as part of ongoing CRVS system strengthening.

## Agenda

Day 1: Monday, 27 November 2023	
08:30 – 09:00	Registration
09:00 – 09:30	Opening prayer  Welcome and Opening Remarks <ul style="list-style-type: none"> <li>• Ministry of Justice Fiji</li> <li>• ESCAP</li> <li>• SPC</li> </ul> Introduction of participants
09:30 – 09:55	Overview of workshop <ul style="list-style-type: none"> <li>• Objectives</li> <li>• Tools (CRVS Systems Improvement Framework)</li> <li>• Expected outcomes</li> </ul>
09:55 – 10:00	Group photo
10:00 – 10:30	<b>Coffee break</b>

10:30 – 12:00	Study visit to BDM <ul style="list-style-type: none"> <li>To observe the civil registration process</li> </ul>
12:00 – 13:00	<b>Lunch break</b>
13:00 – 14:00	Validation of as-is process description for births occurring in hospital/health facilities <ul style="list-style-type: none"> <li>Core team to validate process description</li> <li>Refine process description (for hospitals which are not connected to PATIS+)</li> </ul>
14:00 – 15:30	Developing as-is process description for births occurring at home/in the community <ul style="list-style-type: none"> <li>Core team to collectively document process for events occurring outside of health facilities</li> </ul>
15:30 – 16:00	<b>Coffee break</b>
16:00 – 16:55	Validation of as-is process description for deaths occurring in hospital/health facilities <ul style="list-style-type: none"> <li>Core team to validate process description</li> <li>Refine process description (for hospitals which are not connected to PATIS+)</li> </ul>
16:55 – 17:00	<b>Day 1 Recap</b>

### Day 2: Tuesday, 28 November 2023

09:00 – 11:00	Developing as-is process description for deaths occurring at home/in the community <ul style="list-style-type: none"> <li>Core team to collectively document process for events occurring outside of health facilities</li> </ul>
11:00 – 11:30	<b>Coffee break</b>
11:30 – 12:30	<b>Practical Session: Business Process Mapping</b> <ul style="list-style-type: none"> <li>Capacity building in using Bizagi Modeler to create process maps</li> </ul>
12:30 – 13:30	<b>Lunch break</b>
13:30 – 15:30	Developing as-is process descriptions for marriage/divorce registration <ul style="list-style-type: none"> <li>Core team to collectively document process</li> </ul>
15:30 – 16:00	<b>Coffee break</b>
16:00 – 16:55	Continued: developing as-is process descriptions for marriage/divorce
16:55 – 17:00	<b>Day 2 Recap</b>

### Day 3: Wednesday, 29 November 2023

09:00 – 10:30	Developing as-is process descriptions for adoption and name change <ul style="list-style-type: none"> <li>Core team to collectively document process</li> </ul>
---------------	---

10:30 – 11:00	<b>Coffee break</b>
11:00 – 12:30	Developing as-is process descriptions for the production of vital statistics <ul style="list-style-type: none"> <li>Core team to collectively document process to identify how data from MoHMS and BDM is shared with FBoS</li> </ul>
12:30 – 13:30	<b>Lunch break</b>
13:30 – 14:00	Introduction to the analysis phase and the CRVS-Systems Analysis and Redesign (SAR) tool <ul style="list-style-type: none"> <li>Presentation</li> <li>Q&amp;A</li> </ul>
14:00 – 15:00	Defining Key Performance Indicators (KPIs) <ul style="list-style-type: none"> <li>Core team to collectively identify a set of maximum 10 KPIs to benchmark the current performance of the CRVS business processes against desired performance targets</li> </ul>
15:00 – 15:30	<b>Coffee break</b>
15:30 – 16:55	Group work: Identifying performance issues and root causes <ul style="list-style-type: none"> <li>Core team to work in groups to brainstorm the main performance issues/bottlenecks in current CRVS business processes and document the root causes of these</li> </ul>
16:55 – 17:00	<b>Day 3 Recap</b>

<b>Day 4: Thursday, 30 November 2023</b>	
09:00 – 10:00	Plenary discussion: performance issues and root causes
10:00 – 10:30	Introduction to the re-design process <ul style="list-style-type: none"> <li>Presentation</li> <li>Q&amp;A</li> </ul>
10:30 – 11:00	<b>Coffee break</b>
11:00 – 11:20	Best practices and examples of improvement policies from PICTs <ul style="list-style-type: none"> <li>Presentation</li> <li>Q&amp;A</li> </ul>
11:20 – 12:30	Group work: Developing improvement policies and redesign ideas <ul style="list-style-type: none"> <li>Core Team to work in groups to strategize potential improvement policies and redesign ideas to overcome the identified performance issues</li> </ul>
12:30 – 13:30	<b>Lunch break</b>
13:30 – 14:30	Plenary discussion: improvement policies and redesign ideas
14:30 – 15:30	Ranking improvement policies/redesign ideas <ul style="list-style-type: none"> <li>Core team to rank identified improvement policies in order of urgency, feasibility, cost, timeline and impact</li> </ul>
15:30 – 16:00	<b>Coffee break</b>
16:00 – 16:30	Summary and next steps

16:30 – 16:45	Workshop evaluation
16:45 – 17:00	<b>Workshop closing</b>

**Contact information for facilitators:**

Ms. Chloe Mercedes Harvey, Associate Population Affairs Officer, Population and Social Statistics Section (PSS), Statistics Division, ESCAP. Email: [chloe.harvey@un.org](mailto:chloe.harvey@un.org)

Mr. Zoran Dokovic, Senior Advisor Consultant, Population and Social Statistics Section (PSS), Statistics Division, ESCAP. Email: [zoran.dokovic@un.org](mailto:zoran.dokovic@un.org)

Mr. Meli Nadakuca, National Consultant, Population and Social Statistics Section (PSS), Statistics Division, ESCAP. Email: [mnadakuca@statsfiji.gov.fj](mailto:mnadakuca@statsfiji.gov.fj)

Mr. Jeff Montgomery, Civil Registration and Vital Statistics Advisor, Pacific Community. Email: [jeffm@spc.int](mailto:jeffm@spc.int)