

# Quality of Care in Service Delivery Programs



RHR Consortium  
Monitoring and Evaluation Tool Kit

Quality of Care



# Quality of Care

- Why do we want it?

- ⇒ Human right

- ⇒ Creates a stronger causal pathway

- What is it?

- ⇒ A program of high quality is one that is client oriented and aims to help individuals achieve their reproductive intentions or goals.

Jain, Bruce and Mensch, 1993

- ⇒ “Being treated like a human being.”

Clinic user, Santiago, 1993



# Previous QOC definitions/ concepts

- Medical standards
- More services → increased coverage
- Technical / interpersonal model of care
- User perspective / client perspective



# Judith Bruce QOC Framework

- Elements of Quality of Care
  - ➡ Choice of method
  - ➡ Technical competence
  - ➡ Information given to clients
  - ➡ Interpersonal relations
  - ➡ Mechanism of follow-up
  - ➡ Appropriate constellation of services

Source: Bruce, Judith. "Fundamental Elements of the Quality of Care: A Simple Framework." *Studies in Family Planning*, 21,2:61-91. March/April 1990.



# Elements of Quality of Care

## Choice & availability of supplies/services

- ✓ adequate inventory and control system?
- ✓ logistics pipeline?
- ✓ adequate, functioning equipment?
- ✓ appropriate medical waste disposal?
- ✓ convenient days and times of service?



# Elements of Quality of Care

## Technical competence: number and skills of staff

- ✓ job description
- ✓ treatment protocols
- ✓ basic preparation
- ✓ refresher training
- ✓ universal precautions
- ✓ ongoing supervision and support



# Elements of Quality of Care

## Information given to clients

- ✓ what are the key messages for each topic?
- ✓ what methods are best to communicate the messages?
- ✓ who should best communicate them?



# Elements of Quality of Care

## Interpersonal relations

- ✓ privacy, confidentiality, safety
- ✓ courtesy
- ✓ appropriateness of staff
- ✓ sensitivity of staff





# Elements of Quality of Care

## Mechanisms of follow-up

- ✓ continuity of care
- ✓ links between facility and community
- ✓ *inform the client!*



# Elements of Quality of Care

## Appropriate constellation of services

- ✓ comprehensive RH
  - ⇒ safe motherhood
  - ⇒ family planning
  - ⇒ prevention and treatment of STD/RTI/HIV
  - ⇒ protection from and response to sexual and gender-based violence
  - ⇒ adolescent–friendly service
- ✓ other services ??



# Steps in measuring QOC

- Define terms
- Develop indicators
- Develop tools and methods
  - ⇒ *Adapt what already exists*
- Set a standard or desired level of quality, and measure against it



# Lessons learned about QOC

- Everyone is for it
- Too few programs address it systematically
- If it is not addressed systematically:
  - ➡ we can not know if it is improving, worsening or static
  - ➡ we can not link it to population's knowledge, attitudes and behavior



## Lessons learned about QOC (*cont.*)

- Quality can be improved .....  
..... when it is addressed systematically  
as an integral part of the project
  - ⇒ training
  - ⇒ education and counseling
  - ⇒ logistics
  - ⇒ SUPERVISION!!!
- *JUST DO IT!!!*