


# Quality of Care in Service Delivery Programs

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RHRC Consortium  
Monitoring and Evaluation ToolKit

Quality of Care



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## Quality of Care

- Why do we want it?
  - ☞ Human right
  - ☞ Creates a stronger causal pathway
- What is it?
  - ☞ A program of high quality is one that is client oriented and aims to help individuals achieve their reproductive intentions or goals. Jain, Bruce and Mensch, 1993
  - ☞ "Being treated like a human being." Clinic user, Santiago, 1993

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## Previous QOC definitions/ concepts

- Medical standards
- More services → increased coverage
- Technical / interpersonal model of care
- User perspective / client perspective

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## Judith Bruce QOC Framework

- Elements of Quality of Care
  - ☞ Choice of method
  - ☞ Technical competence
  - ☞ Information given to clients
  - ☞ Interpersonal relations
  - ☞ Mechanism of follow-up
  - ☞ Appropriate constellation of services

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

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## Elements of Quality of Care

Choice & availability of supplies/services

- ✓ adequate inventory and control system?
- ✓ logistics pipeline?
- ✓ adequate, functioning equipment?
- ✓ appropriate medical waste disposal?
- ✓ convenient days and times of service?

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## Elements of Quality of Care

Technical competence: number and skills of staff

- ✓ job description
- ✓ treatment protocols
- ✓ basic preparation
- ✓ refresher training
- ✓ universal precautions
- ✓ ongoing supervision and support

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## Elements of Quality of Care

### Information given to clients

- ✓ what are the key messages for each topic?
- ✓ what methods are best to communicate the messages?
- ✓ who should best communicate them?

## Elements of Quality of Care

### Interpersonal relations

- ✓ privacy, confidentiality, safety
- ✓ courtesy
- ✓ appropriateness of staff
- ✓ sensitivity of staff

## Elements of Quality of Care

### Mechanisms of follow-up

- ✓ continuity of care
- ✓ links between facility and community
- ✓ *inform the client!*

## Elements of Quality of Care

### Appropriate constellation of services

- ✓ comprehensive RH
  - safe motherhood
  - family planning
  - prevention and treatment of STD/RTI/HIV
  - protection from and response to sexual and gender-based violence
  - adolescent-friendly service
- ✓ other services ??

## Steps in measuring QOC

- Define terms
- Develop indicators
- Develop tools and methods
  - *Adapt what already exists*
- Set a standard or desired level of quality, and measure against it

## Lessons learned about QOC

- Everyone is for it
- Too few programs address it systematically
- If it is not addressed systematically:
  - we cannot know if it is improving, worsening or static
  - we cannot link it to population's knowledge, attitudes and behavior

### Lessons learned about QOC *(cont.)*

- Quality can be improved .....
  - ..... when it is addressed systematically as an integral part of the project
  - training
  - education and counseling
  - logistics
  - SUPERVISION!!!
- ***JUST DO IT!!!***