

Quality in Healthcare : Myth or Reality

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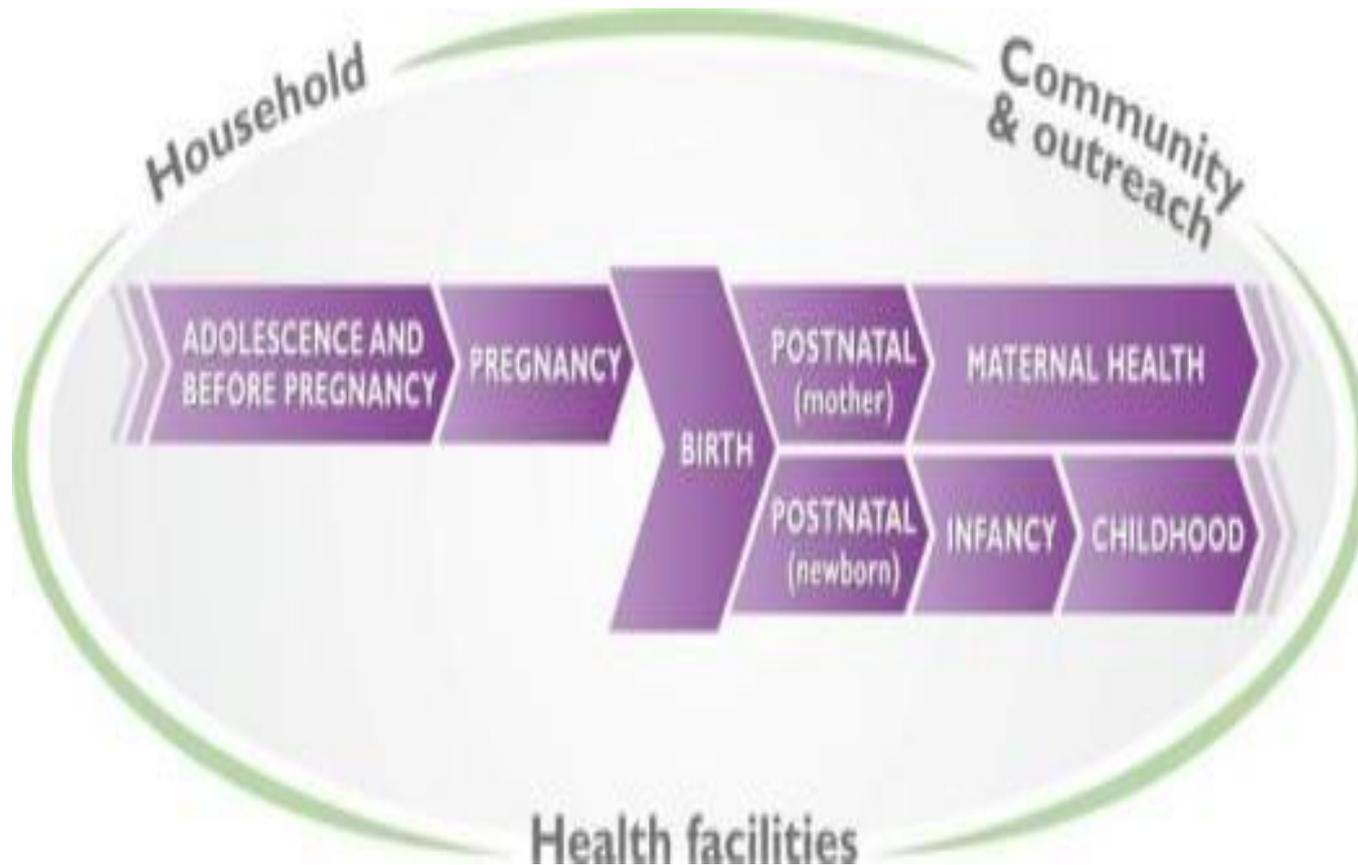


What is Quality?

- What do you understand by the word quality?
 - Excellence, Superiority, Standards, Value, eminence, Worth, not fake,
- Quality is that which matches a standard.
- Quality health care, health care that meets the health care standards
- Measurement of quality is therefore determined by measuring against a standard.



Focus of Health Care



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Background

- Based on current guidelines it has been estimated that about 10-20% of sick children presenting for primary care, i.e. the most severely ill, may require referral to a first referral or district hospital.
- **The quality of care** provided in these hospitals is likely therefore to have a major impact on the health and lives of millions of children each year.



Background

- Unfortunately, a study of 21 hospitals across 7 countries in Asia and Africa.² showed that:
 - more than half of the children were under-treated, or inappropriately treated, with antibiotics, fluids, feeding or oxygen.
 - Lack of triage and inadequate assessment,
 - late treatment, inadequate drugs supplies, poor knowledge of treatment guidelines and
 - insufficient monitoring of sick children were key adverse factors observed.



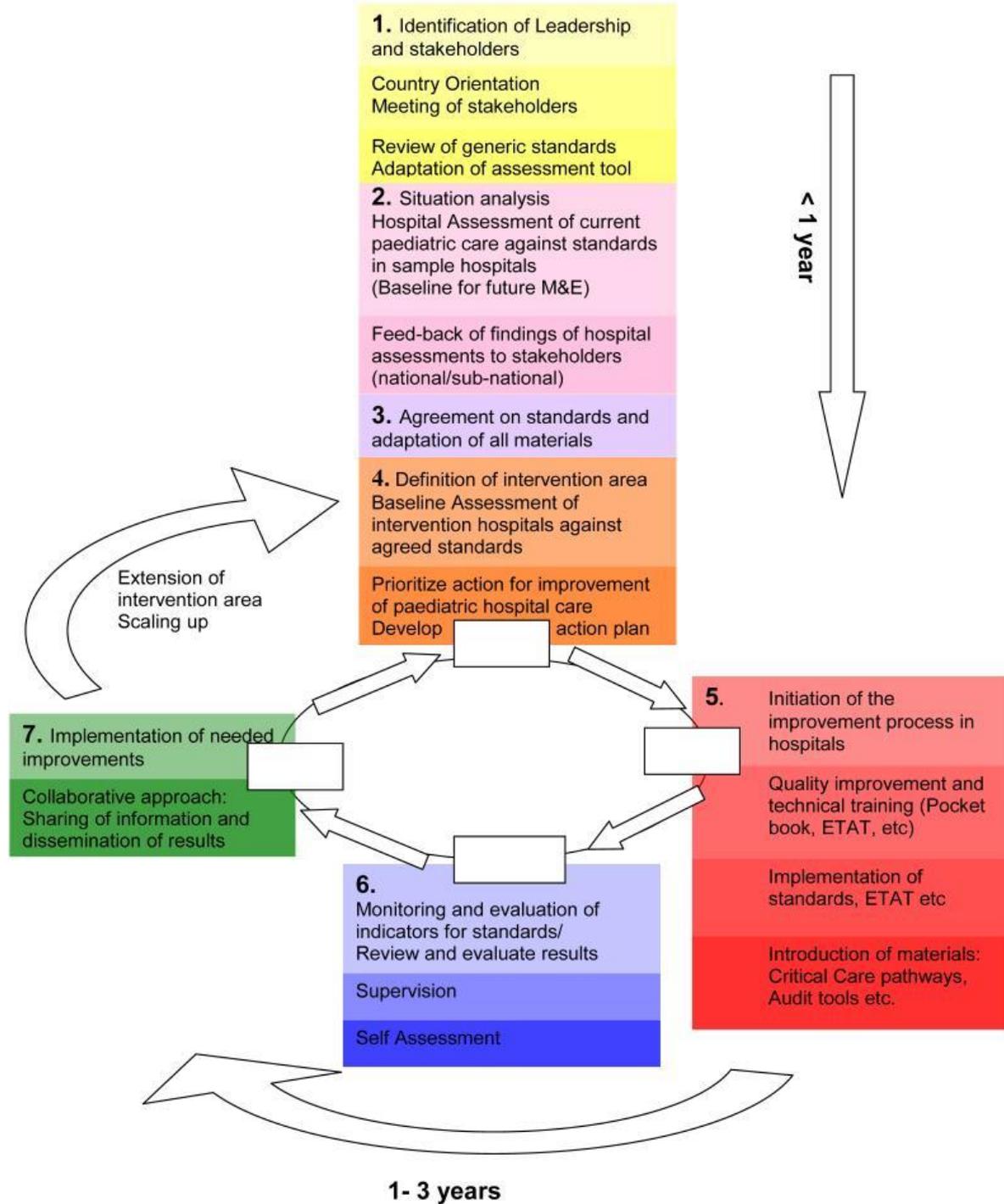
Background 3

- Hospital assessment exercises supported by WHO over the past few years have found similar deficiencies in countries including Cambodia, Indonesia, Kazakhstan, Solomon Islands and Timor Leste.
- In spite of this evidence, **improving quality of hospital care for children had/has not received much attention** so far within the package of interventions to improve child survival.



In response to this, WHO and partners proposed, established and supported a framework for improving the quality of health care





Steps: Quality Improvement

- Identification of leadership and stakeholders
- Situation Analysis
- Agreement on standards and adaptation of all materials
- Definition of intervention
- Initiation of intervention/improvement
- M&E of indicators for standards and supervision
- Implementation



Quality Improvement of Health Care

- Arising from locally identified needs in a number of countries, materials to support quality improvement have been developed and tested:
 - Framework for hospital improvement
 - Pocket book of hospital care for children: guidelines for the management of common illnesses with limited resources.
 - Introduction course to the Pocket Book of Hospital Care for Children materials and CD
 - Assessment tool for hospital care for children



Quality Improvement of Health Care

- WHO training course on management of severe malnutrition
- Training courses for Emergency Triage Assessment and Treatment and in management of severe malnutrition
- Evidence base for treatment recommendations
- Serious childhood problems in countries with limited resources
- Global Meeting to Review Processes for Improving Care for Children in Small Hospitals in Developing Countries. Improving pediatric hospital care in the context of child survival activities and IMCI. Report of a meeting held in Denpasar, Indonesia, 15-19 January 2007



African Region

- Based on the proposed framework, several African countries initiated quality improvement initiatives: RSA, Uganda, Niger, Zambia, Malawi, Tanzania, Mozambique, DRC, Ethiopia, Cote d'ivoire and **Nigeria**
- Leadership and Stakeholders: MOHs, WHO, Academic Institutions, MSH, UNICEF, DFID
- **What about Naija?- Myth or Reality**



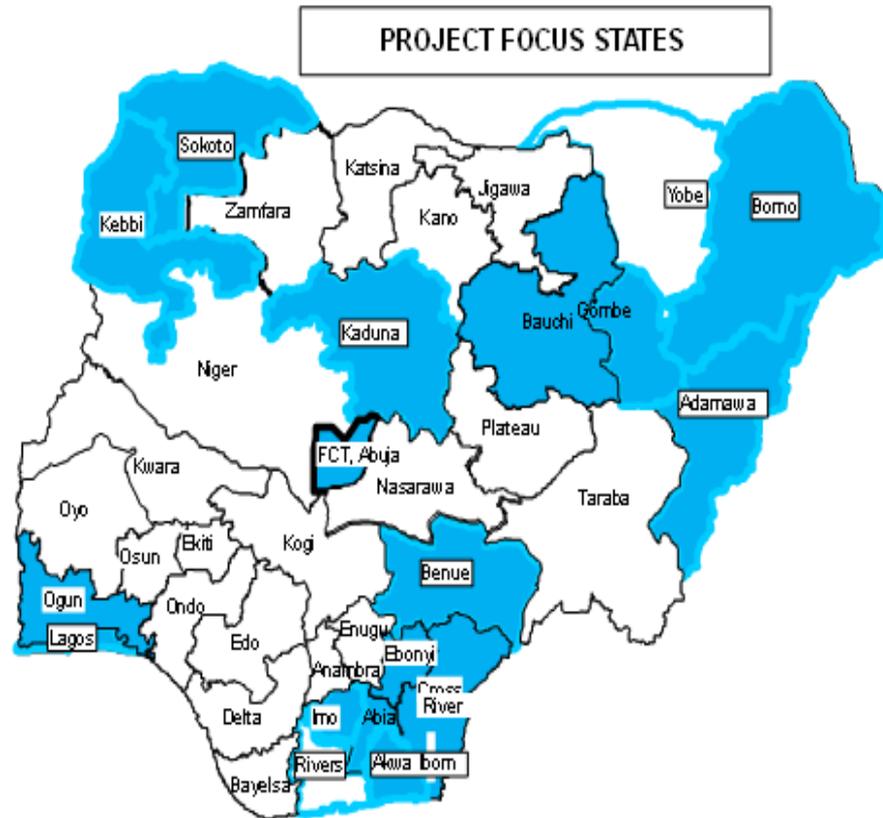
Quality Improvement in Nigeria

- Identification of leadership and stakeholders. ✓
- Situation Analysis. ✓
- Agreement on standards and adaptation of all materials ✓**** **Integrated Maternal and Child-health quality of care assessment tools- Standards Based**
- Definition of intervention ✓
- Initiation of intervention/improvement ✓
- M&E of indicators for standards and supervision
- Implementation



Assessments of hospitals for MNCH quality of care in Nigeria(2013)

- Sokoto
- Kaduna
- Benue
- Imo
- Calabar
- Lagos



IKORODU GENERAL HOSPITAL



QOC Summary Assessment Score

Critical Area	5	4	3	2	1
Hospital Health Statistics		√			
Basic Infrastructure of facility		√			
Essential medicines, equipment and Supplies		√			
Laboratory Support		√			
Layout and structure of emergency areas			√		
Hospital Wards			√		
Infection Control and supportive care			√		
Monitoring and Follow-up			√		
Guidelines			√		
Auditing		-			

QOC Summary Assessment Score

Critical Area	5	4	3	2	1
Neonatal Care-Routine		√			
Neonatal Care Nursery Facilities		√			
Management –Cough or difficult breathing		√			
Management – Diarrhea			√		
Management – Severe Malaria		√			
Management – Meningitis		√			
Management – Measles		√			
Management – Malnutrition			√		
Management – HIV/AIDS	√				



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Results

- Good
 - Hospitality of the SMOH and Hospital Management Teams.
 - Availability of Equipment for monitoring
 - Power available 24/7*
 - October 18 Initiative.
 - Free services for children under five years of age and subsidized service.

Results

- Needs Improvement
 - Records
 - Harmonization of ICT/Records/HMIS, Reporting, Dissemination and Linkages between medical staff and the HMIS(Clear diagnosis)
 - Active Infection Control system and cleaning services
 - “The offices are cleaner than the hospitals”
 - Guidelines/Standards.
 - Use of available equipment
 - Need for additional resuscitaire
 - Linkages between LI/MS and IGH/Agbala



Results

- Capacity Building/Updates
 - Based on Local Research-Sentinel Sites for drug sensitivities; Use of 4% Chlorhexidine for prevention of umbilical sepsis, Use of Equipment, Management of Malnutrition and FANC.
- Immunization of the newborn*
- Laboratory: Microbiology, Coagulation studies
- Rehabilitation of the Infrastructure-Preventive Maintenance. “Little Paint like Lipstick works wonders”



Myth or Reality

- Quality in health care exists in Nigeria ‘but not in large amounts’-not to a great measure!
- There is still room for improved quality.
- It will require all stakeholders to play their part - for the survival of our mothers and children...and fathers.
- It takes time, but it can be done

