

Quality of Care in Service Delivery Programs

RHR Consortium

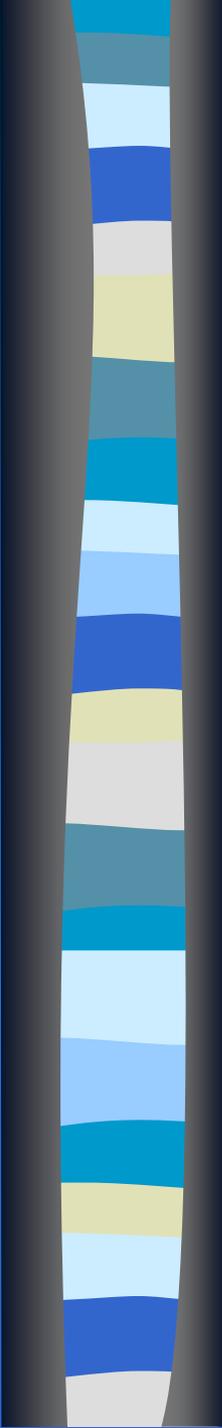
Monitoring and Evaluation Tool Kit

Quality of Care



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MAILMAN SCHOOL
OF PUBLIC HEALTH

HEILBRUNN DEPARTMENT OF
POPULATION AND FAMILY HEALTH



Quality of Care

- Why do we want it?

- ⇒ Human right

- ⇒ Creates a stronger causal pathway

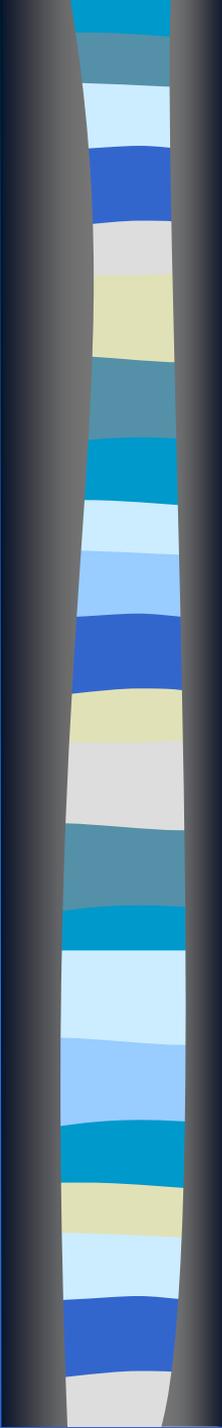
- What is it?

- ⇒ 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

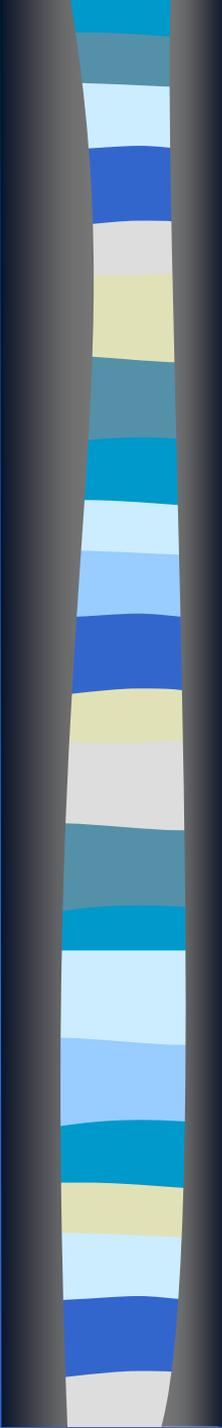
- ⇒ “Being treated like a human being.”

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

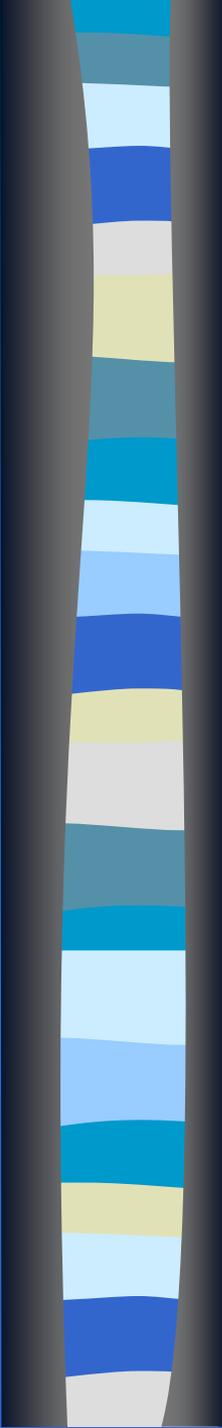
- ➔ Information given to clients

- ➔ Interpersonal relations

- ➔ Mechanism of follow-up

- ➔ Appropriate constellation of services

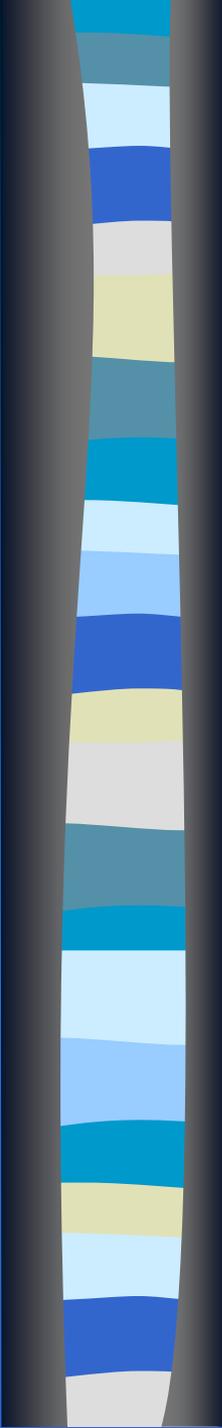
Source: Bruce, Judith. "Fundamental Elements of the Quality of Care: A Simple Framework." *Studies in Family Planning*, 21,2:61-91. March/April 1990.



Elements of Quality of Care

Choice & availability of supplies/services

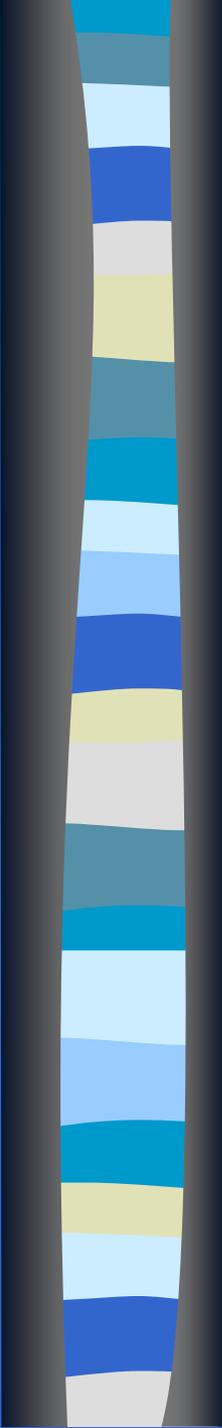
- ✓ adequate inventory and control system?
- ✓ logistics pipeline?
- ✓ adequate, functioning equipment?
- ✓ appropriate medical waste disposal?
- ✓ convenient days and times of service?



Elements of Quality of Care

Technical competence: number and skills of staff

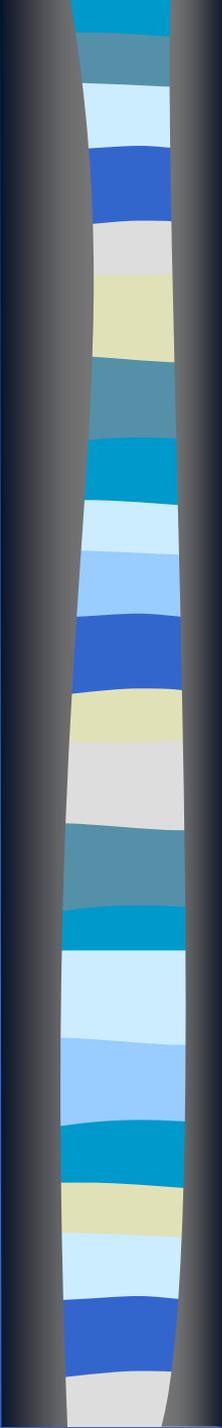
- ✓ job description
- ✓ treatment protocols
- ✓ basic preparation
- ✓ refresher training
- ✓ universal precautions
- ✓ ongoing supervision and support



Elements of Quality of Care

Information given to clients

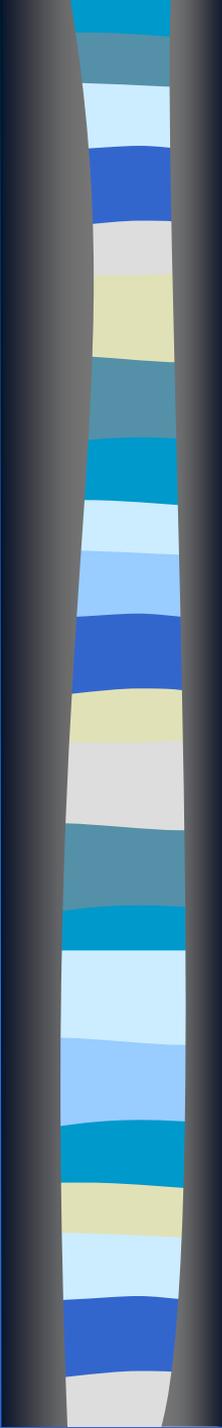
- ✓ what are the key messages for each topic?
- ✓ what methods are best to communicate the messages?
- ✓ who should best communicate them?



Elements of Quality of Care

Interpersonal relations

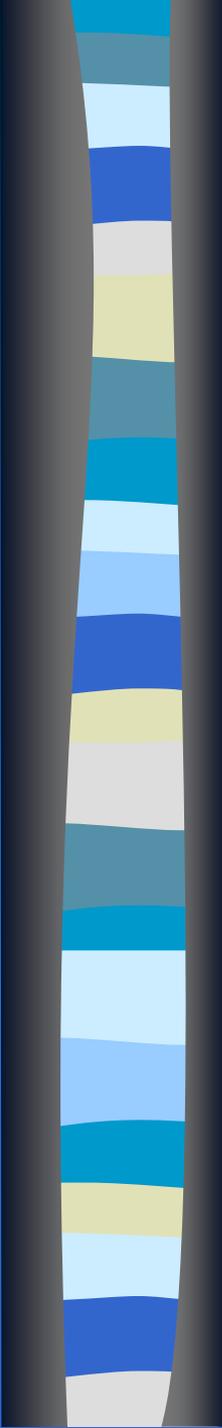
- ✓ privacy, confidentiality, safety
- ✓ courtesy
- ✓ appropriateness of staff
- ✓ sensitivity of staff



Elements of Quality of Care

Mechanisms of follow-up

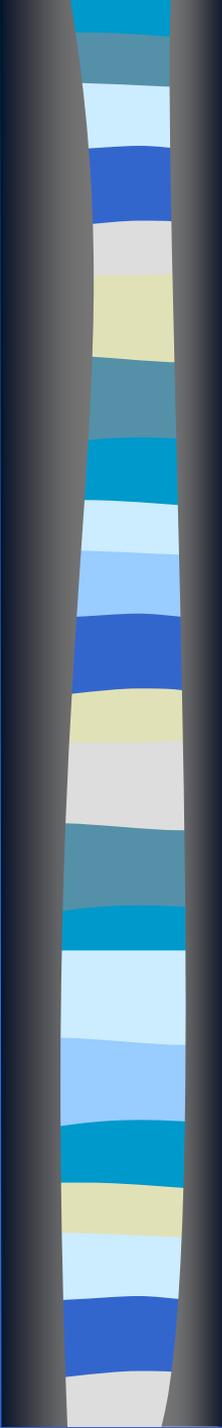
- ✓ continuity of care
- ✓ links between facility and community
- ✓ *inform the client!*



Elements of Quality of Care

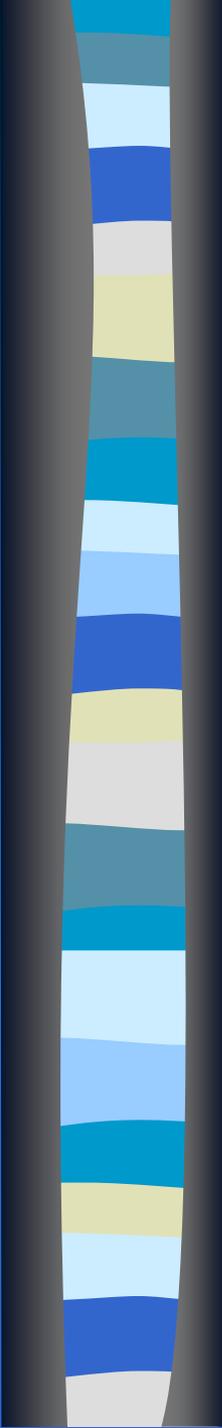
Appropriate constellation of services

- ✓ 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 ??



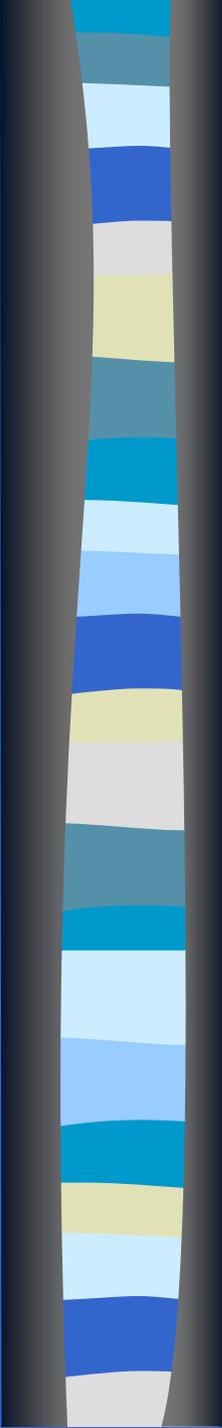
Steps in measuring QOC

- 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!!!*