Why **quality** of health services matters for achieving universal health coverage

Global Webinar organized by World Health Organization, World Bank and OECD

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Global webinar

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First speaker
Edward Kelley
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World Health Organization
The Quality Imperative for achieving *universal health coverage*

Edward Kelley  
Director, Department of Service Delivery and Safety  
World Health Organization
Universal health coverage is an empty promise without quality of health care services

- Access to care means little if services are not effective;
- Substandard care wastes significant resources, fails to turn investments into better health, harms the health of populations, and destroys human capital and productivity;
- Quality of care is key to global health security, which starts with local health security, and in turn depends on high-quality frontline services;
- Quality is not something that only rich countries can afford. Failure to build quality health systems from the start is what raises the cost.
- Poor quality is the result of health system failures, not the fault of individual providers.
Quality of health services: Where are we globally?

- In low- and middle-income countries, diagnostic accuracy can be as low as 34%;

- In high-income countries, 1 in 10 patients is harmed while receiving health care, causing over 46 million patient harms worldwide per year, and over 1.4 million deaths — more than either tuberculosis or HIV;

- Nearly 40% of health care facilities in low- and middle-income countries lack running water and nearly 20% lack sanitation;

- In low- and middle-income countries women experience abuse, lack of respectful compassionate care, and exclusion from care decision-making during childbirth.
Quality gaps exist in all countries

Avoidable Hospital Admissions in OECD countries

Source: OECD, 2017
Quality gaps exist in all countries

Knowledge & practice gaps in low- and middle-income countries

Inefficiencies, waste & harm are pervasive in health care systems

Source: Canadian Institute for Health Information, 2016
Quality health services? Health care that is...

- Effective
- Safe
- People-centred
- Timely
- Equitable
- Integrated
- Efficient

Source: Institute of Medicine (32).
Building in **quality**
from the frontline to the system level

- High-quality health workforce ready to deliver quality services
- Necessary infrastructure to enable quality
- Safe and effective use of medicines, devices & other technologies
- Use of accurate data and information for quality improvement
- Clear linkages with financing at all levels — particularly districts!
- Embedding continuous quality improvement methods into the health systems
Taking action - Now!
The quality call to action

- All key actors need to be involved:
  - Citizens and patients
  - Health professionals
  - Governments
  - Global actors

- A national quality policy and strategy is needed to shepherd and sustain the efforts of each country (based on implementation realities);

- A multimodal approach required – using a combination of quality interventions – relevant to local context.
National Quality Policy & Strategy

The role of government

For further information: http://www.who.int/servicedeliverysafety/areas/qhc/nqps/en/
National quality strategies beyond government

- Health care facilities
  - Clinical governance
  - Establishing care protocols and clinical pathways
  - Clinical decision support at point of care
  - Use of safety protocols
  - Clinical audit and feedback
  - Morbidity and mortality reviews
  - Supportive supervision
  - Collaborative and team-based improvement cycles

- Clinical providers
  - Monitor adherence to standards of care
  - Peer review and clinical audit
  - Shared decision making

- Patients and Public
  - Patient, family & community engagement
  - Patient self-management
  - Participation in governance
  - Patient feedback on experience of care
What works: the NHS Scotland example
surgical mortality down 23.6% (2009-2015)

Key interventions:
- Implemented at scale WHO surgical safety checklist
- Targeted better prevention & management of sepsis through SSC resuscitation bundle & Sepsis Six interventions
- Worked hard on culture, e.g. through Leadership Walk Rounds
Examples of innovations for quality health services

How mobile tech and an 'Uber for emergencies' are saving lives in Tanzania

The Kenyan government launched its national long-term development plan, Vision 2030, in 2008 with the aim of transforming Kenya into a newly-industrialised, middle-income country providing a high-quality of life to all citizens by 2030, in a clean and secure environment.
To download the report:

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Second speaker
Francesca Colombo
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Tim Evans
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Questions and comments

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