HARMONIZED HEALTH FACILITY ASSESSMENT MODULES
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A harmonized approach to health facility surveys

Context
Quality of care is integral to Universal Health Coverage. Data from health facilities are needed for a comprehensive assessment of the functioning of health services and their impact on health. A system of external review through facility surveys provides assurance that health facilities have quality systems in place to provide the required level of services.

Challenge
Over the years, various international health facility survey tools (e.g. SARA, SPA, SDI) were developed for measuring health system capacity to provide quality services. This has led to the implementation of multiple uncoordinated facility surveys in the same country, often producing non-comparable results. Furthermore, such surveys have often emphasized selected topics while failing to provide a comprehensive, integrated assessment of the quality of health facility services.

Solution
A new harmonized modular approach to facility surveys offers a system for comprehensive, standardized assessment of health facility service quality, based on global service standards.

Which topics do the modules cover?

Service availability
Availability of resources and services such as:
- Staff and beds
- Medicines
- Diagnostics
- Building structure
- Services offered

Service readiness
Readiness to provide specific services to a defined minimum standard, including:
- Guidelines, trained staff, equipment, commodities
- Systems to support quality and safety
- Provider knowledge

Quality of care and safety
Quality of care and safety:
- Adherence to standards in the patient care process
- Patient outcomes
- Patient experience

Management and finance
Management and finance practices to support continuous service availability and quality:
- Management practices
- Finance
- Utilization and efficiency
- Quality assurance
- Health worker absenteeism

When will the modules be available?
- The HHFA modules will be available at www.who.int in 2020.
- For further information please contact: healthinfo@who.int [RE: HHFA 2020]