Quality of care for mothers, newborns and children: A pathfinder for enhanced quality of service delivery

October 17, 2017
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Learning Objectives

The webinar will allow participants to:

- Learn about the Quality of Care Network;
- Explore the linkage with MNCH quality efforts and wider efforts on quality at the local and global level;
- Examine the crucial linkages between quality MNCH and wider health services and health systems;
- Share country examples of change drivers that have worked in practice and that can inform the global pool of knowledge.
Quality, Equity, Dignity: Improving quality of care to achieve ambitious SDG targets to end preventable maternal, newborn and child deaths

Dr Zainab Naimy
World Health Organization
Family, Women’s and Children’s Health Cluster
Critical time for global health

- MDGs to SDGs
- Universal health coverage
- Two complementary strategies with shared objectives
  - Every Newborn Action Plan (ENAP)
  - Ending Preventable Maternal Mortality (EPMM)
- Global Strategy for women's children's adolescent's health
- Survive, thrive, transform
In the context of the drive towards Universal Health Coverage

Every mother and newborn receives quality care throughout the pregnancy, childbirth and postnatal periods.
Conceptual framework to drive the action

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
Implementation framework

- Establish national policy, strategy and structures
- Build a broad coalition of stakeholders
- Conduct a landscape analysis and review data from health facilities
- Develop an operational plan and assign responsibility
- Adapt and adopt quality of care standards
- Agree indicators and monitoring framework
- Build capability for quality improvement interventions

Refine or adapt interventions

Plan

Act

Do

Study

Monitor progress and Learn

Implement interventions
The Network

Bangladesh, Côte d’Ivoire, Ethiopia, Ghana, India, Malawi, Nigeria, Uganda, Tanzania

Partners: ASSIST, Bill and Melinda Gates Foundation, Council of International Neonatal Nurses (COINN), Institute for Healthcare Improvement (IHI), International Confederation of Midwives (ICM), International Council of Nurses (ICN), International Federation of Gynecology and Obstetrics (FIGO), International Pediatric Association (IPA), Jhpiego, Liverpool School of Tropical Medicine, Management Sciences for Health (MSH), Save the Children, The Partnership for Maternal, Newborn and Child Health (PMNCH), UNICEF, UNFPA, University College London, University Research Co., LLC – Center for Human Services (URC-CHS), USAID, WHO

http://qualityofcarenetwork.org/
**WHO Network to Improve Quality of Care for Mothers and Newborns**

**Vision**

Every mother and newborn receives quality care throughout pregnancy, childbirth and postnatal period

**Values**

Quality, equity and dignity

**Measure of success**

Halving maternal and newborn deaths in health facilities in five years

**Strategic objectives**

1. To build and strengthen national institutions and mechanisms for improving QoC in the health sector
   - National governance structure for QoC is established and functioning
   - National operational plan for improving QoC in MNH services is developed, funded, monitored and regularly reviewed
   - National advocacy and mobilization agenda for QoC is developed and implemented

2. To accelerate and sustain implementation of QoC improvements for mothers and newborns
   - WHO evidence-based standards of care for mothers and newborns are developed and adapted
   - National package of improvement interventions is developed, adapted and implemented
   - Clinical and managerial capabilities to support implementation of interventions are developed, strengthened, and sustained

3. To facilitate learning, share knowledge and generate evidence on QoC
   - Mechanism to share knowledge and support a learning network are developed and strengthened
   - Data systems for QoC improvement are developed, strengthened and used
   - Data and practice are analysed and synthesized to generate evidence-base on QoC improvement

4. To develop, strengthen, and sustain institutions and mechanisms for accountability on QoC
   - National framework and mechanisms for accountability on QoC are established and functioning
   - Monitoring and reporting framework for the programme is developed and implemented
   - Impact of the global initiative on MNH quality of care is evaluated

**Outputs**

**Implementation principles**

Accountability, scalability, sustainability and participation

**Implementation**

Government-led strategies, plans and implementation

- WHO
- Implementing partners
- Professional associations
- Academia
- Civil societies
- Donors

Network management support (WHO)
THE NETWORK for Improving Quality of Care for Maternal, Newborn & Child Health (January 2016-June 2017)

LAUNCH OF THE NETWORK

14 Feb 2017 Malawi

Rapid mapping of QoC situation in countries

Joint Statement

Countries
Road maps developed
Structures galvanized
Preparation for implementation

Network coordination & development
Working groups
Webinars
Website

Countries
Bangladesh
Côte d'Ivoire
Ethiopia
Ghana
India
Malawi
Nigeria
Uganda
QoC landscape analysis

QoC standards

First partner coordination call
Agreement to work together as a Network

Orientation on QoC standards & implementation science

Implementation guidance
Effective implementation
Interventions
Proposed Learning Platform

January 16
June 16
August
September
October 16
February 17
June 16
Thank you

http://qualityofcarenetwork.org/
Dr Elizabeth Namagala
Quality Improvement Advisor
Ministry of Health
Uganda
How has the QoC network shaped up quality MNCH work in your country?
How has the learning from the work on quality MNCH linked with the national direction on quality?
What are the 3-5 factors you have seen that drive change and that need to be shared with the world?

Dr Elizabeth Namagala
Quality Improvement Advisor
Ministry of Health
Uganda
Dr Vikram Datta
Director-Professor
Department of Neonatology
Lady Hardinge Medical College
New Delhi, India
What are the 3-5 factors you have seen that drive change and that need to be shared with the world?
Closing Remarks
Dr Blerta Maliqi
Family, Women’s and Children’s Health Cluster
WHO
Global Learning Laboratory for Quality UHC: To register and learn more:  

QoC Network: To learn more:  http://www.qualityofcarenetwork.org/