Improving health care

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University Research Co., LLC (URC)
50% of women attending an ANC clinic did not get their BP and Hb measured.
Implementation interventions (Tuncalp et al)
http://www.qualityofcarenetwork.org

1. Leadership and governance of quality
2. System re-design for implementation and scale up
3. Financial strategies to support improvement
4. Assessment and provision of resources
5. Engaging women, families, communities in their care
6. Education, training and supportive supervision for clinical and system activities
7. Data to support improvement
8. Learning communities for accelerating improvement
50% reduction in maternal and newborn death
50% reduction in maternal and newborn death

Provider-patient interaction
50% reduction in maternal and newborn death

Provider-patient interaction

Appropriate resources
Appropriately skilled and motivated healthcare workers
Appropriate processes to deliver care
50% reduction in maternal and newborn death

Provider-patient interaction

- Appropriate resources
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Leadership and governance
50% reduction in maternal and newborn death

Provider-patient interaction

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Leadership and governance

Provide resources
Financial strategies
Education and support
Learning communities
Data to support improvement
System redesign

Leadership and governance
50% reduction in maternal and newborn death

Provider-patient interaction

Engaging women, families, and communities in their care

- Appropriate resources
- Appropriately skilled and motivated healthcare workers
- Appropriate processes to deliver care

Leadership and governance

- Provide resources
- Financial strategies
- Education and support
- Learning communities
- Data to support improvement
- System redesign

Leadership and governance
What approach should we use to improve this problem?

BP Measured: 68.50%
HB Measured: 40.80%
Poll 1: What strategy would you suggest we use to improve care at this hospital?

1. Leadership and governance of quality
2. System re-design for implementation and scale up
3. Financial strategies to support improvement
4. Assessment and provision of resources
5. Engaging women, families, communities in their care
6. Education, training and supportive supervision for clinical and system activities
7. Data to support improvement
8. Learning communities for accelerating improvement
9. I don’t know
50% reduction in maternal and newborn death

Provider-patient interaction

- Appropriate resources
- Appropriately skilled and motivated healthcare workers
- Appropriate processes to deliver care

USAID Applying Science to Strengthen and Improve Systems
The approach to fix this depends on the cause of the problem

- Resource problem
- Individual performance problem
- Process problem
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**Approaches**
- Provide resources
- Financing
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  - Lack skills  
  - Lack respect/empathy  
  - Lack motivation | |

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  - Involve women  
  - Supervision  
  - Financing  
  - Leadership |
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Approaches
- Provide resources  
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Approaches
- Training  
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Approaches

- Provide resources
- Financing

Approaches

- Training
- Involve women
- Supervision
- Financing
- Leadership

Approaches

- System redesign
- Use data
What approach should we use to improve this problem?
Huge variation from patient to patient and week to week

# high-risk identified  % BP measured  % Hb measured

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Poll 2: The cause of this variation is most likely to be:

1. Due to resource constraints
2. Due to staff with poor knowledge and skills
3. Due to staff with poor motivation
4. Due to inappropriate processes
THIS IS A PROCESS PROBLEM

# high-risk identified  % BP measured  % Hb measured
Nurse’s station

Nurse’s station

Nurse’s station

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Improving processes of care…

# high-risk identified  % BP measured  % Hb measured

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%


...led to a nine fold increase in the number of women identified with risk factors

18 high-risk pregnancies identified (1.4%)

39 high-risk pregnancies identified (12.3%)
50% reduction in maternal and newborn death

Provider-patient interaction

- Engaging women, families, and communities in their care
  - Appropriate resources
  - Appropriately skilled and motivated healthcare workers
  - Appropriate processes to deliver care

Leadership and governance

Financial strategies

Education and support

Learning communities

Data to support improvement

System redesign

Provide resources

Leadership and governance
Four steps to improve care

**STEP 1:** IDENTIFY THE PROBLEM, FORM A TEAM AND WRITE AN AIM STATEMENT

**STEP 2:** ANALYZE AND MEASURE QUALITY OF CARE

**STEP 3:** DEVELOP AND TEST CHANGES

**STEP 4:** SUSTAIN CHANGES
Point of Care Quality Improvement
Authored by AIIMS, WHO-SEARO, USAID ASSIST

http://www.searo.who.int/entity/child_adolescent/topics/coaching-manual/en/

http://www.searo.who.int/entity/child_adolescent/topics/learner-manual/en/
Start with small problems and progressively solve and move on

Oxytocin administration and elements of essential newborn care

Number of women who deliver between cases of post partum hemorrhage

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Ingredients for success

Skills

Structures
QI Team and leadership

Attitudes
Curiosity
Humility
Optimism
Collaboration

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Perinatal deaths/1000 births
Jul-Nov 2013-2015

- 9.5% reduction
- 14.6% reduction
  - 10.1% SB
  - 30.4% ND
  - 48 lives saved/m
How a carpenter builds a chair
How a carpenter builds a chair
How a carpenter builds a chair
How should health services care for humans?
How should health services care for humans?