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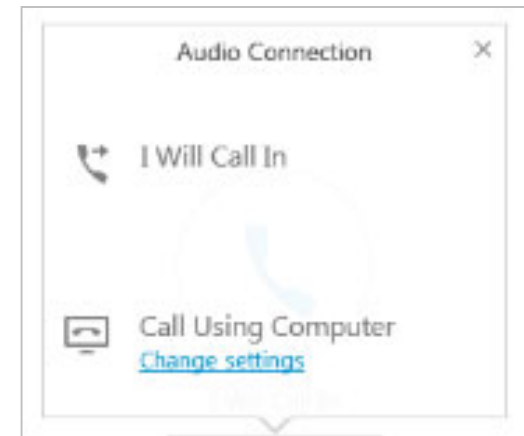
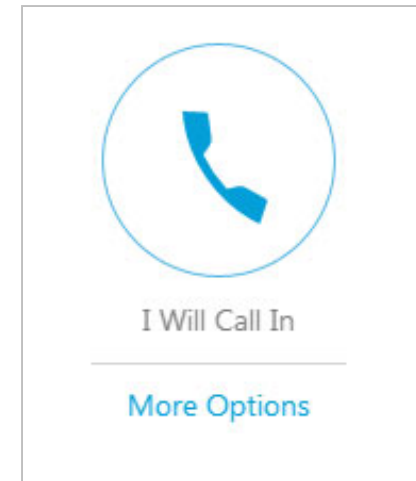
Ensuring Quality Health Services: Complex Issues, Emerging Opportunities

**Webinar
January 23, 2020**



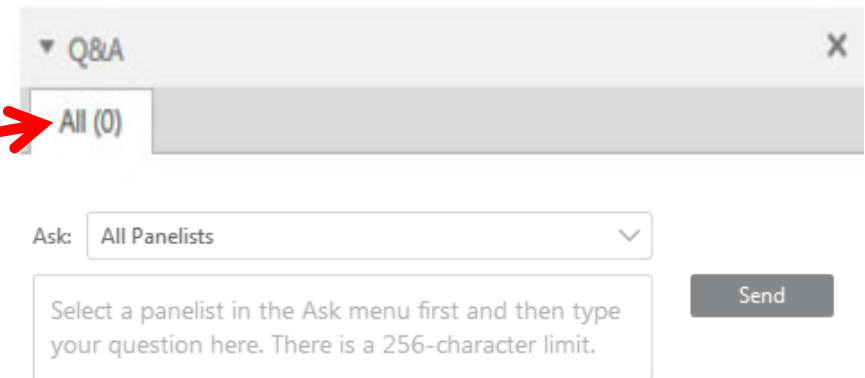
Webex Audio Tips

- ▶ Once you have entered the session, select your audio source.
- ▶ **Computer Audio (Recommended):**
 - Click “Call Using Computer”
 - If you still can’t hear, you may have to click “Change settings” where you can select your speaker source.
- ▶ **Telephone Audio:**
 - Click “I will call in”
 - Dial the number provided. When prompted, enter the Access Code followed by the # sign. You will then be prompted to enter your Attendee Code followed by the # sign. Be sure to enter your Attendee ID to connect your presence online with your phone. There are several international numbers should you need one.



Webex Q&A Tips

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Speakers



Moderator



Midori de Habich

Technical Director

USAID Local Health System Sustainability Project (LHSS)

Abt Associates

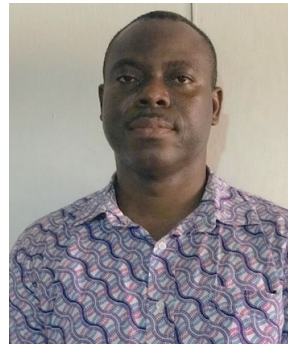
Former Minister of Health, Peru

Panelists



Dr. Sodzi Sodzi-Tetty

Executive Director and Head of
the Africa Region
Institute for Healthcare
Improvement



Dr. Ernest Konadu Asiedu

National Quality Manager
Ministry of Health, Ghana



Dr. Carlos Cuéllar

Principal Associate and VP
International Development Division
Abt Associates

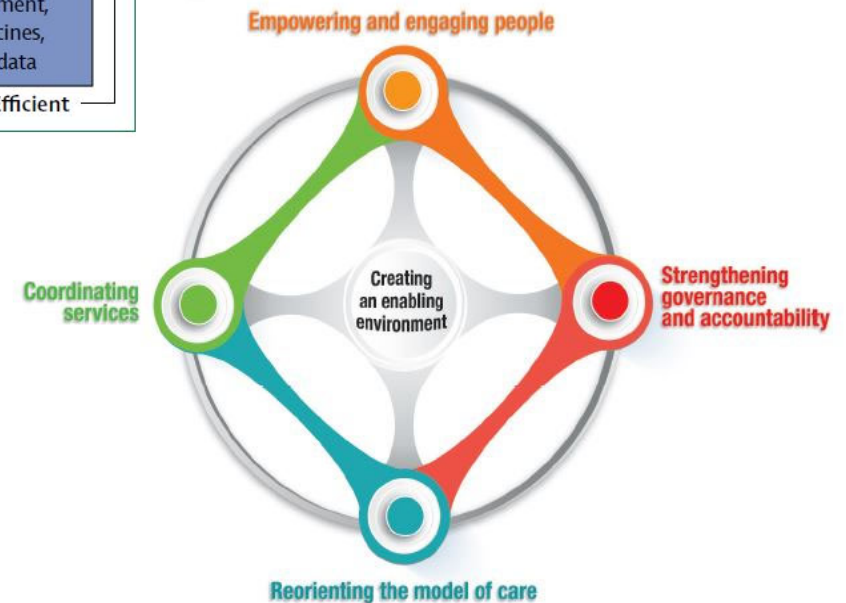
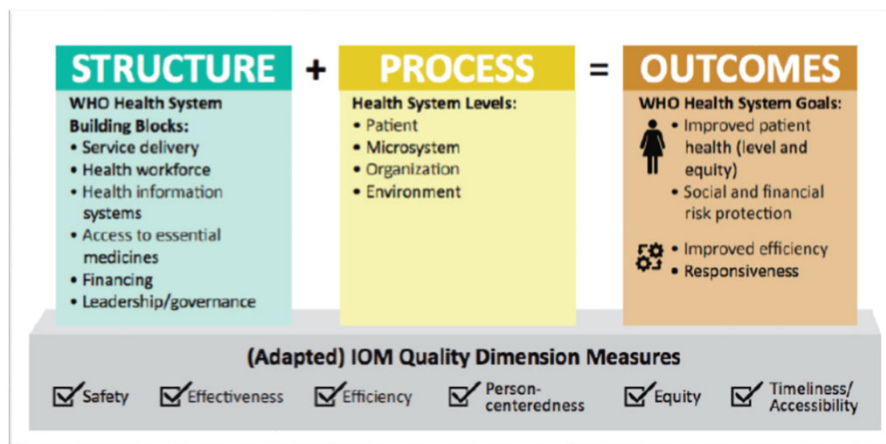
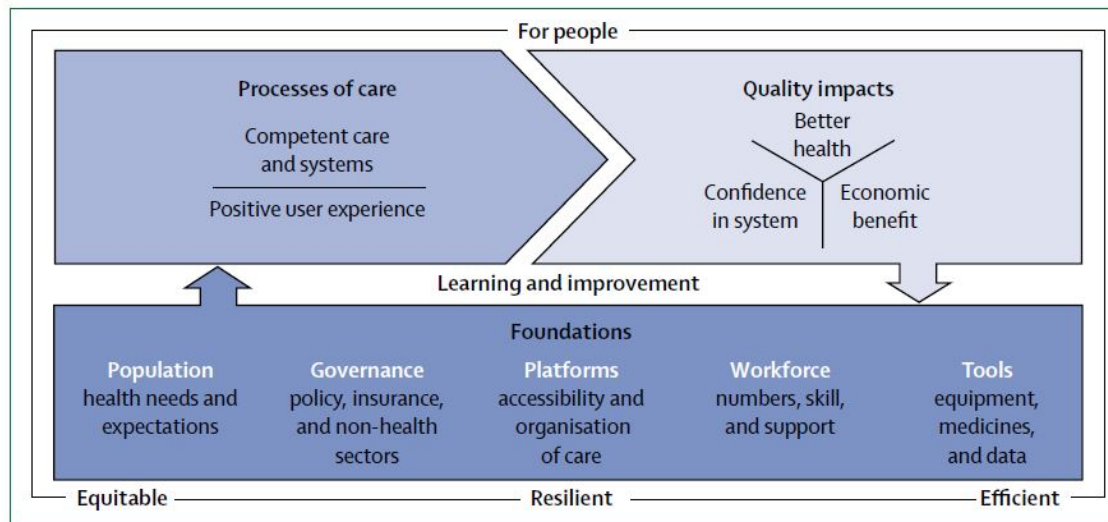
Global Framing of Quality Strategy & Management

Dr. Sodzi Sodzi-Tetty

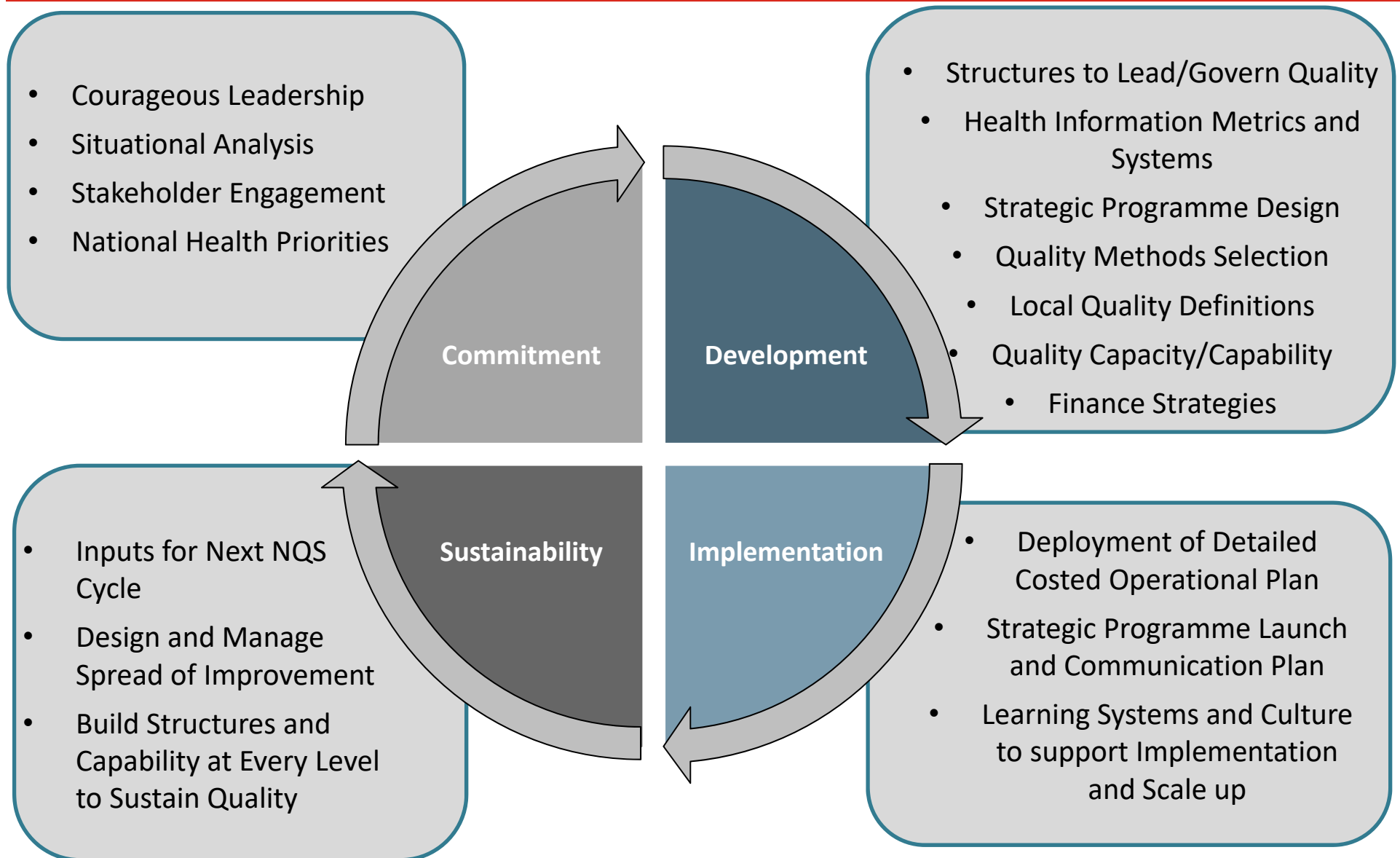
Institute for Healthcare Improvement



3 Global Reports, 3 Frameworks for Quality Health Systems



IHI Framework for Whole Systems Quality



Contact



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Experiences from the Implementation of Ghana's National Healthcare Quality Strategy

Dr. Ernest Konadu Asiedu
Ministry of Health, Ghana



Quality Management Unit



- Established October 2017 in PPMED
- Coordinates quality and safety across the MoH and its agencies on behalf of the Chief Director
- Acts as secretariat of the NQTC
- Conducts operational research/quality surveys
- Coordinates a platform to showcase quality and safety initiatives



National Quality Technical Committee



- Quality and Safety Technical Leads drawn from the agencies chaired by the Chief Director
- Meets quarterly to deliberate on quality and safety issues within the health sector
- Each agency rep reports to their respective Head
- NQTC meeting findings are presented to the IALC chaired by the Hon. Minister for Health
- IALC comprises the Heads of MoH agencies, and is the highest decision-making body in the MoH



Implementation of Community Scorecards (CSC)



- Developed with support from ALMA (2018)
 - Web-based and provides all levels of quality
- Feedback and accountability tool uploaded to the DHIS2; QED/QoC network support from DPs
- Community scoring and community action plan development using 15-25 CHMC
- Fully integrated into the CHPS initiative - resource mobilization and support of health activities
- >1600 CHPS being assessed across 8 regions



Pre-service Curriculum on Quality and Safety

- Gaps identified between service and pre-service following review of curriculum
- Working with professional regulators, training institutions, and service delivery agencies
- Using the WHO PS modules - stakeholder engagement
- Updating existing curricula and undertaking quality and safety project



National Standards for Facility Licensing and Monitoring

- Formally PHMHB, HeFRA established by Act 859 (2011) to license public and private facilities
- Developed basic minimum requirements for setting up a health facility
 - Covers CHPS, health posts, health centers, clinics, polyclinics, 1, 2, 3, 4 hospitals and specialized health facilities
- Assesses infrastructure, environment, HR, equipment, and required minimum package of service for each level of care



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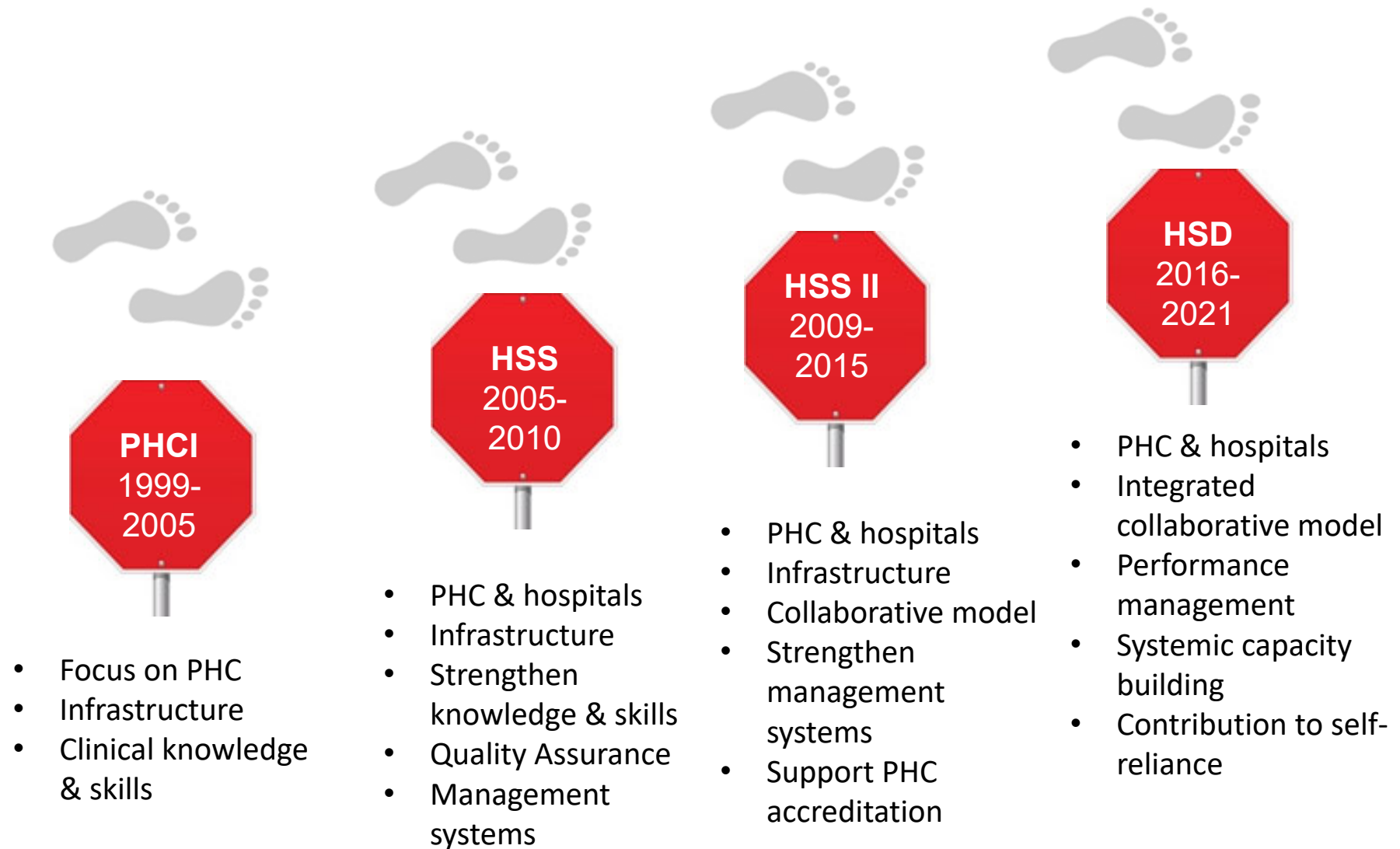
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Abt's Experience in Building Jordan MOH Capacity to Improve Quality of Care

Dr. Carlos Cuéllar
Abt Associates



Journey in Supporting Health Service Delivery in Jordan



Evolution of MOH Quality Management Strategies



Quality Control (QC)

→ A failure detection system

Reactive approach

- Inspection
- Focus on outputs
- Adjustment of processes

Quality Assurance (QA)

→ A failure prevention system

Proactive approach

- Supportive Supervision
- Guidelines to assure quality and prevent deviation from standards
- Checklists throughout the process
- Audits

Quality Improvement (QI)

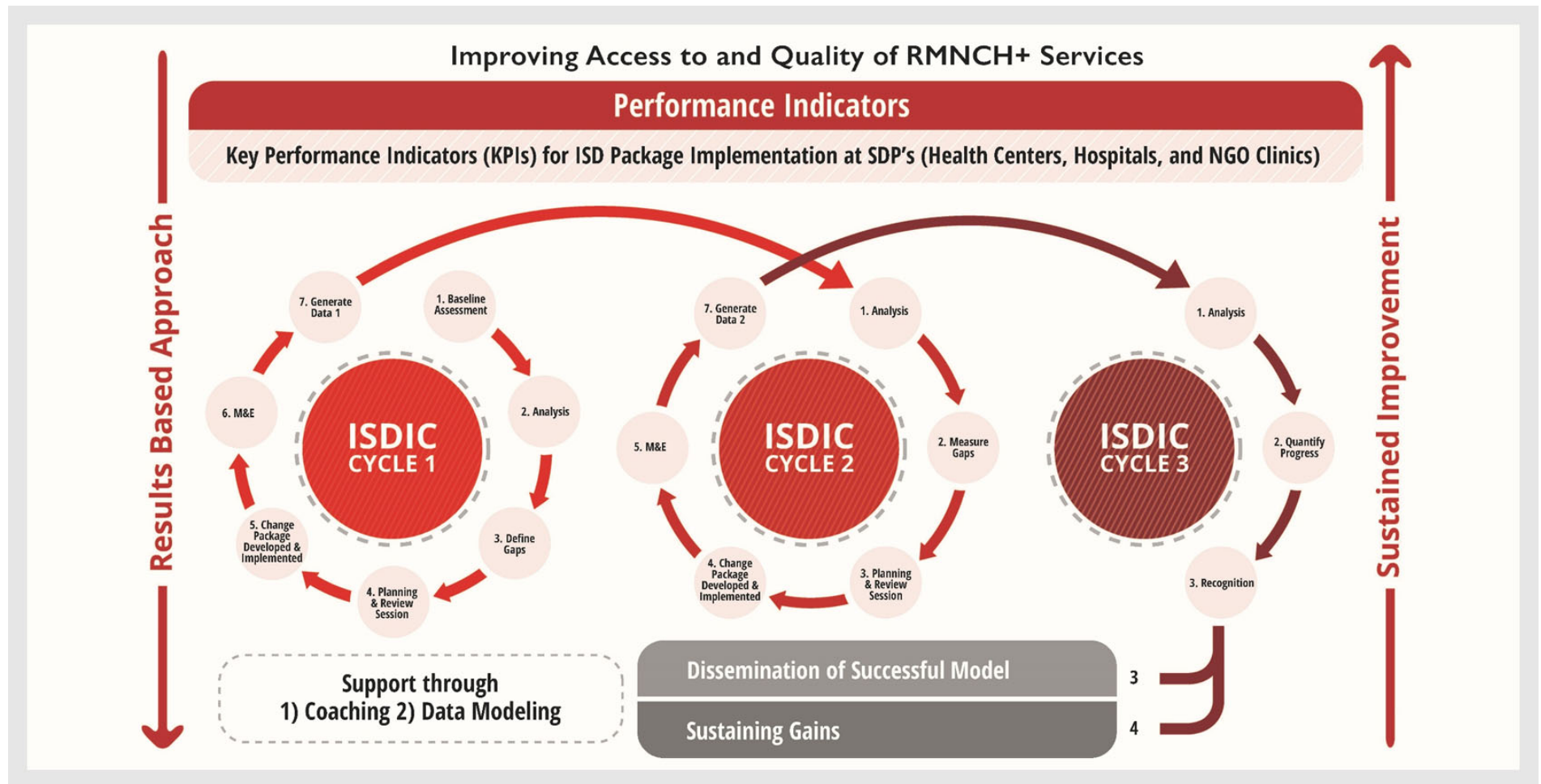
→ A failure self-reporting system

Culture approach

- Team development
- Integrated Collaborative model
- Continuous preventive and corrective action
- Performance management
- Client centeredness

From task-oriented to client-centered

Integrated Service Delivery Improvement Collaborative model (ISDIC)



Quality & Performance Improvements



- ISDIC in SDPs with high volume (70% of Jordan's population)
- After 2 years, ISDIC helped improve SD provision, management, integration and community engagement
 - Early breastfeeding → 20% to 89%
 - Anemia management for CU5 → 0% to 78%
 - SDPs providing 5 modern contraceptive methods → 0% to 83%
- Benchmarking and sharing stimulated constructive competition and accountability
- ISDIC along with systemic capacity building enable managers to improve both performance and overall quality of care
- Under HSS II, 88 PHC to become accredited by the Health Care Accreditation Council

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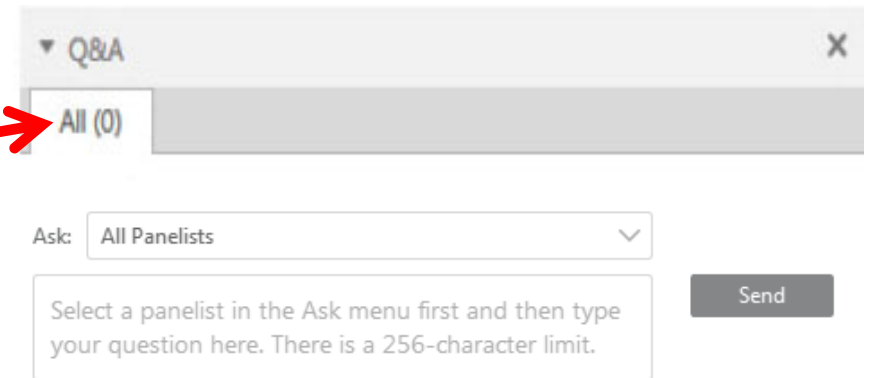


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Panel Discussion and Q&A



Moderator
Midori de Habich
Technical Director
USAID LHSS Project



Dr. Ernest Konadu Asiedu
National Quality Manager
Ministry of Health, Ghana



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Thank you!



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