Quality in the Context of UHC

Dr Shams Syed

UHC & Quality Unit
Department of Service Delivery & Safety
Health Systems & Innovations
WHO Headquarters

Launch Meeting of the Network for Improving Quality of Care for Maternal, Newborn & Child Health

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2002 – Global Drive for Quality of Care

FIFTY-FIFTH WORLD HEALTH ASSEMBLY   **WHA55.18**

Agenda item 13.9   **18 May 2002**

Quality of care: patient safety

The Fifty-fifth World Health Assembly,

Having considered the report on quality of care: patient safety;[1]

Concerned that the incidence of adverse events is a challenge to quality of care, a significant avoidable cause of human suffering, and a high toll in financial loss and opportunity cost to health services;
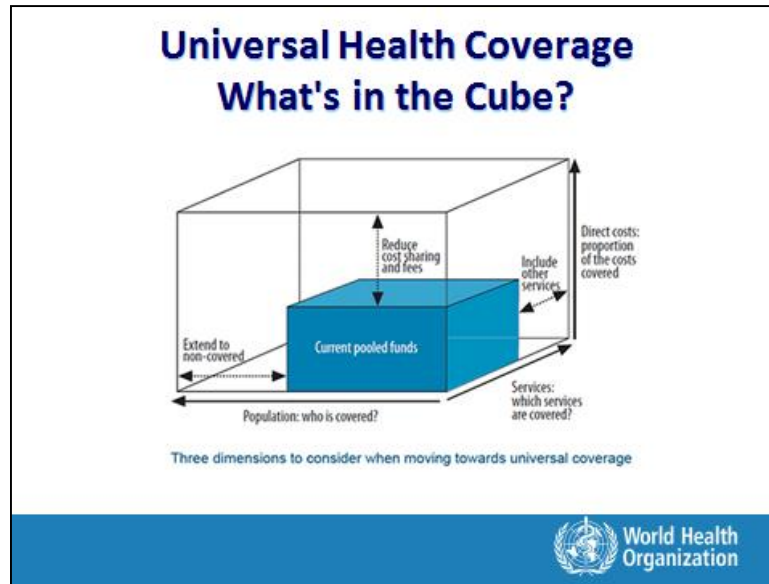
Noting that significant enhancement of health systems' performance can be achieved in Member States by preventing adverse events in particular, and improving patient safety and health care quality in general;

Recognizing the need to promote patient safety as a fundamental principle of all health systems,

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Thinking through the cube…

Universal Health Coverage
What's in the Cube?

Three dimensions to consider when moving towards universal coverage

But look at the cube again...

"What good does it do to offer free maternal care and have a high proportion of babies delivered in health facilities if the quality of care is sub-standard or even dangerous?"
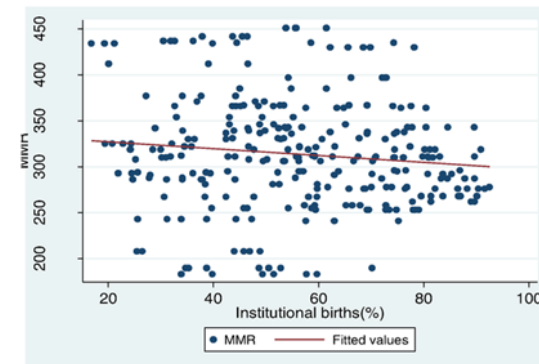
Margaret Chan,
World Health Assembly - May 2012

Towards universal coverage

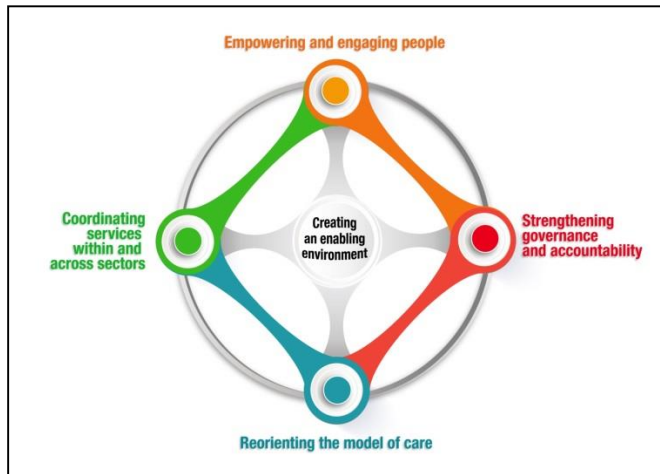Figure 3. plot of MMR and proportion institutional births.

Randive B, Diwan V, De Costa A (2013) India's Conditional Cash Transfer Programme (the JSY) to Promote Institutional Birth: Is There an Association between Institutional Birth Proportion and Maternal Mortality?. PLoS ONE 8(6): e67452. doi:10.1371/journal.pone.0067452
http://journals.plos.org/plosone/article?id=info:doi/10.1371/journal.pone.0067452

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2016 – Integrated People Centred Health Services

Empowering and engaging people

Coordinating services within and across sectors

Creating an enabling environment

Strengthening governance and accountability

Reorienting the model of care

SIXTY-NINTH WORLD HEALTH ASSEMBLY WHA69.24

Agenda item 16.1 28 May 2016

Strengthening integrated, people-centred health services

The Sixty-ninth World Health Assembly,

Having considered the follow-up of the report on the framework on integrated, people-centred health services;[1]

Acknowledging Sustainable Development Goal 3 (Ensure healthy lives and promote well-being for all at all ages) including target 3.8, which addresses achieving universal health coverage, including financial risk protection, access to quality essential health care services, and access to safe, effective, quality and affordable essential medicines and vaccines for all;

1.   ADOPTS the framework on integrated, people-centred health services;

2.   URGES Member States:

(1)   to implement, as appropriate, the framework on integrated, people-centred health services at regional and country levels, in accordance with national contexts and priorities;

(2)   to implement proposed policy options and interventions for Member States in the framework on integrated, people-centred health services in accordance with nationally set priorities towards achieving and sustaining universal health coverage, including with regard to primary health care as part of health system strengthening;

(3)   to make health care systems more responsive to people's needs, while recognizing their rights and responsibilities with regard to their own health, and engage stakeholders in policy development and implementation;

(4)   to promote coordination of health services within the health sector and intersectoral collaboration in order to address the broader social determinants of health, and to ensure a holistic approach to services, including health promotion, disease prevention, diagnosis, treatment, disease-management, rehabilitation and palliative care services;

(5)   to integrate, where appropriate, traditional and complementary medicine into health services, based on national context and knowledge-based policies, while assuring the safety, quality and effectiveness of health services and taking into account a holistic approach to health;

People-centred and integrated health services: an overview of the evidence. Interim Report

WHO global strategy on people-centred and integrated health services. Interim Report

http://www.who.int/servicedeliverysafety/areas/people-centred-care/en/

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What about quality?

- "…the <u>degree</u> to which <u>health services</u> for <u>individuals & populations</u> increase the <u>likelihood</u> of desired health outcomes & are consistent with <u>current professional</u> knowledge."

US Institute of Medicine

- Improving quality implies <u>change</u>.

- Quality is <u>multi-dimensional</u>.

- Quality is the product of <u>individuals</u> working with the right <u>attitude</u> in the right <u>system</u>.

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Quality of health care

Health services that are:	Effective	Providing evidence-based healthcare services to those who need it (avoiding underuse and overuse)
	Safe	Avoiding injuries to people for whom care is intended
	People-centred	Providing care that responds to individual preferences, needs and values, ensuring that people-focused values guide clinical decisions and that people are informed about appropriate health care services

To realize the benefits of quality health care, health services must be:

- Timely – reducing waiting times and sometimes harmful delays for both those who receive and those who give care;
- Equitable – providing care that does not vary in quality because of gender, ethnicity, geographic location, and socio-economic status;
- Integrated – providing care that makes available the full range of health services throughout the life course;
- Efficient – maximizing the benefit of available resources and avoiding waste.

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3 GOOD HEALTH AND WELL-BEING

Ensure healthy lives and promote well-being for all at all ages

Target 3.8   Achieve **universal health coverage**, including financial risk protection, access to *quality* **essential health-care services** and access to safe, effective, *quality* and affordable essential medicines and vaccines for all.

Universal Health Coverage

Ensuring that all people can use the promotive, preventive, curative, rehabilitative and palliative health services they need, of sufficient **quality** to be effective, while also ensuring that the use of these services does not expose the user to financial hardship.
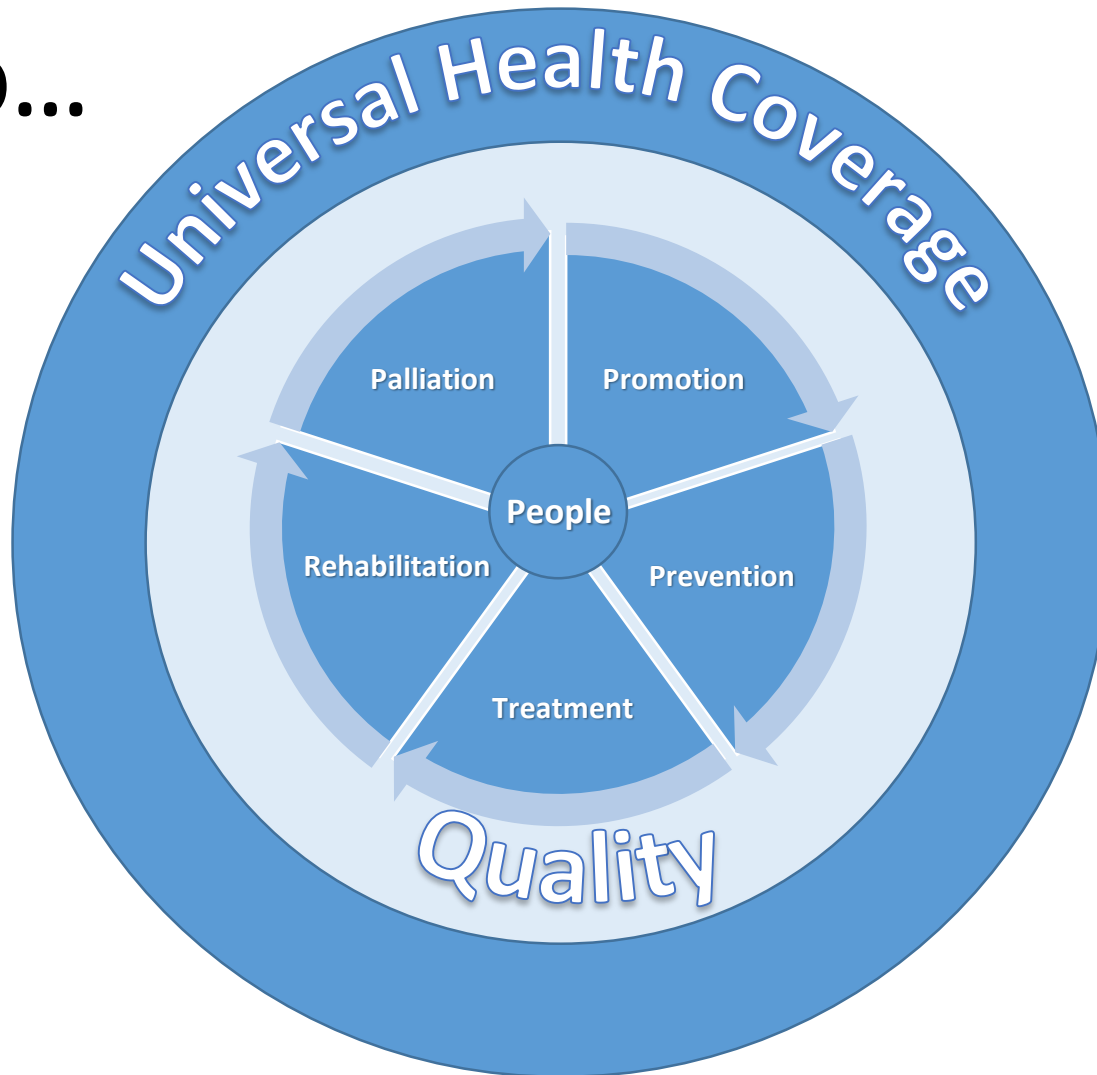
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Driving Convergence: National quality policy & strategy

Why focus on quality policy and strategy?

- Catalyze and organize national efforts – drive <u>convergence</u> of effort!
- Ensure partner <u>alignment</u>.
- Secure high level <u>commitment</u> for quality of care.

How can quality policy and strategy be developed?

- <u>Mandate</u> from national leadership.
- Active engagement of multiple stakeholders in <u>co-development.</u>
- <u>Grounded</u> in local definition, analysis and priorities.
- <u>Cross-country</u> technical exchange.

Why is this relevant to you?

- Maternal, newborn & child health as a <u>pathfinder</u> for system-wide improvement through policy and strategy implementation.
- Ensuring <u>sustainability</u> of efforts to improve quality.
- Guiding policy & strategy based on your <u>implementation experience</u>.

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QUALITY OF CARE IN THE CONTEXT OF UNIVERSAL HEALTH COVERAGE (UHC)

"What good does it do to offer free maternal care and have a high proportion of babies delivered in health facilities if the quality of care is sub-standard or even dangerous?"

Margaret Chan, WHO Director-General, at the World Health Assembly, May 2012

The quality of health services is critical to achieving effective universal health coverage (UHC) and meeting the health-related Sustainable Development Goals (SDGs). The success and value of UHC depends on its ability to provide quality services to all people, everywhere. Further, resilient health services require quality as a foundation. There is an urgent need to place quality care at the centre of country, regional and global action,

in order to progress towards effective UHC. Driven by the WHO Framework on integrated people-centred health services, and working closely with colleagues across the World Health Organization (WHO) and in Member States, the WHO Universal Health Coverage and Quality Unit in the WHO Service Delivery and Safety Department (SDS) is supporting countries to institutionalize quality and catalyse global learning and action.

National policy and strategy on quality of health services

Efforts to improve quality of care and institutionalize a culture of quality across a health system can be supported by strong national quality policy and strategy. To support this, the WHO SDS Department has a small team providing technical support to a number of countries, in turn using this opportunity to co-develop approaches and tools that are grounded in country-level experience.

Photo: Pregnant women attending an antenatal clinic at a Reproductive and Child Health facility in Sienlego, Ghana, in May 2015. ©UNICEF/Quarmyne

Prepared for the Network launch meeting, 14–16 February 2017, Lilongwe, Malawi

Learn More Here:
http://www.who.int/servicedeliverysafety/en/