

Primary Care Health Facility Quality assessment tool



Background

2016: Creation of the WHO/GHC task team on Essential Packages of health services

- Guidance for the design of realistic packages in protracted emergency contexts
- Adaptation of the mix of service delivery platforms to the different operational/security contexts that co-exist in fragile settings
- HeRAMS for monitoring availability, if aligned to the packages
- Some gaps in monitoring
 - Health seeking, accessibility/barriers
 - Quality

Ongoing work: Approaches and tools (2/3)

- Many organizations active in humanitarian settings investing in QOC tools
 - WHO EMRO Health Systems Development Department
 - Iraq National Health Cluster initiative
 - UNHCR, SPHERE, MSF, IRC, SC, EMT, etc.
- Multitude of existing QOC and Safety Tools

Humanitarian settings	WHO tools for normal settings
• HeRAMS • Iraq National Health Cluster initiative • MSF • IRC • Save the Children • UNHCR Basic Score Card • EMT Pre-Qualification • 2018 SPHERE Handbook	• SARA • Handwashing self assessment tool • Medication safety • Safe surgery checklist • Safe Hospital Checklist • IPCFAT • WASHFIT

- Need to develop a knowledge bank of different resources

Primary Care Health Facility Quality Assessment tool

- To monitor quality of care in Primary Care facilities (= without inpatients)
- Focus on quality aspects relevant in FCV settings
- Filling a gap between HeRAMS and SARA /Health Facility Survey
- Based on SARA questions but using questions from other tools
- Using different data collection methods (interviews, data verification, FGD, physical inspection)
- External assessment by government, local authority, WHO Health Cluster;
Internal use by NGO; self-assessment by facility
- Generic tool and guidance as basis for developing context specific tool and guidance
- Will be tested in selected countries => inform final version 1.0

Next steps

- Quality Improvement system for health services in FCV settings
- Both organizational quality and intervention/services quality aspects
- Integrated approach between complementary tools (e.g. analysis of availability through HeRAMS, with HIMS analysis of output and performance indicators)
- Mix of self assessment and external validation
- Ensure funding and resources for quality improvement plans
- Address gaps in tools and processes for implementation and use
 - ‘Soft’ aspects for Quality Improvement processes
 - Equity assessment tool: evaluating barriers and enabling factors to access (Tanahashi framework)
 - Health system analysis to understand constraints, barriers and capacities.
 - QOC assessment tools for other service delivery platforms community health workers, mobile teams, hospitals, etc.

Ongoing collaboration HQ and EMRO

WHO HQ Health Systems “Quality Systems and Resilience” unit
(collaboration UNC)

- QoC in FCV guidance manual and tool ~ NQPS supplement
- EMRO regional quality framework, 34 standards, adaptation in fragile settings (Libya). Hospital quality (Yemen)

Welcome input into reviewing the FCV Supplement to the WHO NQPS Handbook in August & September 2019

Welcome input into co-development of FCV Tools and Resources Compendium to accompany WHO NQPS supplement.

Seek opportunity to ground truth this work in the coming months through country work – strong mission linkages

Seek opportunity to further refine some specific tools that are at a stage of maturity e.g. Health Facility Assessment Tool

Keen to hear and respond to emerging needs that are identified by Cluster Coordinators / wider country cluster