WHO National Quality Policy & Strategy: Building Momentum

Delivered by the WHO NQPS Team

**WHO Global Learning Laboratory
for
Quality Universal Health Coverage**

Webinar

30 August, 2018

Learning Objectives

1. Understand the WHO National Quality Policy and Strategy (NQPS) Initiative;

2. Examine the eight essential elements described in the WHO NQPS Handbook;

3. Explore available tools and resources that support development and execution of NQPS;

4. Learn how to seek support on national quality policies and strategies.

Please type any questions or reflections into the Q & A chat box

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Dr Shams Syed
WHO NQPS Team

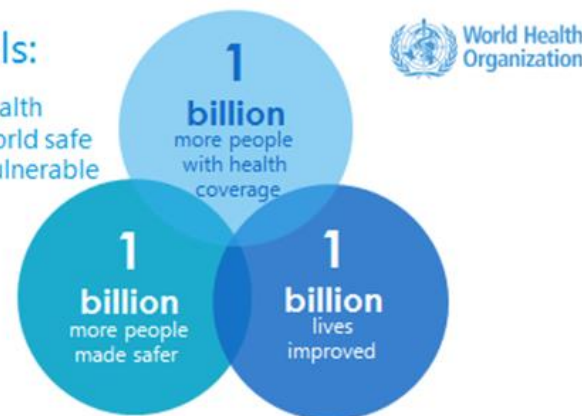# WHO National Quality Policy and Strategy Initiative

Dr. Tedros Ghebreyesus' address to the Bellagio Forum

On June 5th, 2018, the HQSS Commission convened a group of 26 policy makers, academics, and members of civil society for a 3-day meeting at the Rockefeller Foundation's Bellagio Center in Como, Italy. Read more about the Bellagio Forum here and watch the Director General's address below.

Our goals:
- Promote health
- Keep the world safe
- Serve the vulnerable

1 billion more people with health coverage

1 billion more people made safer

1 billion lives improved

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"There is no universal health coverage without quality care. Improving the quality of care is a challenge for all countries and all health systems."

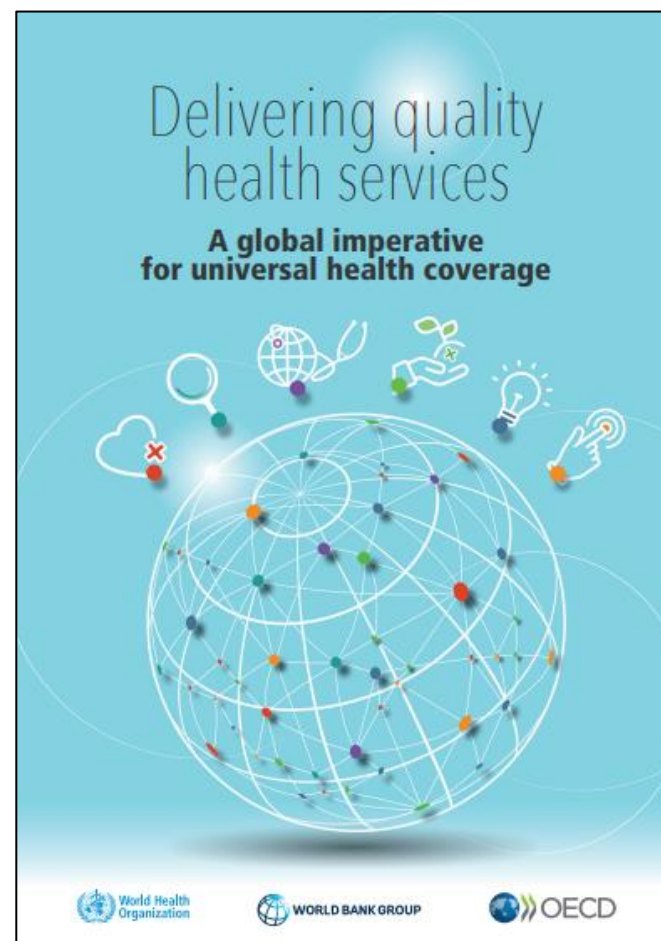World Health Organization

All governments should:

- have a national quality policy and strategy;
- demonstrate accountability for delivering a safe high-quality service;
- ensure that reforms driven by the goal of universal health coverage build quality into the foundation of their care systems;
- ensure that health systems have an infrastructure of information and information technology capable of measuring and reporting the quality of care;
- close the gap between actual and achievable performance in quality;
- strengthen the partnerships between health providers and health users that drive quality in care;
- establish and sustain a health professional workforce with the capacity and capability to meet the demands and needs of the population for high-quality care;
- purchase, fund and commission based on the principle of value;
- finance quality improvement research.

All health systems should:

- implement evidence-based interventions that demonstrate improvement;
- benchmark against similar systems that are delivering best performance;
- ensure that all people with chronic disease are enabled to minimize its impact on the quality of their lives;
- promote the culture systems and practices that will reduce harm to patients;
- build resilience to enable prevention, detection and response to health security threats through focused attention on quality;
- put in place the infrastructure for learning;
- provide technical assistance and knowledge management for improvement.

All citizens and patients should:

- be empowered to actively engage in care to optimize their health status;
- play a leading role in the design of new models of care to meet the needs of the local community;

Delivering quality
health services

**A global imperative
for universal health coverage**

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Why national quality policy and strategy?

Create a culture shift that supports providers to deliver, and users to demand quality care

Bring together multiple quality initiatives under a systematic and organized effort to improve quality of care across the health system

Why focus on NQPS?

Secure high-level commitment to quality through stakeholder engagement and consensus-building, to deliver on national health objectives

Clarify structures for governance, accountability and monitoring of national quality efforts

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NQPS Initiative – Objectives

1. To raise <u>awareness, knowledge & skills</u> on NQPS in low- and middle-income countries;

2. To <u>outline key processes</u> for the planning, development and implementation of NQPS;

3. To provide <u>support</u> to countries;

4. To continue co-development & documentation of NQPS processes within a <u>learning laboratory</u>.

Dr Shams Syed
WHO NQPS Team

National quality policy and strategy – the eight elements

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The NQPS Handbook

- Provides a foundation for the NQPS initiative

- Was co-developed with countries

- Is not a prescriptive process guide

- Emphasizes linkages with wider health policy and planning

- Approach will continue to be refined through a co-development process

HANDBOOK FOR NATIONAL QUALITY POLICY AND STRATEGY

A practical approach for developing policy and strategy to improve quality of care

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Access here:
http://www.who.int/servicedeliverysafety/areas/qhc/nqps_handbook/en/

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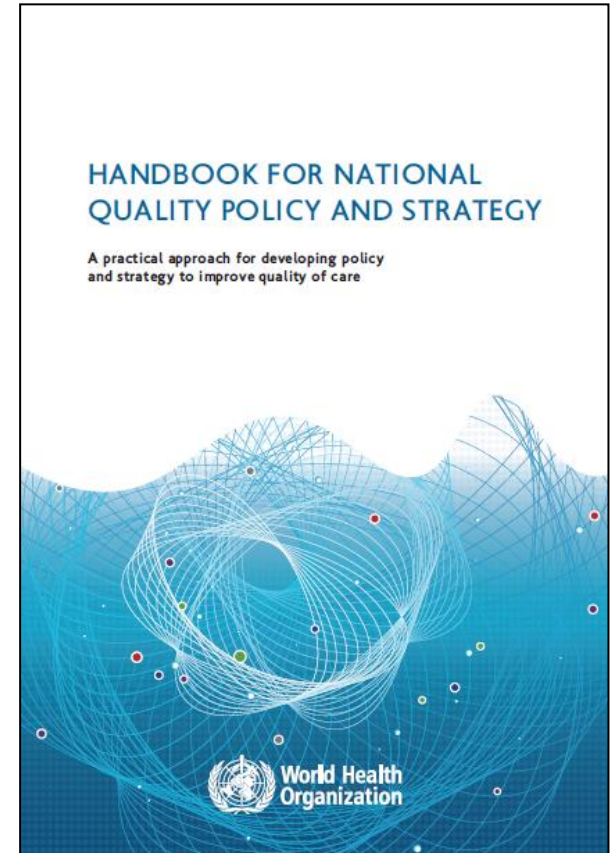
The Handbook at a Glance
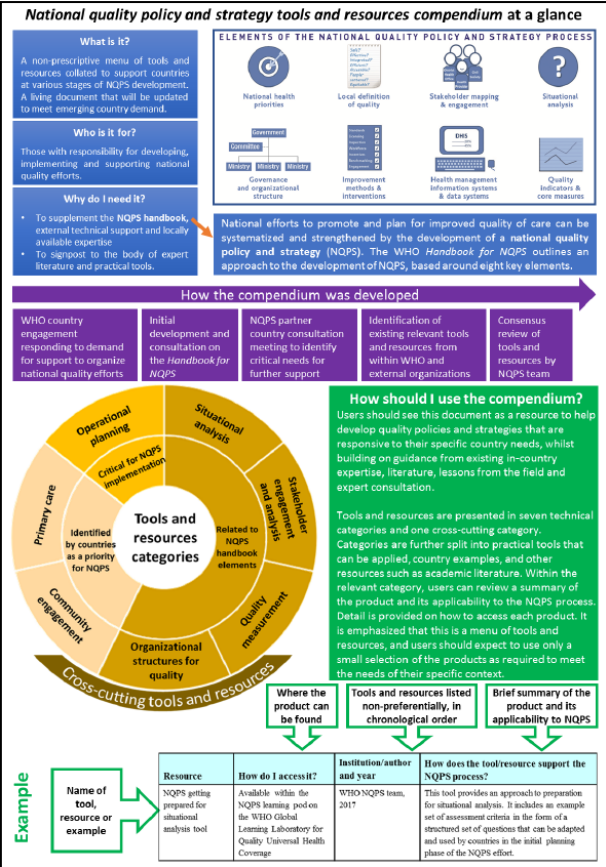
National Quality Policy & Strategy – Eight Elements
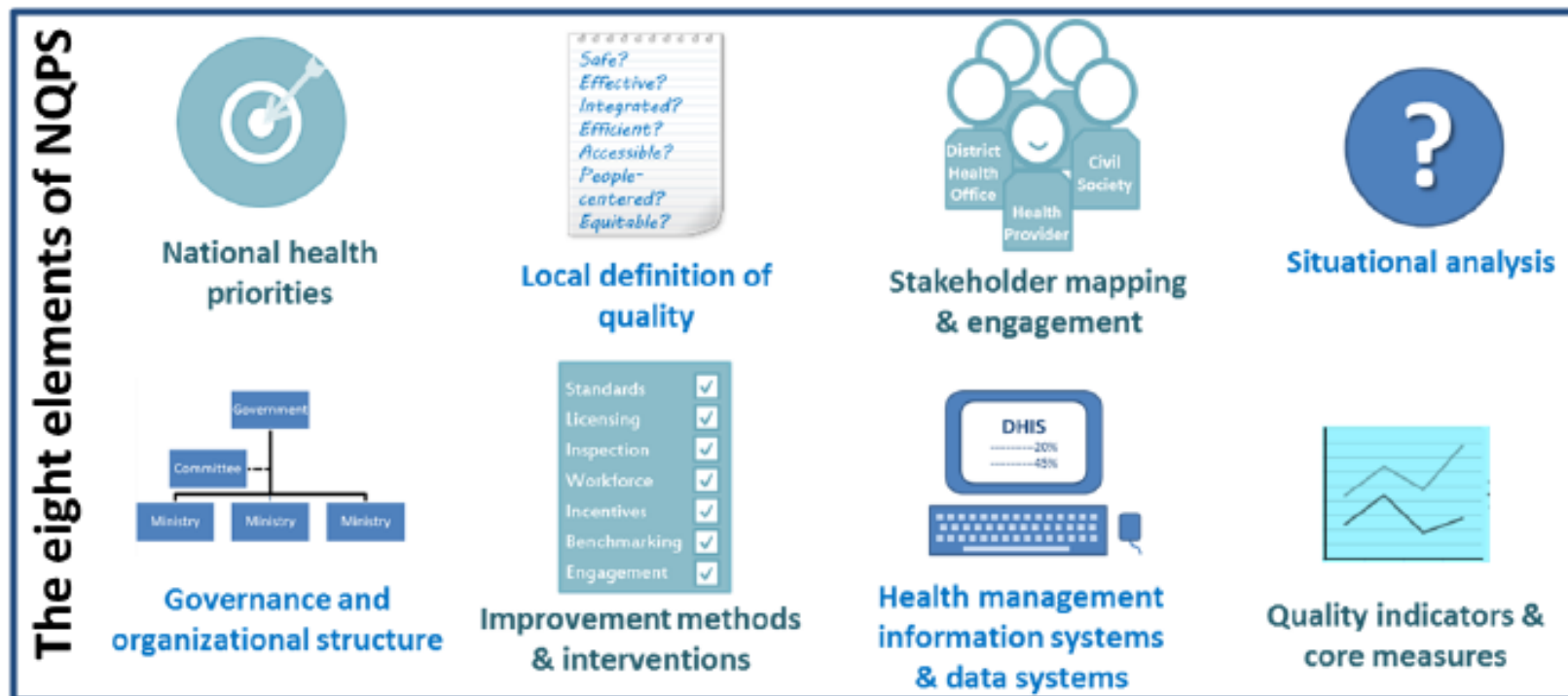
Dr Matthew Neilson
WHO NQPS Team

National quality policy and strategy – tools and resources
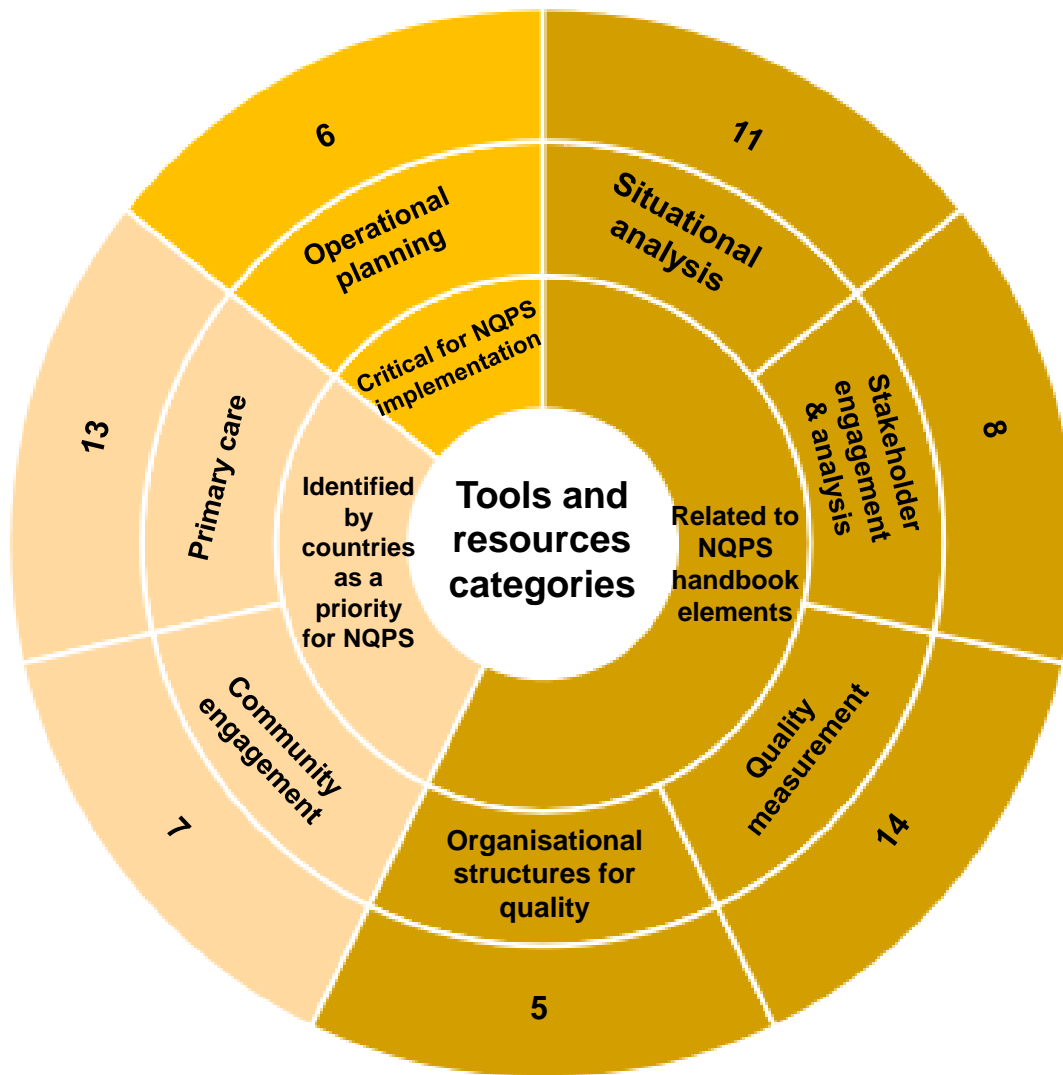
NQPS Tools & Resources Compendium

Why is the Compendium relevant to me?

- Supplements the Handbook

- Overview of relevant technical areas

- Signpost to other agencies working in this arena

- Dissemination of tools to country authorities
  - The Global Learning Laboratory for Quality UHC

- Harvesting of new tools for future versions

Tools and Resources

+ Cross-cutting

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Stakeholder Mapping and Engagement

Stakeholder mapping and engagement

The handbook outlines the range and roles of stakeholders that may be important to involve in the process of developing NQPS. The tools in this section can be used to help identify stakeholders and map their influence, which in turn will guide the development and implementation of the policy and strategy.

Resource	How do I access it?	Institution/author and year	How does the tool/resource support the NQPS process?
Tools			
Stakeholder ID and analysis toolkit	https://www.infoway-inforoute.ca/en/component/edocman/1033-stakeholder-identification-and-analysis/view-document?Itemid=101	Canada Health Infoway, 2017	This module is aimed at project managers and change leaders, and provides a step-by-step guide to conducting stakeholder analysis with suggested tools and graphical examples.
FHI 360 stakeholder analysis tool	https://www.k4health.org/toolkits/research-utilization/fhi-360-stakeholder-analysis-tool	FHI 360, 2012	The tool, which provides a simple template for stakeholder mapping, was developed to assist research teams in the identification of stakeholders, both globally and in country. The methodology could also be applied to NQPS development.
Multi-stakeholder management: tools for stakeholder analysis: 10 building blocks for designing participatory systems of cooperation	http://www.fsnnetwork.org/sites/default/files/en-symp-instrumente-akteuersanalyse.pdf	German Federal Ministry for Economic Cooperation and Development, 2007	The resource summarizes the experience of German involvement in various overseas development cooperation projects. It outlines an approach to stakeholder analysis, providing practical examples and tools used in various stages of stakeholder engagement.
Guidelines for conducting a stakeholder analysis	http://www.who.int/management/partnerships/overall/GuidelinesConductingStakeholderAnalysis.pdf	Partnerships for Health Reform, Abt Associates Inc., 1999	The guidelines provide an overview of the process required for mapping stakeholders and assessing their contribution and influence in health policy-making. Stakeholder analysis "at a glance" is included, as well as a step-by-step guide to conducting a stakeholder analysis.

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Operational planning: sample template

National quality strategies can be supplemented with operational plans that detail the practical steps, resources, responsibilities and timeframe for their implementation. The following template recommends a detailed operational plan to include:

⇒ the tasks or actions that must be undertaken
⇒ the persons who have responsibility
⇒ the timeline for actions to be completed
⇒ financial resources if necessary
⇒ specific performance measures to evaluate success and effectiveness of the plan

Each country will have its own unique plan to fit its strategy, however the table below provides an illustrative example of how an operational plan may be constructed.

What is the task?	Who is responsible?	When will it be done?	What is required for this to be done?	What is the measure of success?
Dissemination of WHO Surgical Safety Checklist to all tertiary, regional and district hospitals, including training of key personnel in its use.	*All metropolitan and regional health officers, under supervision of Assistant National Director for Quality, Quality Directorate, Ministry of Health.*	*All constituent tasks to be completed by 30th April 2019.*	*- Identification of funding from domestic or external sources* *- translation, printing and delivery of posters* *- development of basic training package* *- initial meeting with metropolitan and regional health officers to communicate plans* *-Advocacy meeting with College of Surgeons to ensure support*	*By end of 2019, at least 90% of target hospitals should have posters in every surgical area, and 90% of theatre staff should demonstrate awareness of checklist through supportive supervision process.*

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Accessing the Compendium

To access the compendium: http://www.who.int/servicedeliverysafety/areas/qhc/gll/en/index3.html

Next Steps on Tools & Resources

- Dissemination and use!

- Continue co-development and refinement – focusing on what is useful to countries

- Ongoing collation of tools & resources

- Develop a refined tools & resources compendium

- Maintain a "living document" through active sharing

Contact us at GLL4UHC@who.int

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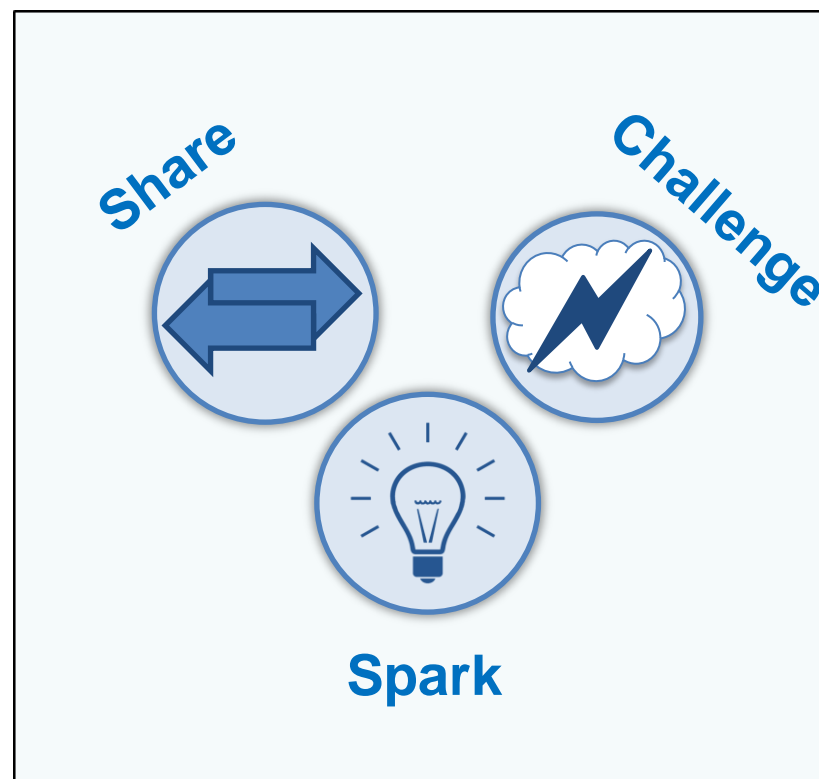
Nana Mensah Abrampah, MSc
WHO NQPS Team

National quality policy and strategy – country technical support

Learning for NQPS

- Critical link between country **support, implementation and learning**

- Bottom-up; top-down

- WHO **Global Learning Laboratory** for Quality UHC vehicle for **NQPS co-development and engagement**

Share

Challenge

Spark

NQPS Country Support

- Countries each have different entry points and **distinct needs** and context

- WHO supports countries on the **development, implementation and refinement of NQPS**.

- **Light – medium – heavy**

- One WHO approach
  - Key role of **country and regional offices**
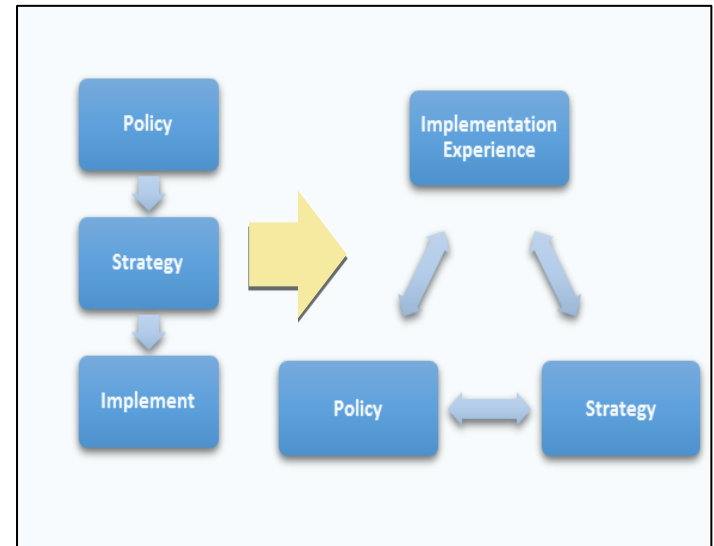
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NQPS Country Support: light-medium-heavy

- Tailored support depending on country need

Examples of support:

Light	*Medium*	*Heavy*
- WHO GLL engagement - Handbook and tools & resources - Remote support on planning NQPS process	- Virtual training orientation for stakeholders - Support to adapt NQPS tools to local context - Review draft NQPS	- In country presence - Document review - Mentorship to country team - Technical partner involvement

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WHO GLL Engagement

Next Steps on Country Support

- High level of demand

- Tackle the specifics of country contexts e.g. fragile, conflict-affected and vulnerable settings

- Work closely with WHO Regions and Partners

- Continue to refine NQPS approach through country experience

- Email GLL4QUHC@who.int to discuss country support or if you or your organization have questions.

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EMRO

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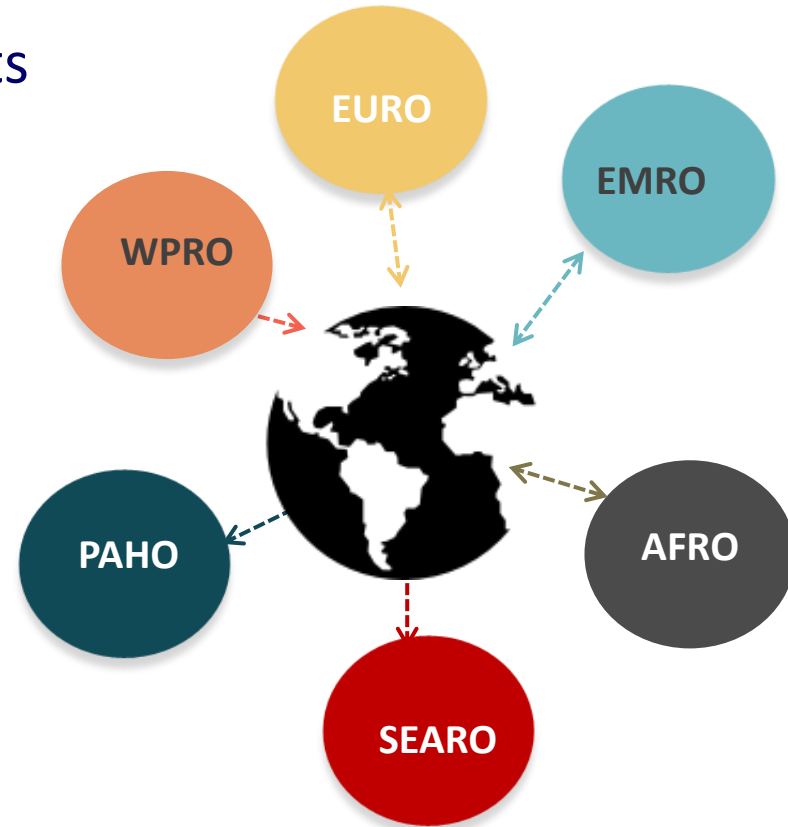
Q & A

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Q & A chat box

Learn more here:

http://www.who.int/servicedeliverysafety/areas/qhc/nqps/en/