



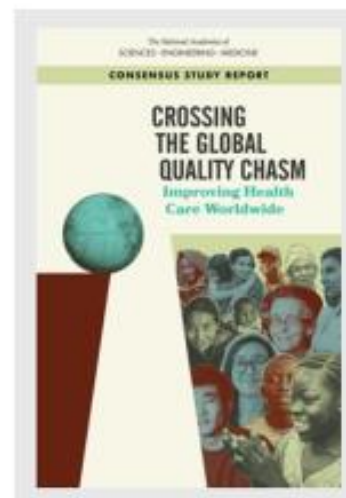
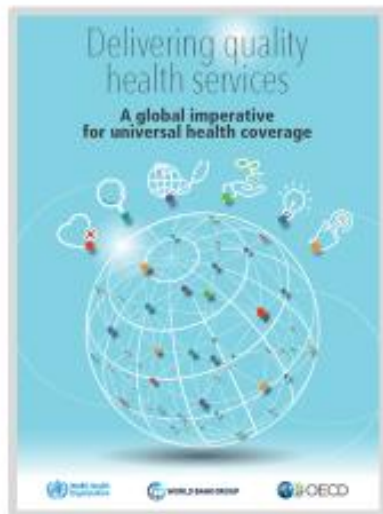
Improving Health Service Quality through Health Partnerships

Dr Shams Syed

*Department of Integrated Health Services
WHO Headquarters*

*Live Web Event
ESTHER Alliance for Global Health Partnerships
2 December 2020*

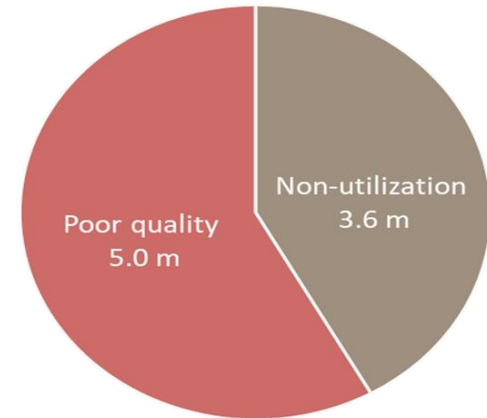
Significant body of knowledge



**Three Reports in 2018:
Building the evidence and responding to the call for a UHC
with Quality**

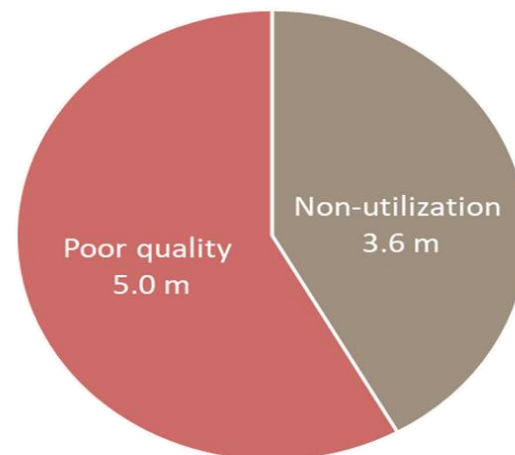
Deaths due to poor quality of care

- **8.6 million** deaths per year (UI 8.5-8.8) in 137 LMICs are due to inadequate access to quality care.
- Of these, **3.6 million** (UI 3.5-3.7) are people who did not access the health system.
- Whereas, **5.0 million** (UI 4.9-5.2) are people who sought care but received poor quality care.



High-quality health systems could prevent...

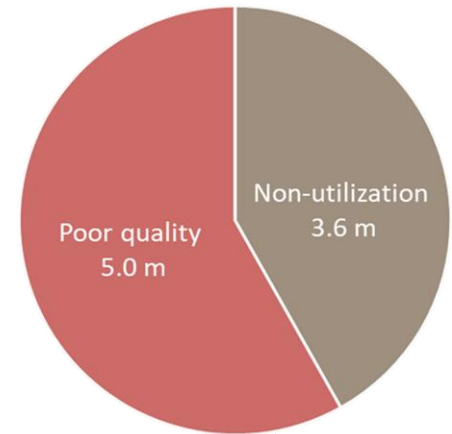
- 2.5 million deaths from cardiovascular disease
- 1 million newborn deaths
- 900 000 deaths from tuberculosis
- half of all maternal deaths each year.



Available here: <https://www.hqsscommission.org/>

COVID-19 – Access and Quality

- Need intentional focus on quality
 - Care for patients with COVID-19
 - Maintaining essential health services
- Likely increase in deaths related both to access & quality in Covid-19 pandemic – not clear which will have greatest effect
- Two sides of the same coin and should be addressed together!

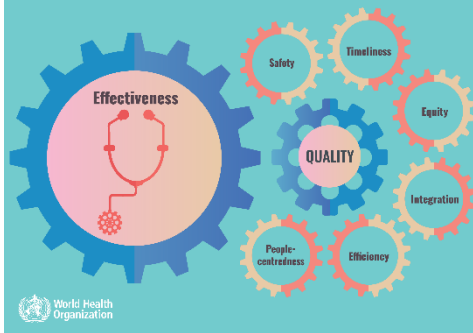


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Thinking through quality...

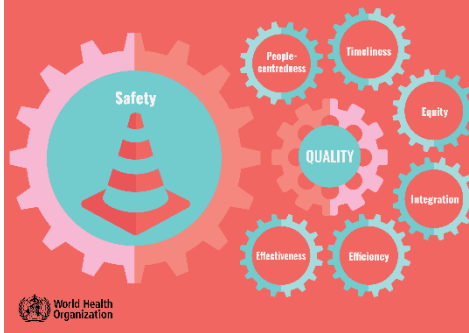
Quality health care is *effective*.

This means you will be accurately diagnosed and treated. In some countries, only 35% of patients get the correct diagnosis.



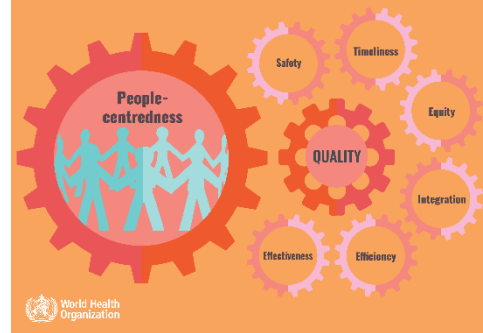
Quality health care is *safe*.

This means the care you receive does not harm you. Around the world, nearly 14% of patients are harmed from the health care they receive during their hospital stay.



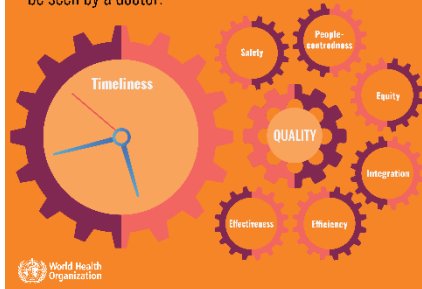
Quality health care is *people-centred*.

This means that decisions about your care are tailored to your needs and preferences and you are treated with respect and compassion.



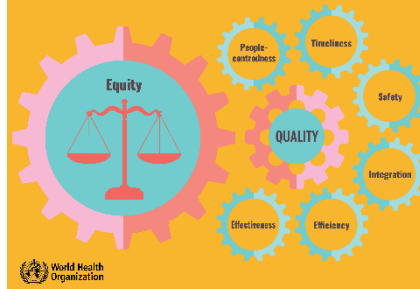
Quality health care is *timely*.

This means you can see your doctor when you need to, without waiting too long. In some countries, 74% of patients have to wait between 60 and 120 minutes to be seen by a doctor.



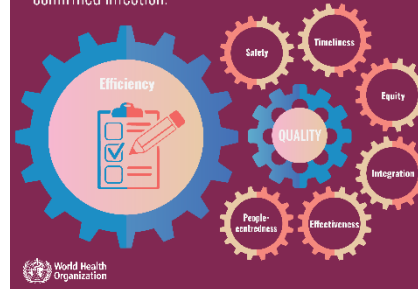
Quality health care is *equitable*.

This means that all people, regardless of their gender, race, ethnicity, geographical location or socioeconomic status, receive the good quality health care they need.



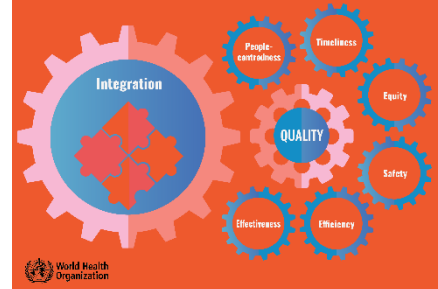
Quality health care is *efficient*.

This means your laboratory tests will not be repeated unnecessarily. You will not undergo needless imaging tests. Antibiotics will be prescribed only in the case of a confirmed infection.



Quality health care is *integrated*.

If you have multiple chronic diseases, your medical care is coordinated across all the doctors and specialists who take care of you.



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Quality is not a given. It takes vision,
planning, investment,
compassion, meticulous execution,
and rigorous monitoring, from the
national level to the smallest,
remotest clinic.

Dr Tedros Adhanom Ghebreyesus
WHO Director-General

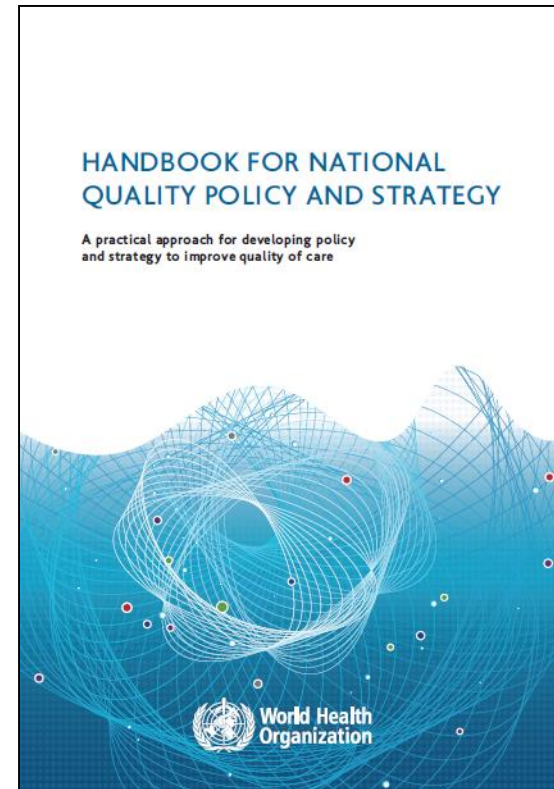
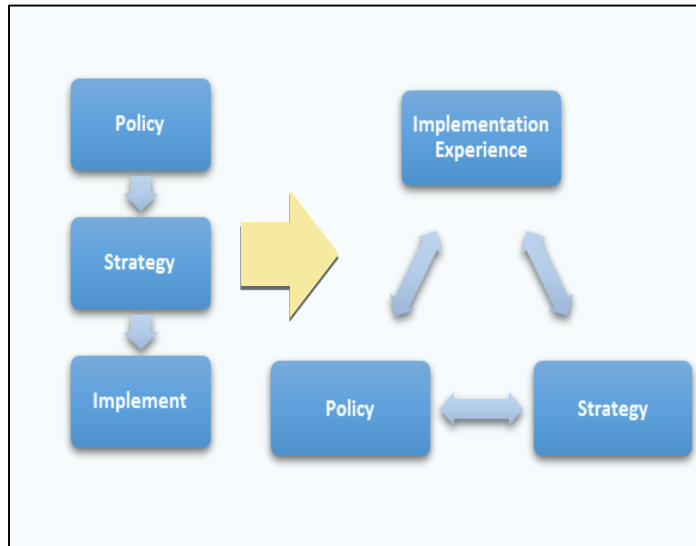


<https://www.thelancet.com/action/showPdf?pii=S2214-109X%2818%2930394-2>



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Where does quality policy & strategy meet implementation?



Access here:

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

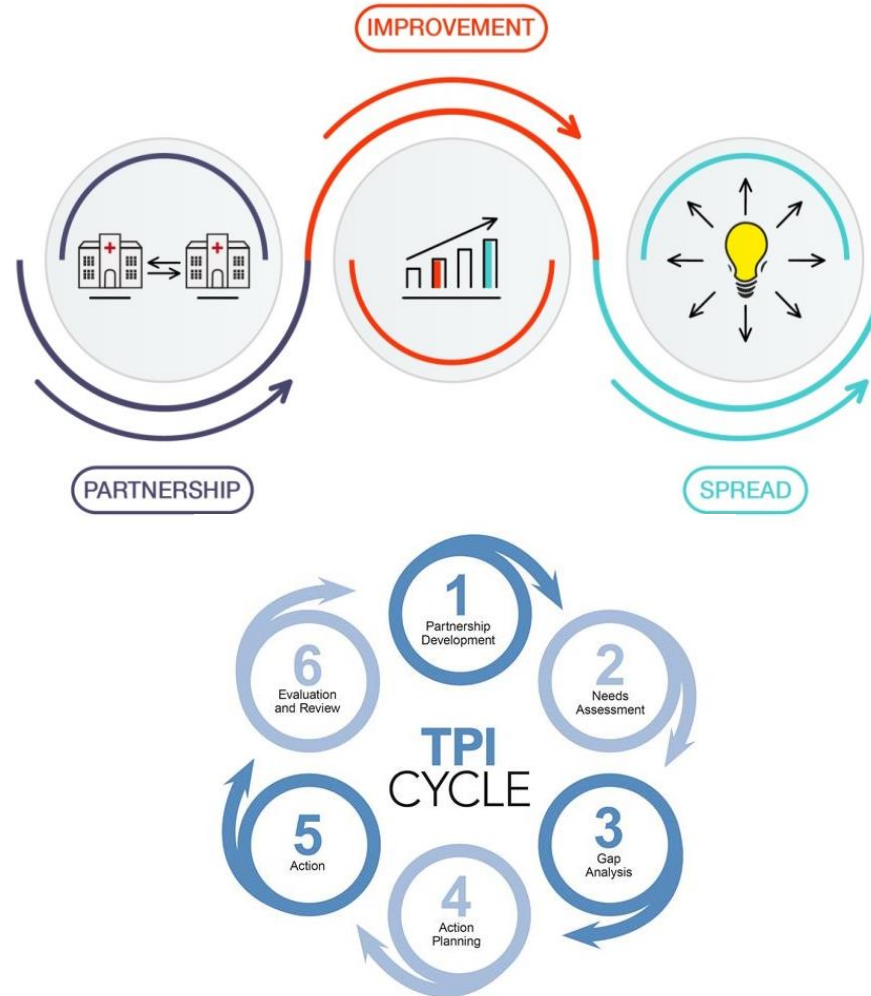
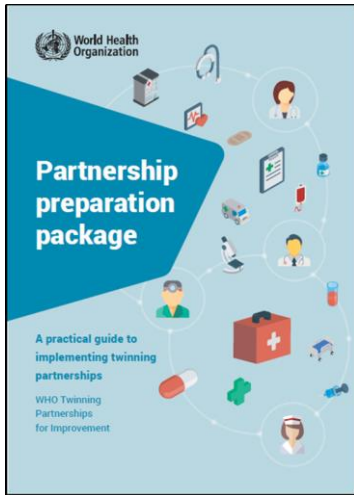
Quality Improvement

“The action of every person working to implement iterative measurable changes to make health services more effective, safe and people-centred.”

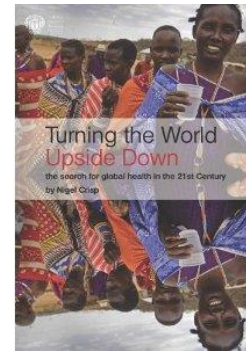
Internal WHO working group on improvement

Twinning Partnerships for Improvement

The approach at a glance



Innovations through partnerships



"The global flow of knowledge skills, and ideas has been a defining feature of human progress....the health systems of today represent the culmination of centuries of global innovation flow."

<http://www.globalizationandhealth.com/content/9/1/36>

Building innovation flow in all directions through partnerships!

- North to south
- South to south
- South to north!!!!



Ensure healthy lives and promote well-being for all at all ages



Strengthen the means of implementation and revitalize the global partnership for sustainable development

Universal Health Coverage (UHC) means that all people and communities can use the promotive, preventative, curative, rehabilitative and palliative health services that they need, of sufficient **quality** to be effective, while also ensuring that the use of these services does not expose the user to financial hardship.

Stay focused on change!

1. Ensure quality recognized as a fundamental precondition of service delivery & health systems...keep at the heart of UHC.
2. Build in quality improvement in to the core of institutional health partnerships...build the architecture for change.
3. Ensure strong linkage between partnership work and national direction on quality...think sustainability.
4. Co-develop solutions through partnerships with strong links to global knowledge architecture...a global learning laboratory!

Prosperity
People
Planet
Peace
Partnerships



Thank You



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