

# 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                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• HeRAMS</li><li>• Iraq National Health Cluster initiative</li><li>• MSF</li><li>• IRC</li><li>• Save the Children</li><li>• UNHCR Basic Score Card</li><li>• EMT Pre-Qualification</li><li>• 2018 SPHERE Handbook</li></ul> | <ul style="list-style-type: none"><li>• SARA</li><li>• Handwashing self assessment tool</li><li>• Medication safety</li><li>• Safe surgery checklist</li><li>• Safe Hospital Checklist</li><li>• IPCFAT</li><li>• WASHFIT</li></ul> |

- 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