

WHO Global Learning Laboratory for Quality Universal Health Coverage



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Global Learning Event – March 29, 2017
**Water, sanitation and hygiene in health care facilities: action
oriented solutions and learning**



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Objectives

- Explain the rationale for the GLL4QUHC.
- Describe the architecture of the GLL4QUHC.
- Orient participants on the functionality of the GLL4QUHC.
- Answer any pressing questions from participants.



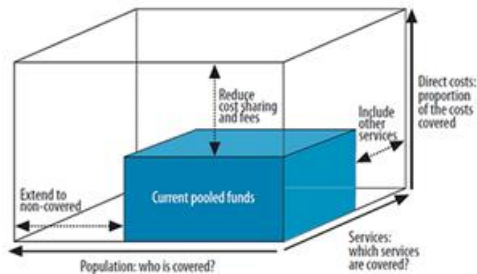
1. Why quality UHC?



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Thinking through the cube...

Universal Health Coverage What's in the Cube?



Three dimensions to consider when moving towards universal coverage

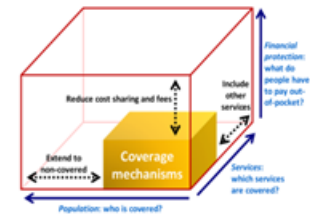


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But look at the cube again...

"What good does it do to offer free maternal care and have a high proportion of babies delivered in health facilities if the quality of care is sub-standard or even dangerous?"

Towards universal coverage



Margaret Chan,
World Health Assembly - May 2012



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2016 – World Health Assembly Resolution



SIXTY-NINTH WORLD HEALTH ASSEMBLY

WHA69.24

Agenda item 16.1

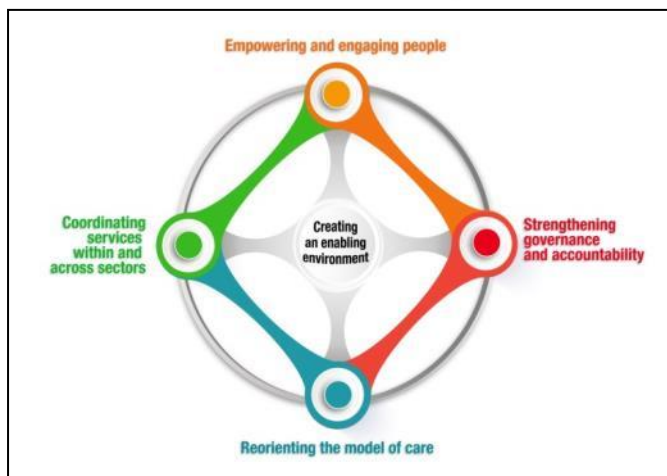
28 May 2016

Strengthening integrated, people-centred health services

The Sixty-ninth World Health Assembly,

Having considered the follow-up of the report on the framework on integrated, people-centred health services;¹

Acknowledging Sustainable Development Goal 3 (Ensure healthy lives and promote well-being for all at all ages) including target 3.8, which addresses achieving universal health coverage, including financial risk protection, access to quality essential health care services, and access to safe, effective, quality and affordable essential medicines and vaccines for all;



1. **ADOPTS** the framework on integrated, people-centred health services;
2. **URGES** Member States:
 - (1) to **implement, as appropriate, the framework** on integrated, people-centred health services at regional and country levels, in accordance with national contexts and priorities;
 - (2) to **implement proposed policy options and interventions** for Member States in the framework on integrated, people-centred health services in accordance with nationally set priorities towards achieving and sustaining universal health coverage, including with regard to primary health care as part of health system strengthening;
 - (3) to make **health care systems more responsive to people's needs**, while recognizing their **rights and responsibilities** with regard to their own health, and **engage stakeholders in policy development and implementation**;
 - (4) to **promote coordination of health services within the health sector and intersectoral collaboration** in order to address the broader social determinants of health, and to ensure a **holistic approach to services**, including health promotion, disease prevention, diagnosis, treatment, disease-management, rehabilitation and palliative care services;
 - (5) to **integrate, where appropriate, traditional and complementary medicine into health services**, based on national context and knowledge-based policies, while assuring the safety, quality and effectiveness of health services and taking into account a holistic approach to health;

<http://www.who.int/servicedeliverysafety/areas/people-centred-care/en/>



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What about quality?

- "...the degree to which health services for individuals & populations increase the likelihood of desired health outcomes & are consistent with current professional knowledge."

US Institute of Medicine

- Improving quality implies change.
- Quality is multi-dimensional.
- Quality is the product of individuals working with the right attitude in the right system.



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A comparison of quality aspects covered by different definitions

Donabedian	Maxwell	NHS	Council of Europe	NLHI of JCAHO	IOM	WHO
1988	1992	1997	1998	1999	2001	2006
Effectiveness	Effectiveness	Effectiveness	Effectiveness	Effectiveness	Effectiveness	Effectiveness
Efficiency	Efficiency	Efficiency	Efficiency	Efficiency	Efficiency	Efficiency
Access	Access	Fair Access	Access	Access	-	Access
Safety	Respect	-	Safety	Safety	Respect/Safety	Safety
Appropriateness	Appropriateness	-	Appropriateness	Appropriateness	-	-
Equity	Equity	-	-	-	Equity	Equity
-	-	Timeliness	-	Timeliness	Timeliness	-
-	Acceptability	-	Acceptability	-	-	Acceptability
-	Choice/ Availability of information	Patient care experience	Patient satisfaction	-	Responsiveness/ patient centeredness	Patient centeredness
Health improvement	Technical competence	Health improvement	Efficacy	-	-	-
-	-	-	-	Availability	Continuity	-
-	Relevance	-	Assessment	Prevention/ early detection	-	-

Source: EURO Guidance on developing quality & safety strategies with a health systems approach. 2008.

Quality health care can be defined in many ways but there is growing acknowledgment that quality health services should be:

- **Safe** – avoiding injuries to people for whom the care is intended;
- **Effective** – providing evidence-based healthcare services to those who need them;
- **People-centred** – providing care that responds to individual preferences, needs and values; and
- **Timely** – reducing waiting times and sometimes harmful delays.



To realize the benefits of quality health care, health services must be:

- **Equitable** – providing care that does not vary in quality on account of gender, ethnicity, geographic location, and socio-economic status;
- **Integrated** – providing care that makes available the full range of health services throughout the life course;
- **Efficient** – maximizing the benefit of available resources and avoiding waste.

<http://www.who.int/servicedeliverysafety/areas/qhc/quality-uhc/en/>

Now Embedded in the SDGs



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

Target 3.8

Achieve **universal health coverage**, including financial risk protection, access to **quality** essential health-care services and access to safe, effective, **quality** and affordable essential medicines and vaccines for all.

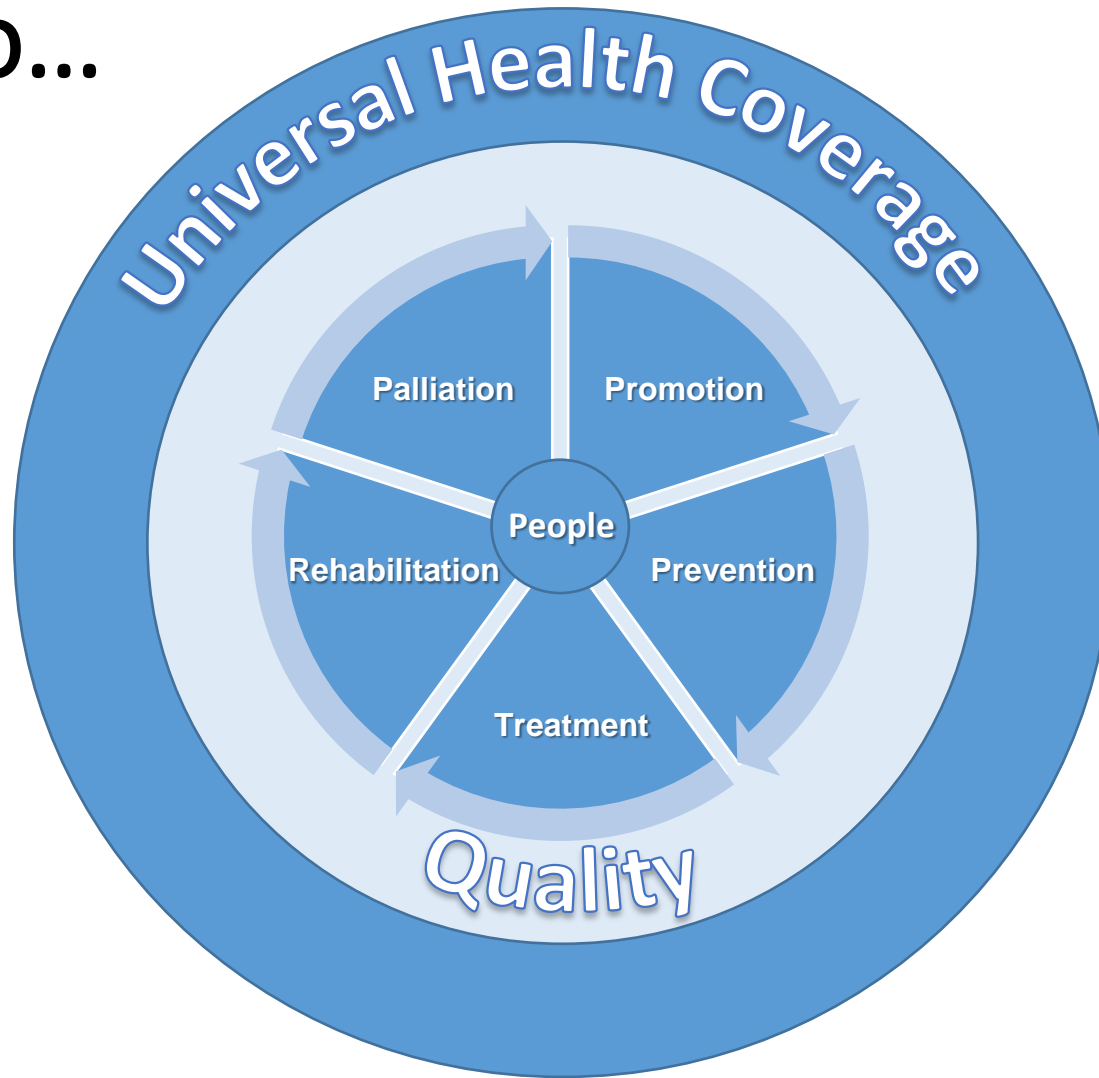
Universal Health Coverage

Ensuring that all people can use the promotive, preventive, curative, rehabilitative and palliative health services 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.



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Leads to...



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2. Why a Global Learning Laboratory for Quality UHC?

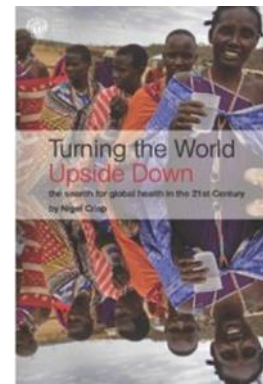


Triangulation for Change

- Need to stimulate convergence.
- Urgent need to capture “change nuggets” from “messy” health systems.
- Stimulate a shift of focus to locally, community driven global health.



Turning the World Upside Down



“Global health learning laboratories, where partners can support each other in generating and sharing lessons, have the potential to construct solutions for the world. At the heart of this dialogue is a focus on creating practical local solutions and, simultaneously, drawing out the lessons for the whole world.”

Crisp *Globalization and Health* 2014, 10:14
<http://www.globalizationandhealth.com/content/10/1/14>



DEBATE **Open Access**

Mutual learning and reverse innovation—where next?

Lord Nigel Crisp

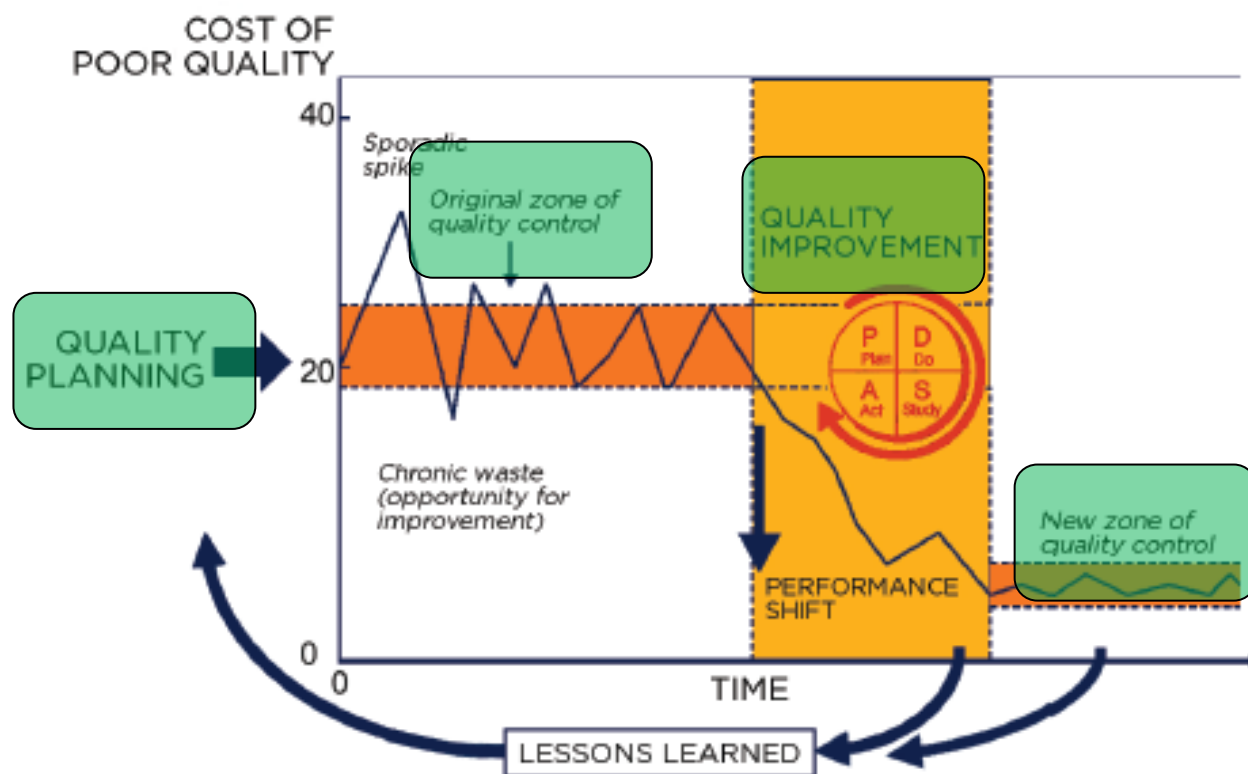


FIGURE 3-1 All three elements of the Juran trilogy are needed to improve outcomes.

SOURCE: Juran, J. M., and A. B. Godfrey. 1999. *Juran's quality handbook*. New York: McGraw-Hill. © McGraw-Hill Education. As presented by Barker on January 28, 2015.

Designing with the end in mind...

- Clarity on purpose
- Open vs. closed
- Recruit with vigour
- Expectation management
- Co-develop, roll-out, co-develop, roll-out...



Full report here: https://www.usaidassist.org/sites/assist/files/learning_network_landscape_analysis_june2016.pdf

3. So what is it?



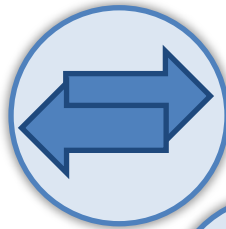
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Purpose

To create a safe space to **share** knowledge, experiences & ideas; **challenge** those ideas & approaches; and **spark** innovation for quality UHC.

Share

Members share experiences, knowledge and ideas from the country level - lessons learned are disseminated across the globe.



Challenge

Members challenge experiences, knowledge and ideas – driving new and different ideas and understanding.



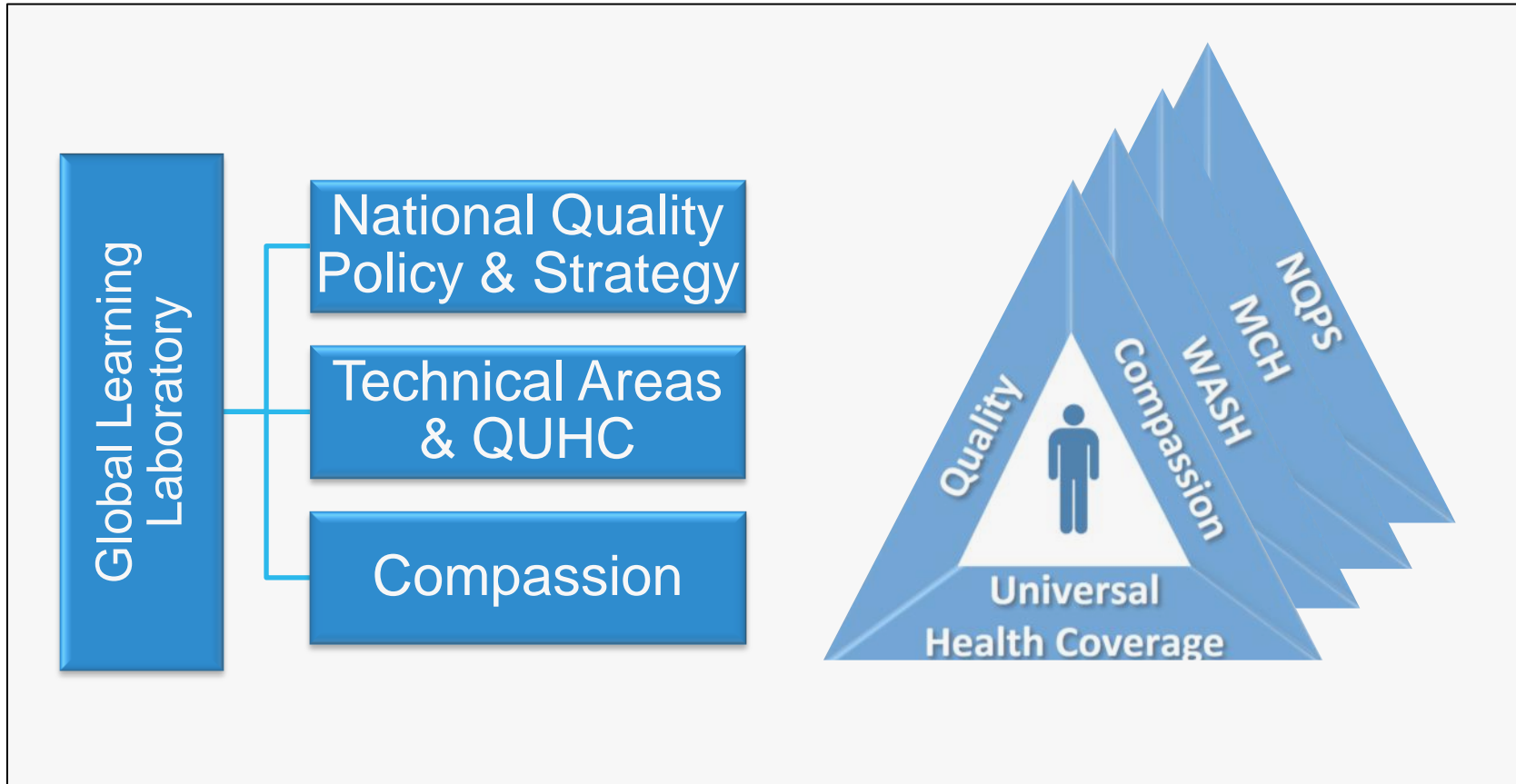
Spark

Members generate innovative ideas to support a collaborative task, activity or programme to be further developed in-country.



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The Focus

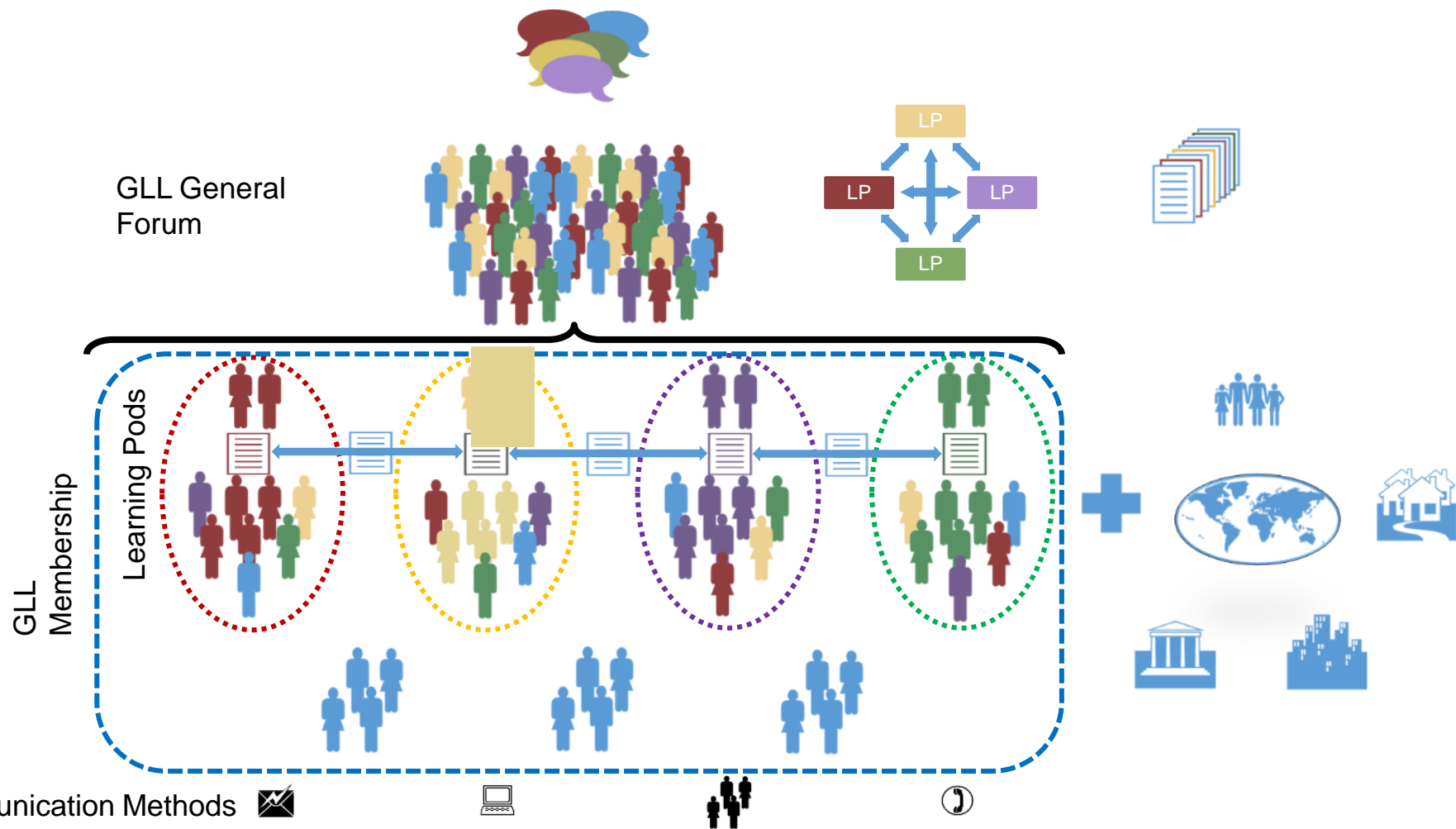


4. How does it work?



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How does this work?

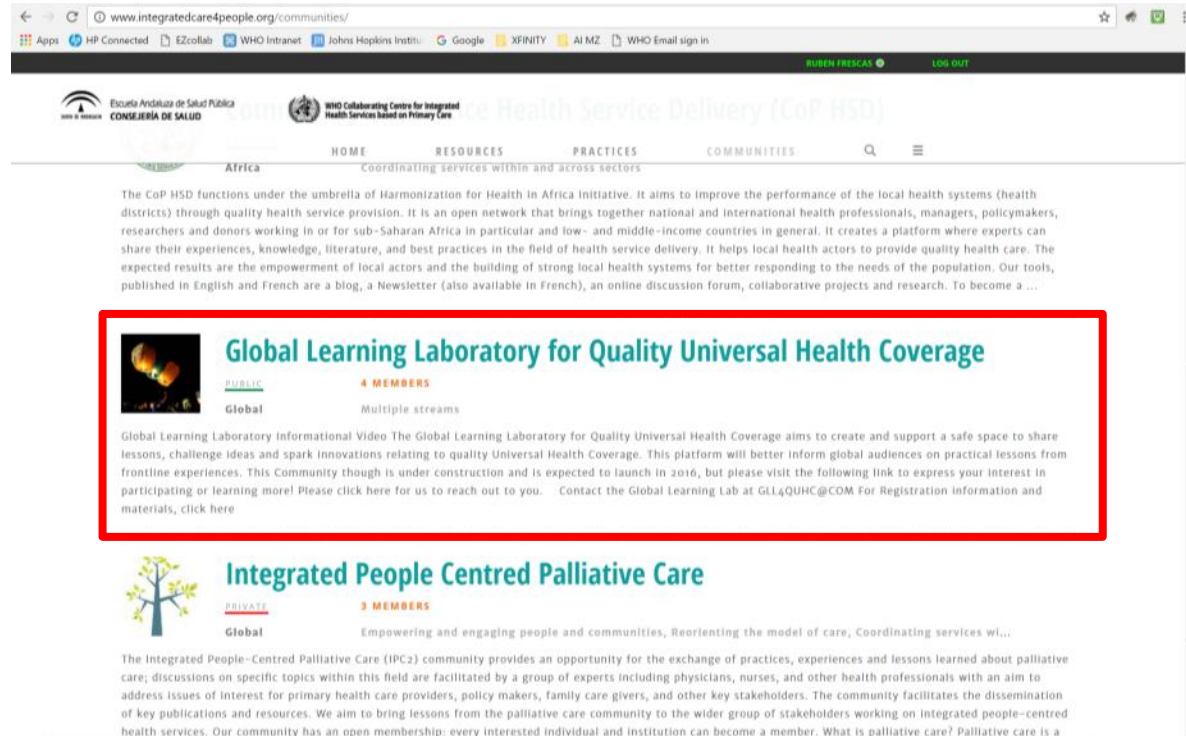


Where can you go?

The virtual venue is hosted on:
www.integratedcare4people.org

Click on **Communities**

Scroll down to click on
Global Learning Laboratory for Quality Universal Health Coverage



The screenshot shows the website interface for integratedcare4people.org. The main navigation bar includes 'HOME', 'RESOURCES', 'PRACTICES', and 'COMMUNITIES'. The 'COMMUNITIES' section is active, displaying a list of communities. The first community, 'Global Learning Laboratory for Quality Universal Health Coverage', is highlighted with a red border. It is a public community with 4 members and multiple streams. Below it is the 'Integrated People Centred Palliative Care' community, which is private and has 3 members. The page also features logos for the Escuela Andaluza de Salud Pública, WHO Collaborating Centre for Integrated Health Services based on Primary Care, and the CoP HSD initiative.

Not just a web platform!



National Quality Policy & Strategy • Quality Interventions • Monitoring & Research • Resiliency & Health Security

“Having a people-centered approach is key to quality.”

“We have mystified UHC! Quality of care indicators should ‘tell the story’ of quality UHC”

“Need to assist policy makers [with developing] skills to engage with and respond to person-centered care.”

“How well you treat patients (adherence to standards) is a key measure”

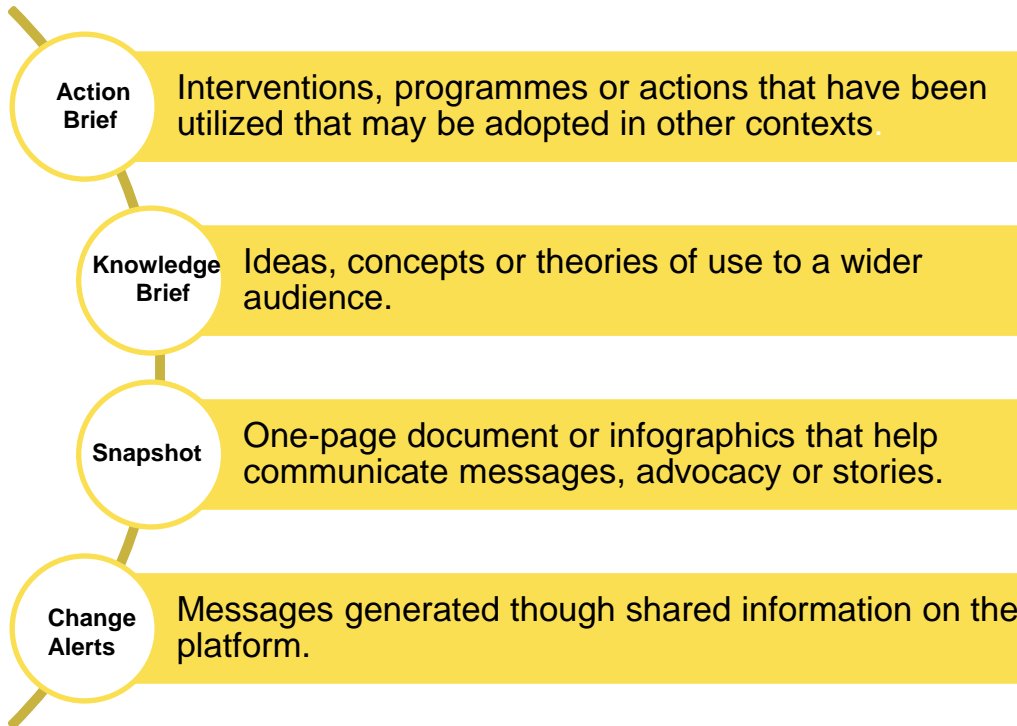
“...interventions must combine supply and demand side, including mobilizing citizens groups, civil society...”

“Minimum conditions of quality [need to exist] – if there is no water...what kind of quality is that?”

“need to instill professional value of patient-centered care (in pre-service training, professional association code of conduct).”

“Live time sharing, exchanges and lessons learned is key.”

Knowledge Products



Global Learning Laboratory for Quality Universal Health Coverage
 Action Brief: Achieving quality universal health coverage through better water, sanitation and hygiene services in health care facilities: a focus on Ethiopia 11/19/2016

Global Learning Laboratory for Quality Universal Health Coverage
 Knowledge Brief: Eight Essential Elements for National Quality Policy and Strategy

Global Learning Laboratory for Quality Universal Health Coverage
 Knowledge Brief: Compassion in Practice; NHS England research 11/10/2016

DELIVERING QUALITY, PEOPLE-CENTRED HEALTH CARE FOR ALL
 The role of water, sanitation and hygiene in achieving quality universal health coverage

VISIONS
 WASH in health care facilities Quality Universal Health Coverage
 To ensure that every health-care facility, in every setting, has safely managed, reliable water, sanitation and hygiene facilities and practices to meet staff and patient needs in order to provide quality, safe people-centred care. Quality is recognized as a fundamental prerequisite to effective health service delivery in low and middle-income countries working towards Universal Health Coverage.

CURRENT SITUATION
 Coverage of WASH in health care facilities
 38% do not have any water services
 19% do not have improved sanitation
 35% do not have water and soap for handwashing

Implications on health service delivery
 Safe health delivery
 Quality care
 Infection prevention control

Shared goal
 To ensure that increasing demand and use of services is met with quality service provision, WASH services and hygiene practices in health-care facilities must improve.

WASH IN HEALTH CARE FACILITIES (HCF) UNDERPINS SAFE AND QUALITY SERVICE PROVISION FOR ACHIEVING UNIVERSAL HEALTH COVERAGE

WASH in health care facility standards should be established and enforced, placing people at the centre, to improve quality of care.
 Cost of WASH appropriate and interventions should be included in national health and facility level budgets. Savings will result from efficiency improvements and reduction of health care associated infections.
 WASH indicators included in national health monitoring systems to track progress, guide investments and improve people-centred quality.

WASH in health care facilities improves staff morale and infection prevention and control culture for all people accessing services.
 Adequate and reliable WASH services in health care facilities are essential for infection prevention, programmes and control (e.g. Cholera, Ebola).

JOINT ACTIONS

- Coordinate advocacy efforts to meet global WASH and quality UHC goals
- Include WASH in health care facilities in national and local quality UHC activities
- Embed WASH in HCF global action plan with UHC activities
- Align national processes to standards development and implementation with financing for UHC
- Identify investment and development needs derived from improving WASH and quality of health facilities

Universal Health Coverage
 Universal Health Coverage (UHC) is defined as ensuring that all people can access services of sufficient quality to be effective, while also ensuring that the cost of these services does not exceed their own financial capability.

WASH#HEALTH CARE FACILITIES
 THE WASH#UHC CONNECTION

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Who can join?

Anyone able to:

- ✓ contribute experiential and/or qualitative information on quality UHC.
- ✓ engage in reviewing & discussing key considerations for promoting quality in the context of UHC.
- ✓ communicate and engage with the GLL on a periodic basis.



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6. Working in 2017 with you



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IPC WASH Learning Pod



[WHO Online Workspace](#) [About GLL](#) [WASH IPC Learning Pod](#)

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WASH IPC Learning Pod

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Welcome to the Infection prevention & control (IPC) and water, sanitation & hygiene (WASH) learning pod! We are a group of individuals and organizations striving to share ideas, challenge thinking and spark innovations through our work in IPC and WASH. We welcome you to join us as we grow and build our understanding of the linkages between WASH/IPC and quality UHC.



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Looking ahead: GLL 4 QUHC in 2017

- Disseminate knowledge products based on country experience & member implementation activities.
- Host webinar series using “ignite” format.
- Launch Learning Pods on WASH/IPC and National Quality Policies & Strategies.
- Populate repository with emerging technical resources that have been shared by learning lab members.
- Maintain close engagement with other related groups and knowledge platforms on quality within the context of UHC.
- Keep the momentum through blogs/meetings/workshops/conferences.

How can YOU be involved?

- ✓ Express your interest and get involved:
<https://extranet.who.int/dataform/627224?lang=en>
- ✓ Subscribe to receive GLL knowledge pulse by emailing gll4quhc@who.int
- ✓ Engage in webinar series (schedule being posted soon)
- ✓ Share emerging lessons from implementation with GLL team for dissemination to wider GLL
- ✓ Participate in learning pod of interest
- ✓ Share your upcoming events with GLL team
- ✓ Get active on social media: #GLL or #4QUHC



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The screenshot shows the WHO website interface. At the top, there are language options (Arabic, Chinese, English, Français, Pycckий, Español) and social media icons. The main navigation bar includes 'Health topics', 'Data', 'Media centre', 'Publications', 'Countries', 'Programmes', 'Governance', and 'About WHO'. The current page is titled 'Service delivery and safety' and features a sub-section 'Quality in universal health coverage'. A central image shows a healthcare worker in a blue uniform in a hospital ward. Text to the right explains that quality of health care services is critical for effective UHC. Below this, there are links to 'Learn more on quality in UHC' (pdf, 570kb), 'Why Quality UHC?', and 'WHO Commitment'. A 'Useful related links' section lists: 'Global learning laboratory', 'Essential public health functions' (with a link to 'Essential public health functions, security and IHR linkage report pdf, 2.63Mb'), 'Recovery toolkit', 'People-centred integrated health services', 'Recovery partnership preparation package', and 'African partnerships for patient safety'.



Learn more here:

<http://www.who.int/servicedeliverysafety/areas/qhc/en/>

Email us here: GLL4QUHC@who.int