

RHRC CONSORTIUM MONITORING AND EVALUATION TOOLKIT

QUALITY OF CARE ASSESSMENT PROTOCOL

Purpose When a health project delivers a service, the service may be bad quality or good quality. It is up to the managers and workers to decide if they will *measure* the quality of their services to understand whether the quality is bad or good, and then decide what to do to improve their services.

The purpose of this M&E Tool Kit Quality of Care (QOC) Assessment Protocol is to help you measure and improve the quality of care that is being delivered in your project.

Description [Click here](#) for a PowerPoint presentation describing Quality of Care and how you can measure it.

Ethical Considerations

See Ethical Considerations in specific protocols mentioned below

Data Collection Forms

Different data collection methods already described in this *M&E Tool Kit* can be used to measure quality of care. The principal ones are:

- [Observation Protocol](#)
- [Client Exit Interview Protocol](#)
- [Facility Assessment Protocol](#)
- Also see [Situation Analysis](#)

Examples of instruments that can be used to measure Quality of Care are:

- [Mae Tao Clinic ANC Guide](#)
- [Mae Tao Clinic FP Guide](#)

Use of Data It is useful to incorporate QOC measurement into regular supervision. The staff and supervisors can decide what parts of their services are good quality and which need improvement. Then, together, they can make a plan to fix what is not working well and review progress at each supervision visit.

Of course, the staff can do this on their own too, without waiting for a supervisor.

[Click here](#) for a practice exercise on how you can measure quality and use the results to improve your services.

Sharing Information

Quality of care information and how you are using it to improve services should be shared with:

- community members and leaders
- your organization's staff
- partner organizations
- other health professionals.

Additional Resources

Bertrand, Jane and Tara Sullivan. "Quick Investigation of Quality (QIQ): Monitoring quality of care in clinic-based family planning programs." *Measure Evaluation Bulletin*, 2001, Number 1. 3pp.

http://www.dec.org/pdf_docs/PNACN334.pdf

Bruce, Judith. "[Fundamental Elements of the Quality of Care: A Simple Framework](#)." *Studies in Family Planning*, 21,2:61-91. March/April 1990.