



Quality Improvement Actions Syria (Damascus & Gaziantep) 27 June 2019

Characteristics of Quality Care

Safety – avoiding harm to patients from care interventions

Effectiveness – producing scientifically proven benefits

Person-centred – care that is respectful, responsive to needs and values

Timely – reducing waits and harmful delays.

Efficient – avoiding waste.

Equitable – Does not vary in quality because of a person's characteristics.

Quality Improvement Products / Activities

Syria: Damascus / Gaziantep (2017-2022)

- **Capacity building and performance MGT manual**
 - **Health Services Leadership, Governance and Management:** Planning, project cycle management, monitoring and evaluation; Health Information System, HeRAMS, computer skills, and reporting; Continuous quality assurance and improvement, customer care; Health services economics and financing, fundraising, proposal writing, cost sharing, output based financing; Human resource management; Supply chain management; Change and crisis management.
- **NGO strategic plan**
 - The aim is to support the health facilities and NGOs in Syria implement good practices for quality improvement, and apply the standards and criteria, as formulated by competent authorities, discover their own quality in service delivery process through self-assessment for sustained continuous quality improvement, consistent with local/national health authorities guidelines and standards.

Quality Improvement Products / Activities

- **Quality improvement guide**
 - The purpose is to provide a common tool to be used by NGOs to initiate or strengthen a quality assurance and continuous quality improvement initiative as a key component of their expansion, and implementation of the basic minimum package of health services.

Opportunities / Needs

- TPM
 - MHPS
- Infection Control Protocols
- SRH WG: protocols

Quality Improvement

**Thank you for your attention &
cooperation**

شكرا لاهتمامكم وتعاونكم

**Merci pour votre attention et votre
coopération**

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