Improving Quality of Care for maternal, newborn and child health

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In the context of the drive towards Universal Health Coverage

Every mother and newborn receives quality care throughout the pregnancy, childbirth and postnatal periods
Definition of Quality of Care

Quality of care is defined as the extent to which health services provided to individuals and populations improve desired health outcomes. In order to achieve this, health care needs to be *safe, effective, timely, efficient, equitable, and people-centred*. 
Conceptual framework

Health system

Quality of Care

**PROVISION OF CARE**
1. Evidence based practices for routine care and management of complications
2. Actionable information systems
3. Functional referral systems

**EXPERIENCE OF CARE**
4. Effective communication
5. Respect and preservation of dignity
6. Emotional support
7. Competent, motivated human resources
8. Essential physical resources available

Individual and facility-level outcomes

- Coverage of key practices
- People-centred outcomes
- Health outcomes
QoC Network Strategic Objectives

• **LEADERSHIP:** Build and strengthen national institutions and mechanisms for improving quality of care in the health sector

• **ACTION:** Accelerate and sustain implementation of quality of care improvements for mothers and newborns

• **LEARNING:** Facilitate learning, share knowledge and generate evidence on quality of care

• **ACCOUNTABILITY:** Develop, strengthen and sustain institutions and mechanisms for accountability for quality of care
## Implementation framework

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<th>Establish national policy, strategy and structures</th>
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<td>Build a broad coalition of stakeholders</td>
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<td>Conduct a landscape analysis and review data from health facilities</td>
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<td>Develop an operational plan and assign responsibility</td>
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<td>Adapt and adopt quality of care standards</td>
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<td>Agree indicators and monitoring framework</td>
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<td>Build capability for quality improvement interventions</td>
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### Plan
- Study
- Act
- Do
- Implement interventions

### Monitor progress and Learn
- Refine or adapt interventions