Contents

Preface .................................................................................................................. 5
Acknowledgements ............................................................................................... 7
Abbreviations .......................................................................................................... 9

Executive summary ............................................................................................... 11

Chapter 1 Background: striving for quality in health care services ......................... 15
  1.1 Widespread evidence of poor quality in all countries .................................. 16
  1.2 The economic argument for good quality ...................................................... 17
  1.3 Quality as a fundamental feature of universal health coverage ..................... 17
  1.4 Affordability of quality for all countries ......................................................... 19

Chapter 2 About this document .............................................................................. 23
  2.1 Objectives ........................................................................................................ 24
  2.2 Scope ................................................................................................................ 24
  2.3 Content ............................................................................................................. 24

Chapter 3 Global state of health care quality ......................................................... 27
  3.1 The quality imperative for universal health coverage .................................... 28
  3.2 Defining quality of care ................................................................................... 30
  3.3 Global picture of health care quality ................................................................. 32
  3.4 Conclusion ........................................................................................................ 37

Chapter 4 Building quality into the foundations of health systems .......................... 41
  4.1 Introduction ....................................................................................................... 42
  4.2 Foundations for high-quality care .................................................................... 42
  4.3 Quality of care as the foundation of people-centred health care ....................... 49
  4.4 The vision: health systems committed to people-centred care ......................... 52
  4.5 Conclusion ........................................................................................................ 54

Chapter 5 Understanding levers to improve quality ................................................. 57
  5.1 Introduction ....................................................................................................... 58
  5.2 Driving improvement through national quality policy and strategy .................. 58
  5.3 Quality interventions ....................................................................................... 62
  5.4 Consideration and selection of quality interventions ........................................ 65
  5.5 Conclusion ........................................................................................................ 67

Chapter 6 The quality call to action ....................................................................... 73
  6.1 Sustainable development, quality and the way forward .................................. 74
  6.2 Call to action .................................................................................................... 74

References .............................................................................................................. 77

Annex: Improvement interventions ......................................................................... 87
Figures

Figure 3.1 Median under-5 mortality across dimensions of inequality, 2005–2012 ......................... 28
Figure 3.2 Elements of health care quality .................................................................................. 31
Figure 3.3 Number of clinical vignettes correctly diagnosed by Kenyan providers .................... 33
Figure 3.4 Burden of disease caused by adverse events, 2015 .................................................... 34
Figure 3.5 Doctor providing easy-to-understand explanations ................................................... 35
Figure 3.6 Trends in average waiting times for hip replacement .................................................. 36
Figure 3.7 Structural and process quality of maternal services by county poverty level
in Kenya ........................................................................................................................................ 36

Figure 4.1 Global density and distribution of skilled health professionals .................................... 43
Figure 4.2 Variations in availability of basic equipment across health care facilities
in sub-Saharan Africa ............................................................................................................. 45
Figure 4.3 Primary care as a hub of coordination ......................................................................... 53
Figure 4.4 Five strategies for people-centred services .................................................................. 54

Tables

Table 5.1 Illustrative quality interventions .................................................................................... 66
Table 5.2 Quality-related interventions: engaging key actors ...................................................... 68

Boxes

Box 3.1 Liberia: embedding quality in the post-Ebola health agenda ............................................ 30
Box 4.1 Case study: training and retaining health care workers in underserved areas
of the Philippines ..................................................................................................................... 44
Box 4.2 Case study: OECD Health Care Quality Indicators Project ........................................... 47
Box 4.3 Case study: improving civil registration and vital statistics in Uganda ......................... 48
Box 4.4 Case study: unmet needs for the care of chronic diseases ............................................ 50
Box 4.5 Case study: primary care in Costa Rica .......................................................................... 51
Box 4.6 Case study: using Citizen Voice and Action to empower communities in Uganda ...... 51
Box 4.7 Key actions: building quality into the foundations of health systems .............................. 55

Box 5.1 Case study: Ethiopia – National Health Care Quality Strategy 2016–2020 ...................... 59
Box 5.2 Case study: Sudan – National Health Care Quality Policy and Strategy ......................... 60
Box 5.3 Case study: Mexico – National Strategy for Quality Consolidation in Health Care
Facilities and Services ........................................................................................................... 61
Box 5.4 Case study: Ontario, Canada – Excellent Care for All Act and Strategy ......................... 64
Box 5.5 Key actions: understanding levers to improve quality .................................................. 69

Box 6.1 High-level actions by key constituencies for quality in health care .................................. 75