



Quality, Equity, Dignity
A Network for Improving Quality of Care
for Maternal, Newborn and Child Health

Global meeting of the Network for Improving Quality of Care for Maternal, Newborn and Child Health

Sustaining and scaling up quality of care for MNCH



World Health
Organization

unicef
for every child





Quality, Equity, Dignity

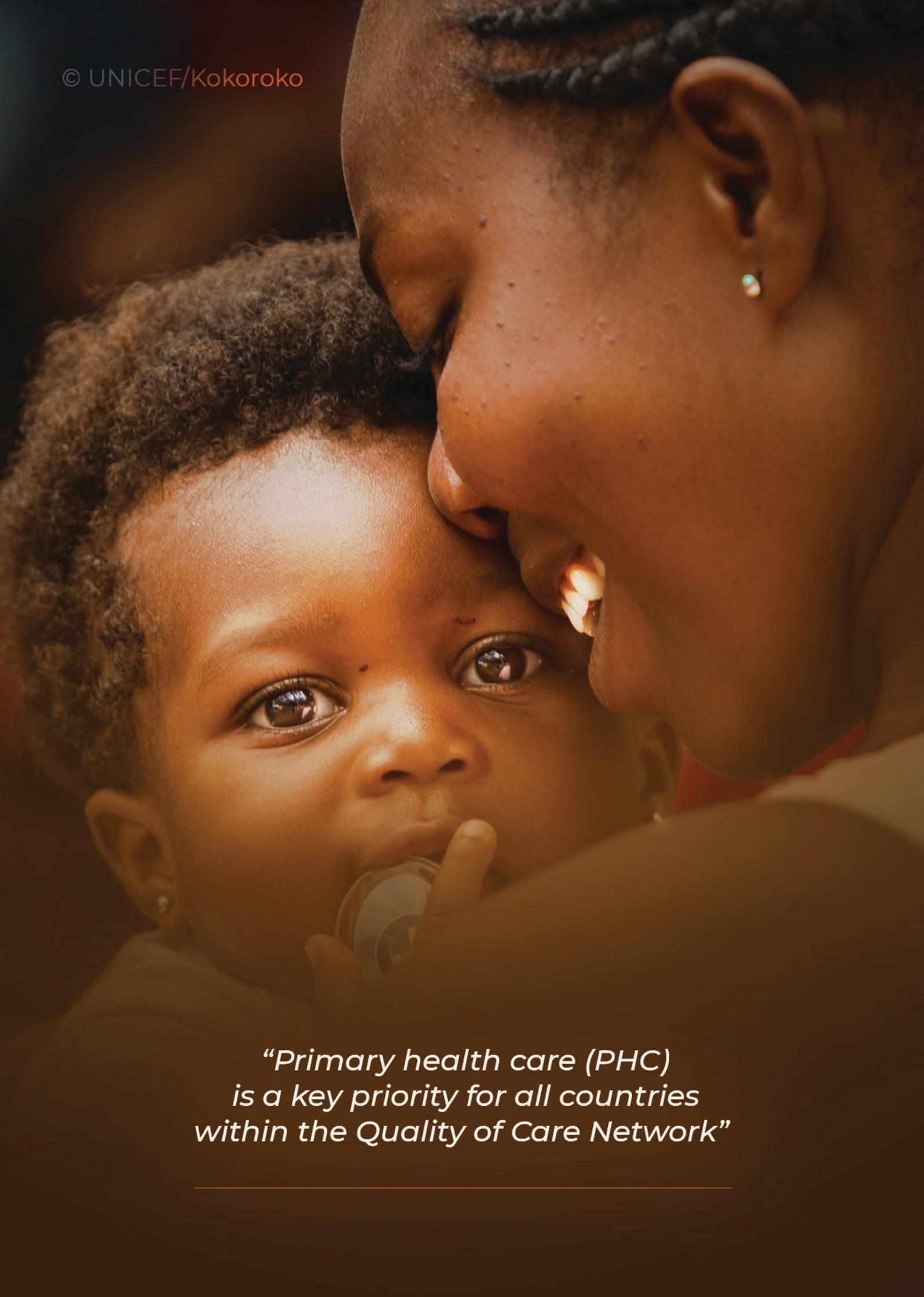
A Network for Improving Quality of Care
for Maternal, Newborn and Child Health

Global meeting of the Network for Improving Quality of Care for Maternal, Newborn and Child Health: Sustaining and scaling up quality of care for MNCH

Co-hosted by the Ministry of Health, Ghana and the
Network for Improving Quality of Care for Maternal,
Newborn, Child Health

<https://www.qualitycarenetwork.org/>





*“Primary health care (PHC)
is a key priority for all countries
within the Quality of Care Network”*



“Without quality, universal health coverage remains an empty promise.”

Tedros Adhanom Ghebreyesus,
WHO Director General



"To the ordinary Ghanaian, universal health coverage should translate to timely access to high quality health services irrespective of ability to pay at the point of use"

Kwaku Agyeman-Manu,
Minister for Health, The Republic of Ghana



"More investment is needed to consolidate the foundations of health systems, improve the engagement of communities to define and deliver quality care for mothers and newborns, and cultivate a quality culture within and among health managers and the broader health workforce"

Anshu Banerjee,
WHO Assistant Director General (Acting) and
Director, Department of Maternal, Newborn,
Child and Adolescent Health and Ageing

About The Quality Of Care Network

Quality maternal and newborn care is critical to the achievement of the Sustainable Development Goals and relevant maternal and newborn health targets. With growing evidence that poor quality care is responsible for excess mortality and morbidity, in 2016, WHO, World Bank and OECD issued a call to countries to develop a national policy and strategy for quality care using a whole health systems approach across national, subnational/district and facility levels.

In 2016, WHO's Department of Maternal Newborn Child and Adolescent Health and Ageing prioritized quality care and launched the Standards of Care for Maternal and Newborn Health (MNH) in health facilities. Improving quality is key to dignified and respectful MNH care as well as to address inequities and inefficiencies in the provision of health services. While we know the interventions that need to be implemented with quality to save lives, we also know that quality does not occur spontaneously. What underpins the provision of quality MNH care is the ability of health systems to mobilize and align resources for the implementation of quality of care standards (leadership & action), to learn from implementation and contextualize solutions (learning), and to engage communities and demonstrate accountability through results (accountability).

In 2017, ten countries committed to improve the quality of care for maternal, newborn and child health (MNCH). Bangladesh, Côte d'Ivoire, Ethiopia, Ghana, India, Malawi, Nigeria, Sierra Leone, the United Republic of Tanzania, and Uganda, supported by WHO, UNICEF and UNFPA, and partners, established the Network for Improving the Quality of Care for Maternal Newborn and Child Health (Quality of Care Network). The Quality of Care Network aimed to half maternal and newborn mortality in participating facilities in five years, through building health systems that can sustain implementation of quality care at scale while integrating and systematizing quality in MNCH programmes. The Network agreed to pursue four strategic objectives:

1. Leadership: Build and strengthen national and sub-national institutions and processes for improving quality of care in the health sector
2. Action: Accelerate and sustain implementation of quality-of-care improvement intervention packages for mothers, newborns and children
3. Learning: Facilitate learning, knowledge sharing and generation of evidence on quality planning, improvement and control
4. Accountability: Develop, strengthen and sustain institutions and methods for accountability for quality of care.



“Quality maternal and newborn care is critical to the achievement of the Sustainable Development Goals and relevant maternal and newborn health targets.”

About this meeting

Global meeting of the Network for Improving Quality of Care for Maternal, Newborn and Child Health: Sustaining and scaling up quality of care for MNCH

The Network for Improving Quality of Care for Maternal, Newborn and Child Health and the Ministry of Health, Ghana have co-organized the fourth global meeting of the Quality of Care Network under the theme 'Sustaining and scaling up quality of care for maternal, newborn and child health.'

This three-day meeting aims to engage with quality of care champions from government, implementing partners and other stakeholders to reflect on five years of efforts to integrate and systematize quality of care in health systems and MNCH programmes. The meeting will discuss challenges and lessons learned during implementation and scale up, examine the findings of the independent evaluations of the Quality of Care Network and recommend actions on how the Quality of Care Network should evolve to respond to the unfinished and emerging quality of care agenda.

The meeting is organized to include:

- Country presentations, plenary sessions and a poster gallery to showcase country progress and factors that create an enabling environment for scaling up and sustaining MNCH quality of care, as well as challenges to progress.
- Panel discussions with champions from Ministries of Health representatives and partners.
- Workshopping what has worked well in the Quality of Care Network and what needs to be addressed moving forward.
- Deep dive sessions on key topics such as quality of care and primary health care, pediatric care, private sector engagement, community engagement and respectful care.
- Marketplace to showcase the latest innovations in quality of care.



14 -15 March 2023, Accra, Ghana

© WHO / Ala Kheir



Quality, Equity, Dignity
A Network for Improving Quality of Care
for Maternal, Newborn and Child Health

GLOBAL MEETING OF

The Network for Improving Quality of Care for Maternal, Newborn and Child Health

Sustaining and scaling up quality of care for MNCH



World Health
Organization

unicef 



© WHO / Ala Kheir

© WHO / Ala Kheir



Quality, Equity, Dignity
A Network for Improving Quality of Care
for Maternal, Newborn and Child Health

STRENGTHEN LEADERSHIP TO

Move forward the unfinished and evolving agenda for quality of care for MNCH

Global meeting of the Network for Improving Quality
of Care for Maternal, Newborn and Child Health

14 -15 March 2023, Accra, Ghana



© WHO / James Howett



Quality, Equity, Dignity
A Network for Improving Quality of Care
for Maternal, Newborn and Child Health

DOCUMENT & SHARE

Learning from five years of implementation

Global meeting of the Network for Improving Quality
of Care for Maternal, Newborn and Child Health

14 -15 March 2023, Accra, Ghana

Agenda

Day 1, Tuesday 14 March 2023

	Session	Chairs and Speakers
8.00	Registration	
OPENING		Moderator: Dr Asamoah Baah (Former DDG, WHO) MC: Mr Isaac Offei (PRO, MOH)
9.00	<ul style="list-style-type: none"> Call to order and initial welcome Acknowledgement and introduction of country delegations, Partners, and dignitaries 	MC / Moderator
9.25	Welcome remarks and objectives	Chief Director, MOH
09.30	Remarks partners <ul style="list-style-type: none"> WHO USAID UNICEF UNFPA BMGF 	Partners
09:45	Presentation from Ghana: Maternal, Newborn and Child Health as a pathfinder to strengthen, develop and implement healthcare quality at scale	Director General, Ghana Health Services
10:00	Ghana Ministry of Health opening statement	Hon. Minister of Health, Ghana
10.15	Opening of the poster gallery	Dignitaries and invited guest only
10.30	Health Break and Group Photo	Press conference
SESSION 1: PROGRESS, CHALLENGES AND LESSONS LEARNED		Co-chairs: Dr Jesca Nsungwa Sabiti, Uganda Ministry of Health and Dr. Tedbabe Hailegabriel, UNICEF
11.00	Meeting agenda, outcomes and logistics	Speakers: Mr. Martin Dohlsten, QoC Network Secretariat Dr. Blerta Maliqi
11.15	Plenary presentation: Progress, challenges and lessons learned in implementing, monitoring and scaling up QoC for MNCH: An evolving and unfinished agenda Questions & Answers	Speakers: Dr. Blerta Maliqi, Dr. Moise Muzigaba, Ms. Olive Cocoman and Mr. Martin Dohlsten, Network Secretariat
13.00	Lunch	
14:00	Facilitated panel discussion: Taking stock of progress in implementation and monitoring of the Network's Strategic Objectives and identify the needs to address the unfinished and evolving agenda for QoC MNCH: 1) Leadership; 2) Action; 3) Learning; and; 4) Accountability. Introduction to country poster session	Co-chairs: Dr. Lily Kak, USAID and Dr. Shams Syed, WHO Dr. Pierre Barker, IHI
16:00	Health Break	
16:30	Country progress and review (Posters Gallery)	
18:00	Cocktail Reception	

Day 2, Wednesday 15 March 2023

Time	Session	Chairs and Speakers
SESSION 2: WHAT HAS WORKED WELL, AND WHAT NEEDS TO BE COVERED MOVING FORWARD?		Co-chairs: Dr. Ulrika Baker, UNICEF Tanzania and Dr. Assumpta Muriithi, WHO AFRO
8.30	Recap and feedback from Day 1	Co-chairs
09.00	<p>Facilitated group discussions: What has worked well in the Network and what needs to be covered moving forward (Four parallel working groups)</p> <p>Group Facilitators: Dr. Jean Pierre Monet (UNFPA), Dr. Triphonie Nkurunziza (WHO AFRO), Dr. Minara Chowdhury (IHI) and Dr. Deborah Armbruster (USAID)</p>	Dr. Kathleen Hill MCGL
11:00	Health Break	
11:30	<p>Plenary: Feedback from working groups to build consensus moving forward</p> <p>Instructions for Deep-Dives</p>	Co-chairs: Dr. Samuel Oyenyi, Federal Ministry of Health, Nigeria and Dr. Kathleen Hill, MCGL
12.30	Lunch	
SESSION 3: SCANNING THE HORIZON OF THE EVOLVING AGENDA FOR QOC MNCH		
14.00	<p>Deep-dive content areas: Child Health QoC (Dr. Anne Detjen, Dr. Nuhu Yaqub, Dr. John Borazzo)</p> <p>QoC and PHC (Dr. Shams Syed)</p> <p>QoC Measurements (Dr. Kathleen Hill, Dr. Moise Muzigaba)</p> <p>Transition framework (Dr. Allisyn Moran, Dr. Tedbabe Hailegebriel, Dr. Jean Pierre Monet)</p>	
15.30	Health Break	
16:00	<p>Deep-dive content areas: Private sector engagement to improve in QoC MNCH (Dr. Blerta Maliqi, Mrs. Anna Coccozza)</p> <p>QI Bundles (Dr. Minara Chowdbury, Dr. Pierre Barker)</p> <p>Community engagement (Ms. Olive Cocoman, Dr. Paul Dsane-Aidoo)</p> <p>Respectful care (Dr. Ozge Tuncalp, Dr. Patience Afulani)</p>	
17:30	Close of day	

Day 3, Thursday 16 March 2023

Time	Session	Chairs and Speakers
SESSION 4: INNOVATION MARKETPLACE		
08.00	<p>Marketplace: Showcasing innovations and promising initiatives to improve QoC MNCH Small and sick newborn care (UNICEF and countries)</p> <p>Safer Births partnership in Tanzania (Laerdal)</p> <p>Demonstration of QI documentation platform (WHO)</p> <p>Integrated monitoring of patient satisfaction through the HMIS system (UNICEF, Bangladesh)</p> <p>Design of tool to facilitate access and use of (WHO) programmatic guidance for MNCAH (John Hopkins University)</p> <p>Safe birth checklist and context assessment toolkit (Ariadne Labs/MCGL)</p> <p>MOMENTUM Tools and Innovations (MOMENTUM)</p> <p>Designing Maternal & Newborn Spaces (IHI)</p>	
SESSION 5: THE FUTURE OF THE NETWORK		Co-chairs: Ministry of Health and Sanitation, Sierra Leone and Dr. Anshu Banerjee (WHO)
9.30	<p>Plenary: What we have learned from working together as a Network Results of the QoC Network evaluation and review</p> <p>Emerging themes from the meeting discussion</p> <p>Question and Answers</p>	Speakers: Network Secretariat, Ministries of Health and partners
11.30	Health Break	
12:00	<p>Working group discussion: How can the next phase of the Network to respond to the needs for scaling up across MNCH and countries (four parallel working groups)</p>	Facilitators: Dr. Shams Syed (WHO), Dr. Kathleen Hill (MCGL), Dr. Tedbabe Hailegebriel (UNICEF) and Mr. Jean Pierre Monet (UNFPA)
13:30	Lunch	
14:30	<p>Plenary: Consensus and recommendations on how to move forward with the QoC Network</p>	Co-Chairs: Ministry of Health, Ghana & Dr. Anshu Banerjee (WHO)
16:00	Meeting Closure	Ministry of Health, Ghana
16:30	Closing Remarks	

Deep Dive Sessions

First Block

QoC and PHC (Shams Syed, WHO)

Primary health care (PHC) is a key priority for all countries within the Quality of Care Network, as all countries have committed to PHC renewal and implementation as the cornerstone of a sustainable health system for UHC, health related SDGs and health security. PHC entails three inter-related and synergistic components: comprehensive integrated health services that embrace primary care as well as public health functions; multi-sectoral policies and actions to address the wider determinants of health; and empowering people and communities.

But how can this action be taken forward? The WHO-UNICEF Operational Framework for PHC provides a clear theory of change, linking the approach, levers for action and results. The operational framework proposes 14 levers needed to translate commitment into actions and interventions. These can be used to accelerate progress into strengthening PHC-oriented systems. Levers are interdependent and impact and enable each other. There is a specific lever on systems for improving the quality of care and many of the other levers have significant linkages with quality of care, notably in relation to monitoring and evaluation.

This session provides an opportunity to examine the above in detail and is designed to ensure that all participants emerge well versed on how quality of care is linked to the radical reorientation of health systems towards PHC. The session will provide an opportunity for countries to share their thinking on how this can be taken forward for maximal impacts for their populations. A synthesis of the session will inform the evolving agenda for quality of care for mothers, newborns and children.

Scaling pediatric quality of care to improve child survival and wellbeing (Nuhu Yaqub WHO, Anne Detjen, UNICEF and John Borrazzo, MCGL)

54 countries are off track to achieve the child survival target of less than 25 deaths of children under five per 1000 live births by 2025, requiring rapid acceleration of progress. A majority of under-five deaths can be averted by ensuring universal access to high impact interventions delivered with high quality, along the continuum of care. While this includes both perinatal and neonatal health services, it is the period beyond the newborn period where there has been more recent development of standards/quality statements/core indicators and using these to practically improve pediatric quality-of-care is the focus of this session.

There are major issues in the quality of integrated health services for infants and supplies; poor record keeping; absence of clear standards, guidelines and indicators to routinely monitor performance/delivery; and the poor experience of care that children and their caregivers receive when they visit health services at community, facility and referral levels.

This interactive session aims to share learnings from countries that have started to introduce standards and have made efforts to establish systems to address pediatric QOC, and to define clear priorities and actions for countries and partners that will result in improved child health services. Country teams and participants will have an opportunity to share their experiences from country level implementation.

QoC measurement (Moise Muzigaba, WHO and Kathleen Hill, JHPIEGO)

Quality of care measurement is a high priority for the QoC Network that is relevant for achieving each of the Network strategic objectives (leadership, action, learning and accountability). There has been important learning to date within and across countries about incorporating and strengthening QoC Measurement as a core component of Network activities. This interactive session will take stock of learning to date, review relevant global QoC measurement workstreams and products and begin to define priorities for QoC measurement in the next phase of the Network.

Transition framework for Maternal and newborn care (Allisyn Moran, WHO, Tedbabe Hailegebriel, UNICEF, Jean Pierre Monet, UNFPA)

Countries are at various stages of transition in improving maternal and newborn care and services. The Maternal, Newborn, Child Adolescent Health and Ageing Department at WHO is working with partners, notably Countdown to 2030, Exemplars, UNICEF and UNFPA, to develop a programmatic transition framework for maternal and newborn health. The framework will outline different stages of transition based on mortality rates/ratios and other critical parameters to better understand change over time, benchmark progress, and inform strategic discussions on priority intervention(s). The framework will unpack programmatic considerations for maternal and newborn health at different stages, including packages of interventions on provision and experience of care, health workforce needs, commodities, referral and networks of care linking with Service Delivery Re-Design, EmONC revisioning, the WHO UHC Compendium and the PHC Special Programme. This session aims to introduce the MNH programmatic transition framework, discuss around the concept and best format for this framework (group work), and agree on next steps.

QI Bundles (Minara Chowdhury and Pierre Barker, IHI)

Improving the provision and experience of care for mothers and newborns is a common aim that is shared by all, with many interventions developed on a global scale to work towards these goals. One particular intervention are bundles, which are defined in the 2012 IHI white paper as ‘a structured way of improving the processes of care and patient outcomes: a small, straightforward set of evidence-based practices that, when performed collectively and reliably, have been proven to improve patient outcomes. Globally there have been many applications of bundles in different settings, including interventions for maternal and newborn care, with ample opportunities for learning best practices on the process of developing and implementing bundles.

This session will highlight the process to develop bundles and share the experience for successfully implementing bundles from Bangladesh. Through the practical hands-on session, participants will leave with a template to develop and plan the implementation of bundles in their own setting.

Respectful maternal and newborn care (Özge Tuncalp, WHO and Patience Afulani, UCSF)

Learning from implementation and measurement experiences within QoC Network countries, a collaborative effort is being initiated to develop a knowledge translation toolkit for respectful maternal and newborn care which aims to enable implementation, scale-up, and cross-contextual learning. Using a human-centered design approach, this session will be interactive to refine, contextualize and operationalize the toolkit.

Private sector engagement to improve in QoC MNCH (Blerta Maliqi WHO and Anna Coccozza, WHO)

This session will share the most up to date knowledge on strategies for enhancing governance of private sector for delivering UHC and then focus on sharing and using practical tools to engage private sector on a policy dialogue for delivering quality MNH. Healthcare in most low and middle income countries (LMICs) is provided by mixed health systems, comprising both public and private sectors. Increasingly, the private sector in LMICs is the first point of contact for users, irrespective of their socio-economic status. It is a key source of maternal and newborn health (MNH) services. As of 2016, private sector service delivery accounted for a mean market share of 44% amongst users of ANC and a mean market share of 40% for care during childbirth¹. With an increasing proportion of mothers and newborns utilizing private-sector

services, achieving Universal Health Coverage (UHC), with quality, requires working with everyone involved in delivering care. Recognizing this dynamic situation, in 2020 WHO and partners launched the strategy report of the WHO Advisory Group on the Governance of the Private Sector for UHC, Engaging the private health service delivery sector through governance in mixed health systems. This knowledge and information was shared by the Network countries, which in 2019 requested WHO to further explore the engagement of the private sector for delivering quality MNH care. As a result of three year's engagement with Network countries, the WHO has co-developed "Engaging the private sector in delivering quality maternal, newborn and child health services: A step-by-step workbook to inform analysis and policy dialogue". The guidance aims to assist Ministries of Health, health managers and practitioners in engaging with private sector on delivery of quality MNCH services. It suggests approaches and steps supported by guiding tools and learnings in the process. The processes should be adapted to suit the needs of the country where it is being used.

Community and stakeholder engagements for QoC for MNCH (Olive Cocoman, WHO, Paul Dsiao-Aidoo, UNICEF)

Community engagement is critical in quality improvement practices as both a means and an ends; to ensure accountability for quality of care and to help identify gaps, prioritize concerns, monitor performance and provide solutions to improving quality of care. In countries where community engagement is being prioritized, the Ministry of Health and implementers report it is instrumental to progress to improve the quality of MNH care. However, there is a limited evidence base on the implementation of community engagement in quality improvement, in particular on the policy and organizational drivers and facets of context that facilitate implementation.

Data monitoring progress for the Network countries demonstrates that; while countries have achieved a broad set of recommended strategies for quality care, effort to institutionalise community engagement into health systems is conspicuously lagging (4). Given that both the literature and practice of community engagement to improve the quality of care remain nascent, there is a limited evidence base from which to draw lessons that can be adapted or replicated across contexts and countries. The response needed is document what is happening during the implementation of community engagement in Network Countries and to identify lessons that can be shared for adaption and replication in other contexts and countries.

This session will be a discussion with implementation experts to unpack what is working, how and to what extent. The experiences of Ghana and Malawi will be presented. The aim is to deepen understanding from current practice of where community engagement is progressing; what are the policy and institutional drivers and facets of contexts that are facilitating the implementation.

Marketplace sessions

(Day 3, 8am-9.30am)

New innovations and promising approaches in care for small and sick newborns

Five Quality of Care Network countries – India, Bangladesh, Malawi, Sierra Leone and Ghana- will share innovations and promising initiatives for improving quality of care for the most vulnerable newborns. The country models will focus on the ten components of the generic model for inpatient care for small and sick newborns along with their journeys to establish and strengthen scale up of in-patient care with quality. *Contact person: Gagan Gupta, UNICEF* _____

Safer Births partnership in Tanzania

Safer Births is a research and development collaboration to improve maternal and newborn and survival. The collaboration has resulted in innovative solutions and increased knowledge that has influenced a culture of continuous improvement. Most importantly, it was shown that by using these tools in a systematic way, midwives were able to save more lives every year. This session will feature the new innovations for improving the quality of provider skills for maternal and newborn survival.

The Labor Monitoring & Asphyxia Management: The Safer Births Bundle of Care, an evidence-based collection of lifesaving tools to improve newborn and maternal survival, and Decision Making around Complicated Delivery: A new birthing manikin, MamaBirthie CS, is a birthing and safe c-section simulator. It will be demonstrated for both vaginal delivery, and the management of different birth complications, including use of cesarean delivery and vacuum assisted delivery.

Contact person: Jennifer Gilbertson, Laerdal _____

Demonstration of QI documentation platform

This session will showcase WHO's online quality improvement learning platform. This platform contains a repository of several quality improvement projects that have been implemented in Quality of Care Network countries over the past 5 years. During the session, participants will have the opportunity to learn about the various projects and their impact on improving quality of care for maternal and newborn health. The event will be facilitated by the Quality of Care Network Secretariat and will consist of interactive discussions, as well as demonstrations of the online platform.

Contact person: Moise Muzigaba, WHO Geneva _____

Integrated monitoring of patient satisfaction through the HMIS system in Bangladesh

The Grievance Redress System (GRS) in Bangladesh is a platform to receive and act on complaints or grievances reported by a client or service user who is accessing

health care. The GRS operates an SMS based feedback system so that patients can highlight unidentified problem areas and offer health managers and policy makers innovative ideas for improvement. Healthcare providers can also use the feedback received to improve the quality of health care to patients. The integration of patient satisfaction monitoring into the GRS system as part of routine HMIS has the potential to transform the healthcare system in Bangladesh to provide a more patient-centered approach to care. During the session, the GRS will be demonstrated, with opportunities for participants to ask questions and obtain a more in depth understanding of the GRS structure and use.

Contact person: Jucy Merina Adhikari, UNICEF Bangladesh —————

Design of tool to facilitate access and use of WHO programmatic guidance for MNCAH

Input to the design of a web-based tool to help programme managers access and use WHO guidelines, recommendations, and guidance to strengthen maternal, newborn, child and adolescent health (MNCAH) programming. This session will be designed to facilitate access and use of WHO Programmatic Guidance for MNCAH.

Contact person: Elizabeth Steirman, John Hopkins University —————

MOMENTUM tools and innovations

During this marketplace session, MOMENTUM will share tools and how awards collaborate with local institutions and governments to strengthen and sustain improvements in the quality MNCHN/FP/RH services. Using targeted, context-specific approaches, MOMENTUM increases the ability of partner country institutions and local organizations to create demand for, deliver, scale up, and sustain quality evidence-based interventions. Improving quality of care, encompassing both technical quality and the experience of care by clients and their families, is central to the objectives of MOMENTUM, reflected across its global results framework and expected results.

Contact person: Lara Vaz, MOMENTUM —————

The designing maternal and newborn spaces project

The Delivering More project outlines a human-centred process to co-design maternal care from the user perspective - with the aim of developing improved health facility designs that enable safe, respectful MNH care provision and utilization in traditionally underserved populations. Based on learnings from activity in Ethiopia and Bangladesh, a globally applicable toolkit has been developed and a set of guiding principles for improving maternal and newborn facility design. This session will give participants an opportunity to learn more about the project, its approach and potential for improved human-centred facility co-design.

Contact person: Stephen Luna-Muse, Institute for Healthcare Improvement —————

Sharing Our Meeting

Quality of Care Website: <https://www.qualityofcarenetwork.org/>

WHO Departmental of Maternal, Newborn, Child and Adolescent Health and Ageing website:

Quality of Care: <https://bit.ly/QoCnews>

Departmental news: <https://bit.ly/QoCmeeting>

Social media messaging

Handles

[@qualitycareNet](#)

[@mohgovgh](#)

[@_GHSofficial](#)

[@WHO](#)

[@UNICEF](#)

Hashtags

[#qualitycare](#)

[#MNCH](#)

Key messages

- A three-day global convening of Ministries of Health and supporting partners will engage with champions from government and implementing partners to learn from five years of efforts of the Quality of Care Network to integrate and systematize quality in maternal, newborn and child health programmes and systems.
- The Quality of Care Network partners are exploring the findings and insights from two independent reviews of the Quality of Care Network, and discussing lessons and implications from the Network's learning, in support of the unfinished and emerging agendas for quality maternal, newborn and child health.
- The meeting will agree on how the Quality of Care Network agenda should be moved forward as an integral part of the country, regional and global agendas on quality of care and MNCH.
- Champions from Ministries of Health and implementing partner agencies will collectively reflect and reassess how to address the emerging and unfinished agenda for quality MNCH and build consensus and develop recommendations on the next steps to sustain gains, optimize implementation and scale up quality of care to other programmatic areas within countries.

Sample tweets:

- Champions from ten governments and implementing partners reunite to learn from five years of efforts to integrate and systematize quality in maternal, newborn and child Health programmes
- Ten Ministries of Health with country, regional and global partners reunite in Ghana to reflect on progress and practical next steps to ensure sustainability and scaling up of #MNCH implementation
- What are countries' needs to address the emerging and unfinished agenda for #qualitycare for #MNCH? Key discussions and reflections to identify priorities moving forward taking place in Accra, Ghana March 14-16 2023

Acknowledgement

We are most grateful to:

Global Steering Committee

- **Tedbabe Degefie Hailegebriel**, Chief Maternal, Newborn and Adolescent Health Unit, UNICEF New York
 - **Lily Kak**, Newborn Health Lead, USAID
 - **Deborah Armbruster**, Senior Maternal and Newborn Health Advisor, USAID
 - **Pierre Barker**, Chief Scientific Officer, Insititute for Healthcare Improvement
 - **Kathleen Hill**, Maternal Health Team Lead, Momentum Country and Global Leadership
 - **Will Zeck**, Chief Sexual Reproduction Health and Rights, UNFPA
 - **Kate Somers**, Deputy Director MNCH, Bill and Melinda Gates Foundation
 - **Roseline Doe**, RMNCAH Officer, WHO Country Office Ghana
 - **Assumpta Muriithi**, Child Health, WHO AFRO
 - **Anshu Banerjee**, Acting Assistant Director General UHL, WHO Geneva
 - **Bernadette Daelmans**, Unit Health, Child Health, WHO Geneva
 - **Matthew Neilson**, Consultant, Department of Integrated Health Systems WHO Geneva
-

Ghana organizing committee

- **Dr Anthony Ofosu**, Deputy Director General, Ghana Health Service
 - **Dr Alberta Biritwum-Nyarko**, Director, PPMED, Ghana Health Service
 - **Ms. Selina Dussey**, Head, Quality Management Unit, Ministry of Health
 - **Ms. Rahilu Haruna**, WHO Desk Officer, PPME, Ministry of Health
 - **Dr Mary Eyram Ashinyo**, Deputy Director, ICD Quality Lead, Ghana Health Service
 - **Dr Chris Fofie**, Program Manager, Safe Motherhood, Ghana Health Service
 - **Dr Peter Kwateng**, Health and Nutrition Specialist, UNICEF
 - **Dr Paul Dsane-Aidoo**, Health specialist, UNICEF
 - **Dr Angela Ackon**, Quality and Safety Office, WHO
 - **Dr Martin Boamah**, Technical Officer MNCH, WHO
 - **Mr Ibrahim Suhuyini**, Communications Officer, WHO
 - **Mrs Matilda Amipare-Issah**, Program Assistant, WHO
 - **Mrs Gladys Obuobie**, Travel and Protocol Assistant, WHO
 - **Dr Roseline D. Doe**, RMNCAH Officer, WHO
-

Network secretariat

- **Blerta Maliqi**, Lead Policy, Programmes and Strategy, WHO Geneva
- **Martin Dohlsten**, Technical Officer, WHO Geneva
- **Moise Muzigaba**, Technical Officer, WHO Geneva
- **Nuhu Yaqub**, Technical Officer, WHO Geneva
- **Olive Cocoman**, Consultant, WHO Geneva
- **Tala Rammal**, Consultant, WHO Geneva

To learn more, consult the following resources:

WHO MNCH QoC related interventions	Maternal Care	Newborn Care	Child care
System environment	Handbook for National Quality Policy and Strategy		
	Improving QoC for MNCH: Implementation guide for facility, district and national levels		
	Interagency list of medical devices for essential interventions for reproductive health and MNCH		
	Strengthening of midwifery toolkit		
Reducing harm	Maternal death surveillance and response (MDSR): technical guidance information for action to prevent maternal death	Making every baby count: Audit and review of stillbirths and neonatal deaths	Improving the quality of paediatric care: an operational guide for facility-based audit and review of paediatric mortality
	Maternal and Perinatal Death Surveillance and Response: Materials to		
Improving clinical interventions	WHO Safe Childbirth Checklist		Integrated management of childhood illness (IMCI). Chart booklet
		ENCC Annual implementation review; KMC assessment	
	Standards for improving quality of maternal and newborn care in health		
		Standard for improving the quality of care for small and sick newborns in health facilities.	Standards for improving the quality of care for children and young adolescents in health facilities
	Quality of care for maternal and newborn health: A monitoring framework for network countries		Measurement Framework for Paediatric QoC Indicators
	The Quality of care in contraceptive information and services based on human rights standards: A checklist for health care providers		Oxygen therapy for children: a manual for health workers
	newborn health care: A handbook for building skills WHO labour care guide: user's		Paediatric emergency triage, assessment and treatment: care of critically-ill children
	Improving the quality of care for mothers, newborn and children in health facilities. POCQI: Point of Care		
	Managing complications in pregnancy and childbirth: A guide for midwives and doctors - 2 Edition	Introducing and sustaining EENC in hospitals : kangaroo mother care for pre-term and low-birthweight infants; routine childbirth and newborn care, coaching module,	Pocket book of hospital care for children: Second edition. Guidelines for the management of common childhood illnesses
	WHO recommendations on maternal health: guidelines approved by the WHO Guidelines Review Committee	WHO recommendations on newborn health: guidelines approved by the WHO Guidelines Review Committee	WHO recommendations on child health: guidelines approved by the WHO Guidelines Review Committee
Patient, family and community engagement	Integrating stakeholder and community engagement in quality of care initiatives for maternal, newborn and child health		
	Recommendations on home-based records for maternal, newborn and child health		
	Programme reporting standards for sexual, reproductive, maternal, newborn, child and adolescent health		

All resources are available at: <https://www.qualityofcarenetwork.org/>

Network Guidance and Technical Briefs

- Improving the quality of care for maternal, newborn and child health: implementation guide for national, district and facility levels: <https://www.qualityofcarenetwork.org/knowledge-library/improving-quality-care-maternal-newborn-and-child-health-implementation-guide>
- Guidance on developing national learning health-care systems to sustain and scale up delivery of quality maternal, newborn and child health care: <https://www.qualityofcarenetwork.org/knowledge-library/guidance-developing-national-learning-health-care-systems-sustain-and-scale>
- Quality of Care for Maternal and Newborn Health: A Monitoring Framework for Network Countries: <https://www.qualityofcarenetwork.org/knowledge-library/quality-care-maternal-and-newborn-health-monitoring-framework-network-countries-0>
- Integrating Stakeholder and Community Engagement in Quality Improvement Initiatives for Maternal, Newborn and Child Health: <https://www.who.int/publications/i/item/9789240006317>
- Summary Brief: The Network for Improving Quality of Care for Maternal, Newborn and Child Health: Evolution, implementation and progress 2017-2020 report: <https://www.qualityofcarenetwork.org/knowledge-library/summary-brief-network-improving-quality-care-maternal-newborn-and-child-health>
- Leadership for quality: A brief on progress and learning from implementation 2017-2020: <https://www.qualityofcarenetwork.org/knowledge-library/leadership-quality-brief-progress-and-learning-implementation-2017-2020>
- Action for quality: A brief on progress and learning from implementation 2017-2020: <https://www.qualityofcarenetwork.org/knowledge-library/action-quality-brief-progress-and-learning-implementation-2017-2020>
- Learning & Accountability for quality: A brief on progress and learning from implementation 2017-2020: <https://www.qualityofcarenetwork.org/knowledge-library/learning-accountability-quality-brief-progress-and-learning-implementation-2017>
- Knowledge Brief: Five functions to improve quality of care for maternal newborn and child health: <https://www.qualityofcarenetwork.org/knowledge-library/knowledge-brief-five-functions-improve-quality-care-maternal-newborn-and-child>
- Knowledge Brief: Implementation of maternal and perinatal death surveillance and response as part of quality of care efforts for maternal and newborn health: Considerations for synergy and alignment: <https://www.qualityofcarenetwork.org/knowledge-library/knowledge-brief-implementation-maternal-and-perinatal-death-surveillance-and>
- The Network for Improving Quality of Care for Maternal, Newborn and Child Health: Evolution, Implementation and Progress 2017-2020 report: <https://www.qualityofcarenetwork.org/2021-progress-report>
- Quality, equity, dignity: the network to improve quality of care for maternal, newborn and child health strategic objectives: <https://www.who.int/publications/i/item/9789241513951>

WHO MNH QoC Standards

- Standards for improving quality of maternal and newborn care in health facilities: <https://www.who.int/publications/i/item/9789241511216>

- Standards for improving the quality of care for small and sick newborns in health facilities: <https://www.who.int/publications/i/item/9789240010765>
- Standards for improving the quality of care for children and young adolescents in health facilities: <https://www.who.int/publications/i/item/9789241565554>

WHO Quality of Care key resources

- Handbook for National Quality Policy and Strategy: <https://www.who.int/publications/i/item/9789241565561>
- Quality health services: a planning guide: <https://www.who.int/publications/i/item/9789240011632>
- Quality of care in fragile, conflict-affected and vulnerable settings: taking action: <https://www.who.int/publications/i/item/9789240015203>
- WHO quality toolkit: supplemental overview: <https://www.who.int/publications/i/item/9789240043879>

MNCH QoC related interventions

- Improving the quality of paediatric care: an operational guide for facility-based audit and review of paediatric mortality: <https://apps.who.int/iris/handle/10665/279755>
- Making every baby count: Audit and review of stillbirths and neonatal deaths: <https://www.who.int/publications/i/item/9789241511223>
- Maternal death surveillance and response (MDSR): technical guidance information for action to prevent maternal death: <https://www.who.int/publications/i/item/9789241506083>
- Maternal and perinatal death and surveillance and response: Materials to support implementation: <https://www.who.int/publications/i/item/9789240036666>
- WHO Safe Childbirth Checklist: <https://apps.who.int/iris/handle/10665/199179>
- Managing complications in pregnancy and childbirth: a guide for midwives and doctors, 2nd edition: <https://apps.who.int/iris/handle/10665/255760>
- Global core indicators for measuring WHO's paediatric quality-of-care standards in health facilities: development and expert consensus: <https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-022-08234-5>
- Improving the quality of care for mothers, newborn and children in health facilities. POCQI: Point of Care Quality Improvement. Facilitator and learner manuals: <https://www.qualityofcarenetwork.org/knowledge-library/improving-quality-care-mothers-and-newborns-health-facilities-point-care-quality>



**World Health
Organization**

unicef 
for every child