

Quality Assurance in Health Care



Context

Improving quality of care is a key priority for all countries whatever their resource constraints. Whilst most national health policies and plans include quality as an explicit priority, it remains a challenge to find innovative approaches to improving the quality of health service delivery in a systematic and sustainable way.

Off-the-shelf packages do not work and we firmly believe in developing custom-made solutions with our partners and clients. Quality Assurance, whether it be accreditation, total quality management, clinical audit or other approaches can be introduced on a small scale at the district or local level, or as a national or regional programme.

What We Offer

Together LATH and LSTM have a substantial track record in the development and implementation of QA systems and projects across the developing world. LATH's Head of Technical Delivery has a PhD in the development of QA systems, along with experienced core staff both from LATH and LSTM who have been involved in developing QA and clinical audit systems globally. We can provide technical assistance in the following key areas:

- Design and implementation of National, Regional and District based QA Programmes
- Client focused approaches to quality assessment and improvement
- Customised surveys for measuring and monitoring quality of health service delivery
- Design and analysis of quality indicators and health management information systems
- Design and implementation of clinical audit programmes
- Content design and facilitation of workshops and conferences on quality
- Training packages for health staff at all levels in quality of care and its management
- Supervision of research investigations in health services research
- Tailor made courses in Quality Assurance (in-country or distance learning)
- Quality Assurance of laboratory services including EQA

Selected Examples of Experience:

County	Client	Date	Programme/Project
Nigeria	DFID	2003-08	Development of a Patient Focused QA Programme in Jigawa State, Nigeria as part of the PATHS Programme
Pakistan	DFID	2006-7	Evaluation of Quality of Care and Community Satisfaction in Public Sector Facilities in North West Frontier Province as part of the TAMA Programme
Global	GAVI	2000-2007	Data Quality Audits for the Global Alliance for Vaccines and Immunisation
Mozambique	FINNIDA	2004-6	Rapid assessment of quality of care at province, district, facility and community level. Design of base-line study to assess quality of care from technical, management and client perspectives in Manica Province and subsequent design, implementation and evaluation of a provincial QA programme.
Syria & Sudan	EU	2005	Development of course curriculum for 3-week short course in QA of health care targeted at mid level and senior managers.
Nigeria	YOUTH PROFILE	2003-5	Design of a Quality Assurance programme for the YOUTH PROFILE Network in Port Harcourt, workshop and training materials development for VCT and setting standards for VCT in HIV

Kenya	DFID	1999-2005	Development of a National QA Strategy and Programme for Voluntary Counselling and Testing Services in Kenya in close collaboration with NASCOP and Liverpool VCT Care and Treatment. Development of a QA training manual and training of trainers programme as part of the HAPAC3 Programme
Yemen	EU	2002	Development of QA Guidelines for Reproductive Health Services in Yemen
Bhutan	DANIDA	2001-2	Design and implementation of a National Quality Assurance and Standardisation Programme in Bhutan
Mozambique	DFID	2001	Support in strengthening and expanding the existing QA system and integrating QA issues into the Mozambique national health plan
China	DFID	2000	Improving quality of health services and strengthening supervisory support at township and village level.
Costa Rica, Panama & Honduras	EU	1995-2000	Putting Quality into Health care in Central America - development of a model for QA of health services in Central America