

WHO Global Learning Laboratory for Quality Universal Health Coverage

National Quality Policy & Strategy

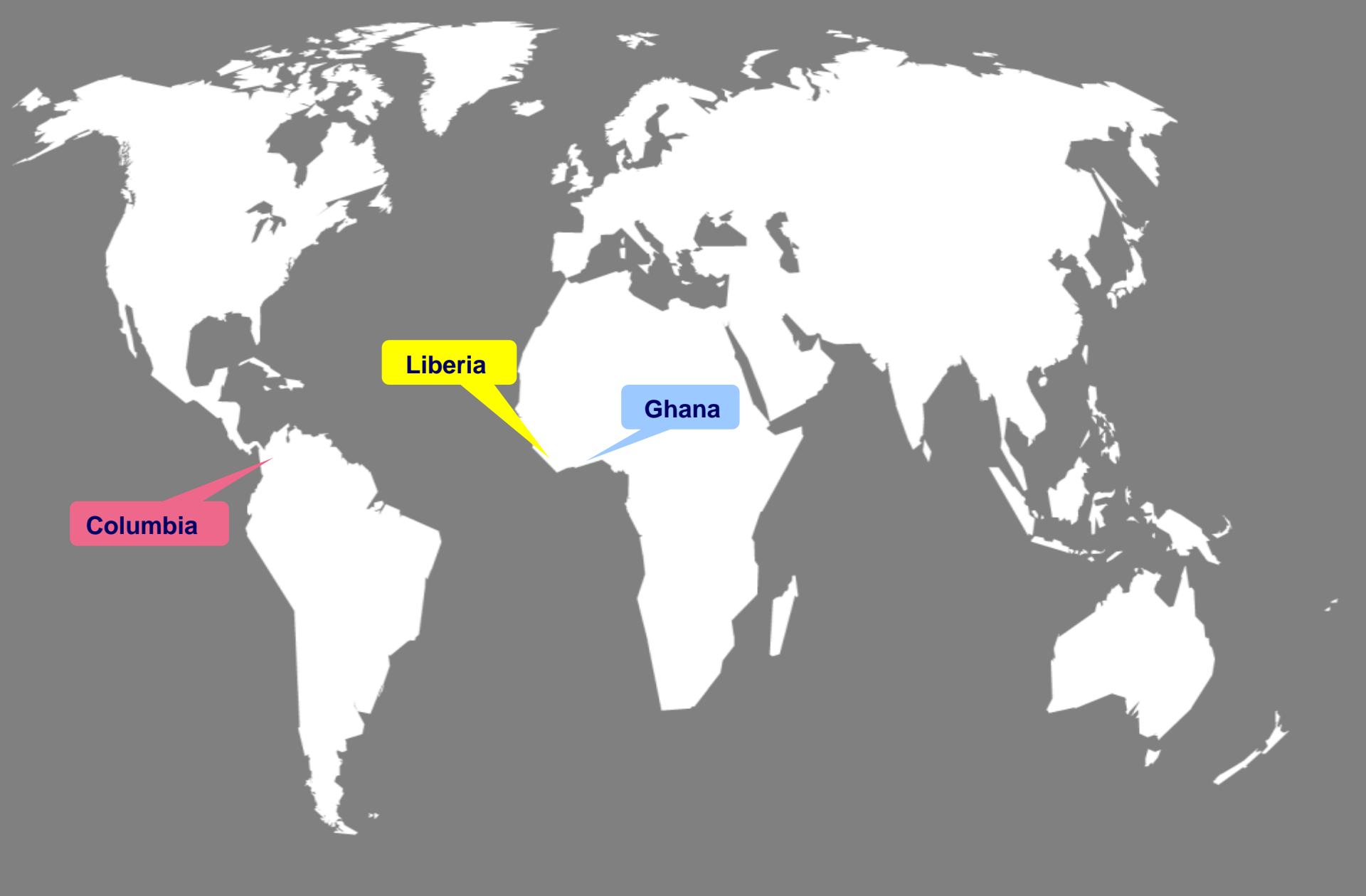
Global Webinar – May 30, 2017



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Webinar Objectives

- Think through key change drivers for developing national quality policies and strategies (NQPS);
- Explore different approaches to develop and implement national quality policies and strategies in different contexts;
- Share best practices for engaging with multiple stakeholders in the development of such policies & strategies;
- Highlight the inter-linkages between national direction and front line service delivery;
- Provide an update on WHO's approach for supporting the development of NQPS.



Columbia

Liberia

Ghana



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NQPS at the national level



Dr Francis Kateh
Chief Medical Officer
Liberia



**Dr Francis Kateh: Chief Medical Officer -
Liberia**

***Why is NQPS important to you as the
CMO of Liberia?***



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Dr Francis Kateh: Chief Medical Officer -
Liberia

***In Liberia, what are the pitfalls/barriers
you have faced in developing these
national quality policies and strategies?***



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**Dr Francis Kateh: Chief Medical Officer -
Liberia**

***How do you see NQPS moving
forward in Liberia?***



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Dr Francis Kateh: Chief Medical Officer -
Liberia

***Can you share a story about how
NQPS affects people and
communities?***



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NQPS at the sub-national level



Dr German Escobar Morales

Chief of the Healthcare Office
Ministry of Health & Social Protection
Columbia



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Dr German Escobar Morales: Chief of the Healthcare Office -
Columbia

***What linkages exist between
management and quality at a sub-
national level in Columbia?***

COLOMBIAN MANDATORY SYSTEM OF QUALITY ASSURANCE

1. Habilitation System
 2. Accreditation System
 3. Audit in Health
 4. Quality Information System
-





Dr German Escobar Morales: Chief of the Healthcare Office -
Columbia

***As you are shaping quality in Columbia,
what are the 3-5 important
considerations for implementing a
successful policy on quality at sub-
national level?***



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THREE BUILDING BLOCKS FOR NQPS



Participatory
Construction



Roles &
responsibilities
definition



Follow up and
Evaluation



Dr German Escobar Morales: Chief of the Healthcare Office -
Columbia

***What is the role of the District Health
Team in developing, refining and
monitoring quality policies?***



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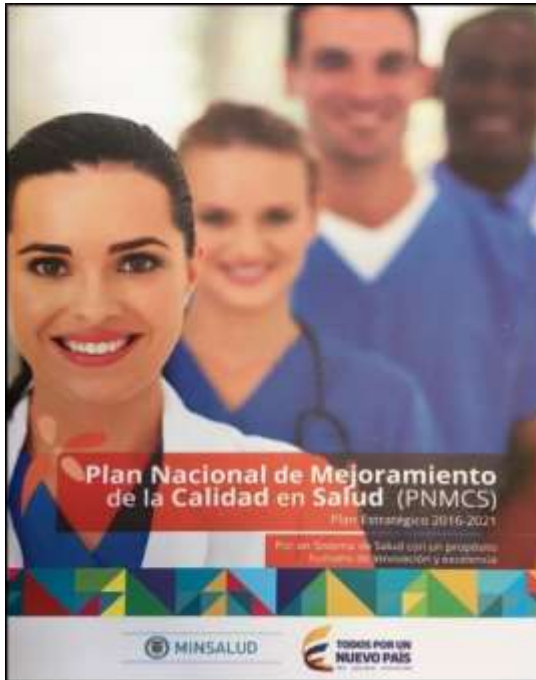
Dr German Escobar Morales: Chief of the Healthcare Office -
Columbia

Do you have an example of change at the sub-national level that has acted as a policy driver which you would like to share with the world?



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EXAMPLE OF SUBNATIONAL LEVEL



Fundación Valle del Lili and
the NPHQI 2016-21



NQPS at the facility level



Mr Elom Otchi

Quality Improvement Manager
Korle-Bu Teaching Hospital
Ghana



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Elom Otchi: Quality Improvement Manager –
Korle-Bu Teaching Hospital
Ghana

***Why should health workers at the
facility level care about NQPS?***



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Elom Otchi: Quality Improvement Manager –
Korle-Bu Teaching Hospital
Ghana

***How can we motivate health workers
to be champions and advocates for
NQPS?***



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Elom Otchi: Quality Improvement Manager –
Korle-Bu Teaching Hospital
Ghana

***How can we embed NQPS principles
as part of everyday activities of
health workers?***



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Elom Otchi: Quality Improvement Manager –
Korle-Bu Teaching Hospital
Ghana

Do you have an example of change at the facility level that has acted as a policy driver which you would like to share with the world?



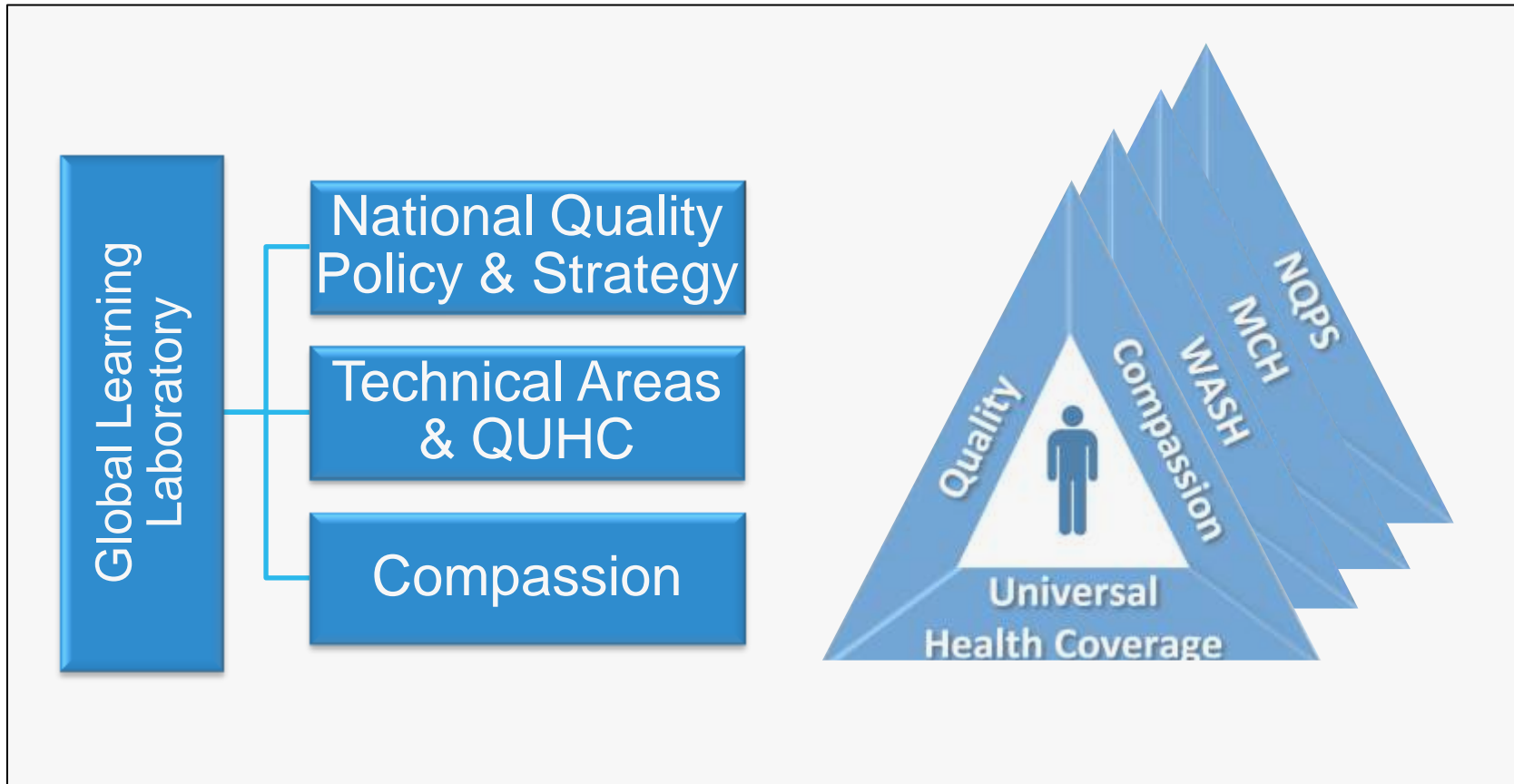
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Q&A



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NQPS – At the core of the Global Learning Laboratory for Quality UHC



Driving Convergence: National quality policy & strategy

Why now?

- Many countries currently reviewing national policy/health sector plans in light of SDG/UHC 2030 agenda – timely.
- Each country will require specific tools and support to allow for tailored solutions based on need and priorities – country specificity.

Why focus on quality policy and strategy?

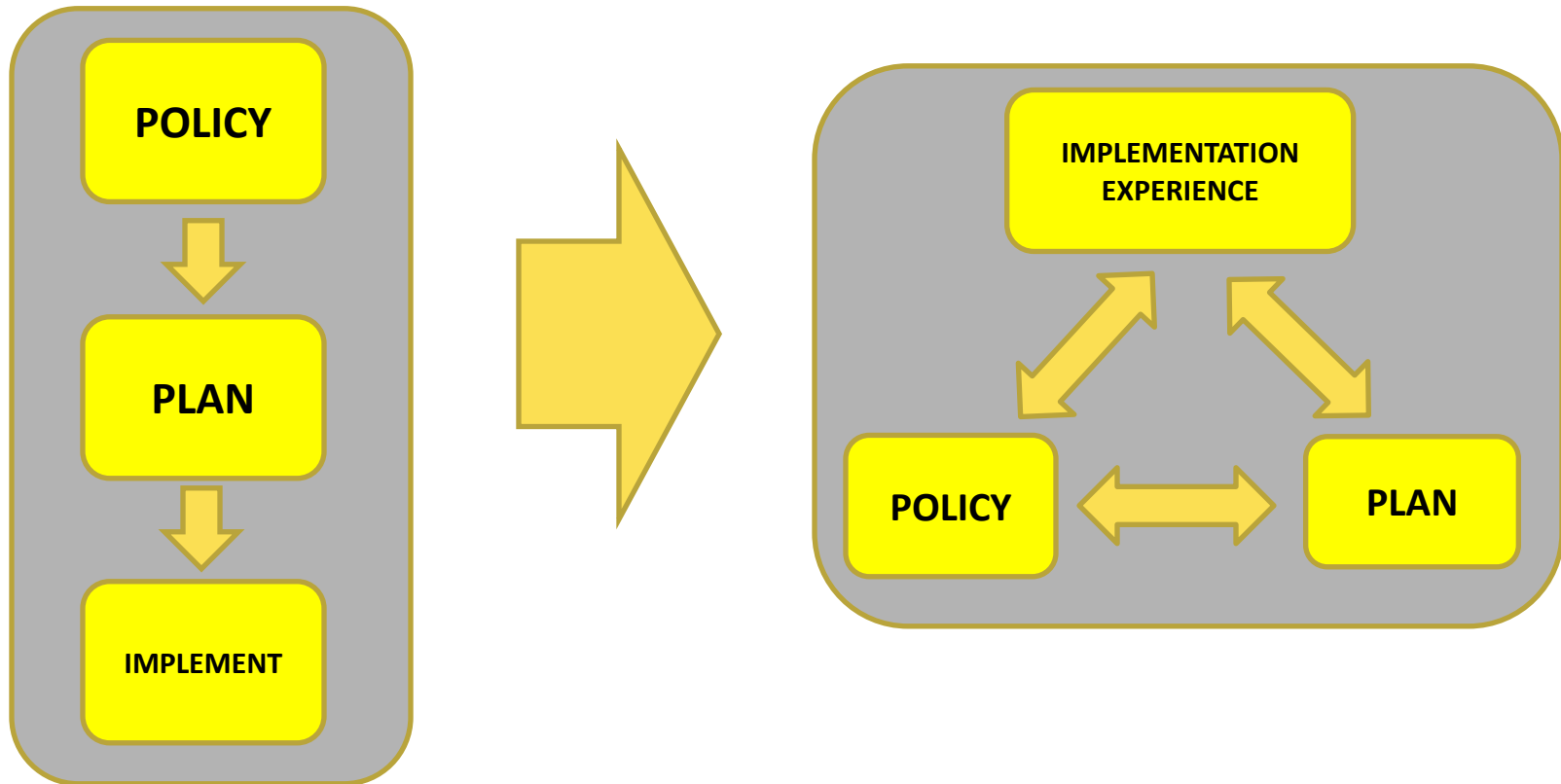
- Catalyze and organize national efforts – drive convergence of effort!
- Secure high level commitment for quality.
- Ensure partner alignment.

How can quality policy and strategy be developed?

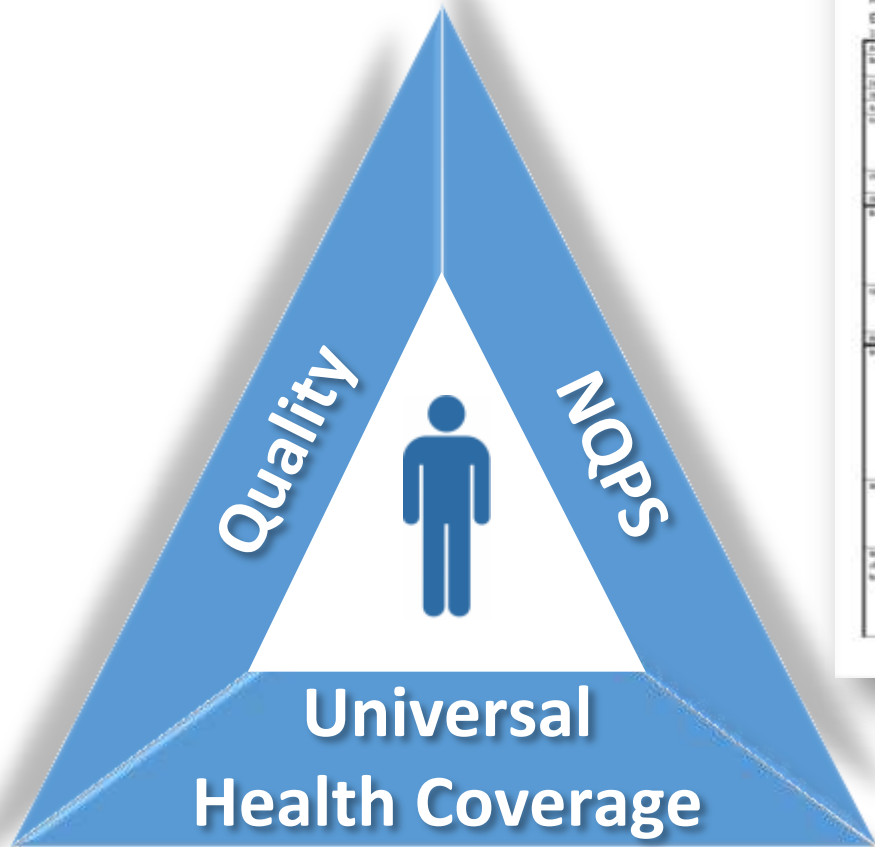
- Mandate from national leadership.
- Active engagement of multiple stakeholders in co-development.
- Grounded in local definition, analysis & priorities.
- Cross-country technical exchange.

Implementation Driving Policy & Strategy:

From linear to triangular



National Quality Policy & Strategy – The Essence

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Essential Elements for NQPS

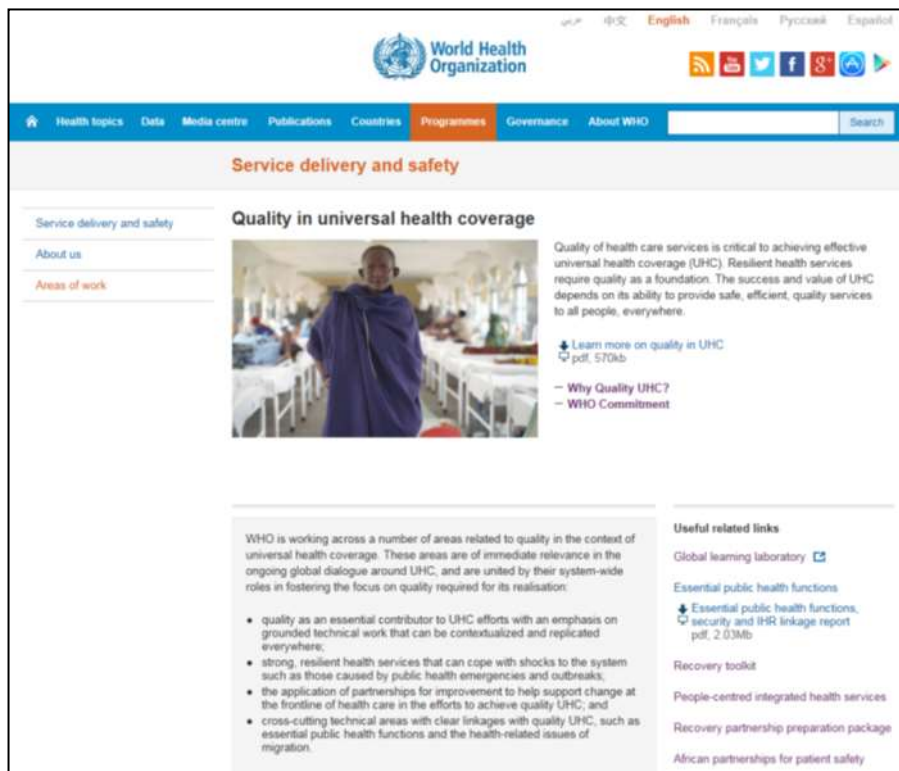
1. Identify National Health Priorities with quality goals
2. Definition of Quality
3. Stakeholder Engagement
4. Situational Analysis
5. Governance and Organizational Structure
6. Interventions to improve
7. HMIS & Data Systems
8. Measure and track progress

Looking ahead – WHO NQPS

- Continue to work closely with a number of countries on technical cooperation on NQPS.
- Activate “Learning Pod” on National Quality Policy & Strategy to drive global connectivity and build repository of technical resources that have been shared by learning lab members.
- Issue advanced draft of NQPS Handbook for use and feedback.
- Disseminate knowledge products based on country experience & member implementation activities.
- Maintain close engagement with a range of partners working on national quality policy & strategy.
- Keep the momentum through blogs/meetings/workshops/conferences.



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Service delivery and safety

Quality in universal health coverage

Quality of health care services is critical to achieving effective universal health coverage (UHC). Resilient health services require quality as a foundation. The success and value of UHC depends on its ability to provide safe, efficient, quality services to all people, everywhere.

Learn more on quality in UHC
pdf, 570kb

- Why Quality UHC?
- WHO Commitment

WHO is working across a number of areas related to quality in the context of universal health coverage. These areas are of immediate relevance in the ongoing global dialogue around UHC, and are united by their system-wide roles in fostering the focus on quality required for its realisation:

- quality as an essential contributor to UHC efforts with an emphasis on grounded technical work that can be contextualized and replicated everywhere;
- strong, resilient health services that can cope with shocks to the system such as those caused by public health emergencies and outbreaks;
- the application of partnerships for improvement to help support change at the frontline of health care in the efforts to achieve quality UHC; and
- cross-cutting technical areas with clear linkages with quality UHC, such as essential public health functions and the health-related issues of migration.

Useful related links

- Global learning laboratory
- Essential public health functions
- Essential public health functions, security and IHR linkage report pdf, 2.03Mb
- Recovery toolkit
- People-centred integrated health services
- Recovery partnership preparation package
- African partnerships for patient safety



Learn more here:

<http://www.who.int/servicedeliverysafety/areas/qhc/gll/en/>

Email us here: GLL4QUHC@who.int