

Definitions and descriptions

It is important to note that terminologies often differ among organisations, different institutions and contexts. For this reason, a definition and description list are provided, in the table below, to ensure the workshop participants have the same understanding.

Key Terms and Definitions

Name	Definition proposed by technical authorities and internationally accepted
Quality of Care (QoC)	<p>The WHO defines Quality of Care as “...the extent to which health care services provided to individuals and patient populations improve desired health outcomes.”</p> <p>Although there is no one accepted definition for quality of care, there is a commonly shared understanding of interlinked quality domains known as the 7 Domains for Quality of Care. Thus, to realize the benefits of quality healthcare, health services must be:</p> <ul style="list-style-type: none"> • Effective: providing evidence-based healthcare services to those who need them. • Safe: avoiding harm to people for whom the care is intended. • People-centred: providing care that responds to individual preferences, needs and values. • Timely: reducing waiting times and sometimes harmful delays. • Equitable: providing care that does not vary in quality on account of gender, ethnicity, geographic location, and socio-economic status. • Integrated: providing care that makes available the full range of health services throughout the life course. • Efficient: maximizing the benefit of available resources and avoiding waste.
Access (to health services)	<p>The perceptions and experiences of people regarding the ease of reaching health services or health facilities in terms of location, time, and ease of approach.ⁱ</p> <p style="text-align: center;">or</p> <p>The percentage of a population that can access primary healthcare within one hour’s walk from dwellings (minimum 80 percent).ⁱⁱ</p>
Universal health coverage (UHC)	Situations in which all individuals receive quality health services when and where they need them without incurring financial hardship. ⁱⁱⁱ
Community Health Worker (CHW)	A trained and supported health worker based in or near a community and working from home or a fixed health post. ^{iv}
Service Delivery Platform or Modality of Delivery	The way in which resources and services are delivered. The definition of modality, therefore, generally involves describing health facilities but has been developed to accommodate modalities that require a more specific approach, such as field hospitals, mobile clinics, and community-based workers. ^v
Primary Health Care (PHC)	A whole-of-society approach to health designed to ensure the equitable distribution and highest possible level of health and well-being by focusing on people’s needs (as individuals and as members of families and communities) as early as possible along the continuum from health promotion and disease prevention to treatment, rehabilitation and palliative care and doing so as close as is feasible to their everyday environment. ^{vi}
Health Post	<p>A community centre with three key functions: community education, community empowerment, and community services. Enriched activities hosted by health posts include clinical maternal and child health, family planning, nutrition, immunization, diarrhoea control, under-five growth stimulation, and early childhood education.^{vii}</p> <p style="text-align: center;">or</p>

	A community centre with no beds that delivers basic community health services. ^{viii}
Health Clinic	A lower-capacity, frontline health facility, typically run by nursing or mid-level personnel, serving basic healthcare needs in under-resourced and frequently remote areas. ^{ix}
PHC Unit/facility	A facility staffed by a physician or clinical officer and, often, a midwife that provides basic medical care, minor surgery, family planning and pregnancy services, and safe childbirth for uncomplicated deliveries.

Name	Description
Fixed Facility	A permanent or semi-permanent structure dedicated to providing PHC services, either temporarily or permanently.
Mobile Clinic	<p>A Mobile Clinic is a moving service delivery platform that is self-sufficient (standalone) but can operate from a fixed facility. Mobile Clinics provide temporary, intermittent, preventative, and curative primary healthcare services delivered by a multidisciplinary team of trained health workers at multiple service delivery points during daylight hours in accordance with local guidance.</p> <ul style="list-style-type: none"> • Fixed Mobile Clinic: operates entirely in a semi-permanent or permanent structure (public or private) and provides all services without requiring portable infrastructure (unlike a standalone Mobile Clinic). • Annexed Mobile Clinic: provides services from the premises of a permanent health facility (e.g., within the same compound) and utilizes its infrastructure (e.g., water, electricity, and waiting areas); some portable infrastructure may be needed. • Standalone Mobile Clinic: operates independently without reliance on external infrastructure or resources (e.g., under a tree or in a tent).
Service Delivery Point (SDP)	A pre-identified geographical location (e.g., open field, public or private structure, or health facility) agreed on with the target community leadership where fixed, annexed, or standalone Mobile Clinics provide PHC services.
Operating Hours (Mobile Clinic)	The effective patient contact or counselling hours spent by Mobile Clinic service providers at an SDP excluding travel, setup, and packing time.
Non-Users	Individuals living in the catchment area of a Mobile Clinic (i.e., within a 5-km radius or 1-hour walk) who have not visited an SDP or successfully obtained services for themselves or as caregivers since the clinic began operating.
Service Users	Individuals who have visited an SDP of a Mobile Clinic to obtain services for themselves or as caregivers.

References

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- ⁱⁱ Sphere. (2018). *Sphere handbook*. <https://spherestandards.org/wp-content/uploads/Sphere-Handbook-2018-EN.pdf>
- ⁱⁱⁱ World Health Organization and International Bank for Reconstruction and Development. (2021). *Tracking universal health coverage: 2021 global monitoring report*. https://cdn.who.int/media/docs/default-source/world-health-data-platform/events/tracking-universal-health-coverage-2021-global-monitoring-report_uhc-day.pdf
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- ^{vi} World Health Organization and the United Nations Children's Fund. (2018). *A vision for primary health care in the 21st century: towards universal health coverage and the Sustainable Development Goals*. <https://www.who.int/docs/default-source/primary-health/vision.pdf>
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- ^{viii} World Health Organization. (n.d). *Indicator metadata registry list*. <https://www.who.int/data/gho/indicator-metadata-registry/imr-details/3348>
- ^{ix} Watkins, D. A., Jamison, D. T., Mills, A., Atun, R., Danforth, K., et al. (2018). *Universal health coverage and intersectoral action for health. Chapter 3: Universal Health Coverage and Essential Packages of Care*. https://www.dcp-3.org/sites/default/files/chapters/DCP3%20Volume%209_Ch%203.pdf