

# **Monitoring the Quality of Care**

## **Expanding Measurement of**

### **Quality of Care beyond Family**

#### **Planning**

# Study Cases

- UGANDA: FP Quality of Care measurements adapted to measure quality of care to ANC clients
- TURKEY: FP Quality of Care measurement adopted to measure quality of care to Post-Abortion and Post-Partum clients.

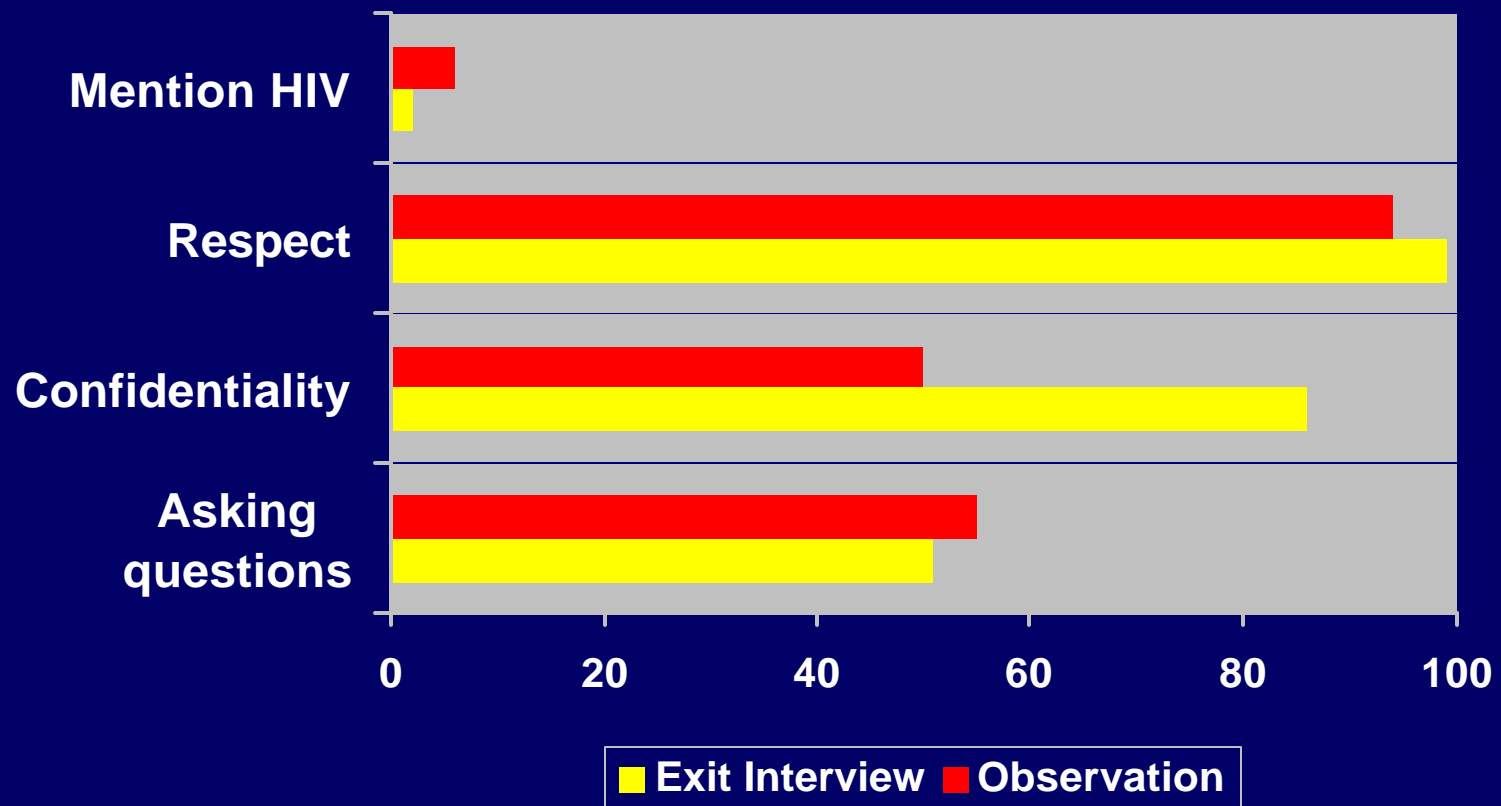
# Adaptation of FP instruments

- Used as is:
  - Counseling skills
  - Client satisfaction
  - Infection control practices
- Adapted for Other RH services
  - Information provided
  - Clinical guidelines
  - Services/ supplies provided

# Uganda results

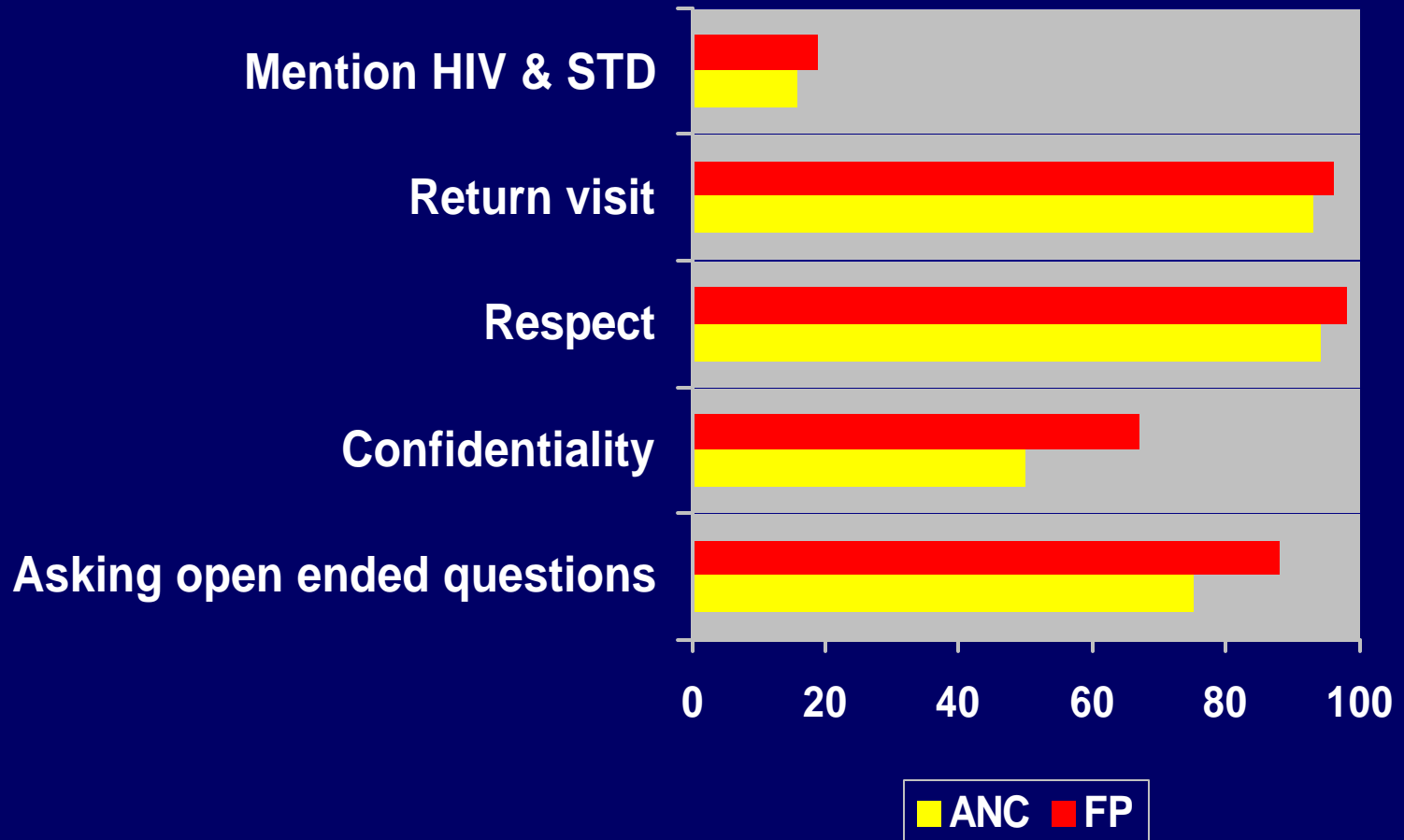
- Based on data from 4 of 10 DISH districts and 3 non-DISH districts
- The Methodology was applied partly to evaluate DISH project by comparing DISH and Non-DISH districts.
- Used FP and ANC observation and exit interviews
- The ANC results presented below are based on 459 clients- about 75% of the expected final “N”

# ANC QC Counseling Indicators (Questions similar to those in FP questionnaire)



# Consistency:

## Quality of Counseling by FP and ANC observations



# Summary Indicators

## Using composite scores

- Client empowerment index

(% Discussion initiated by client)

—ANC 6

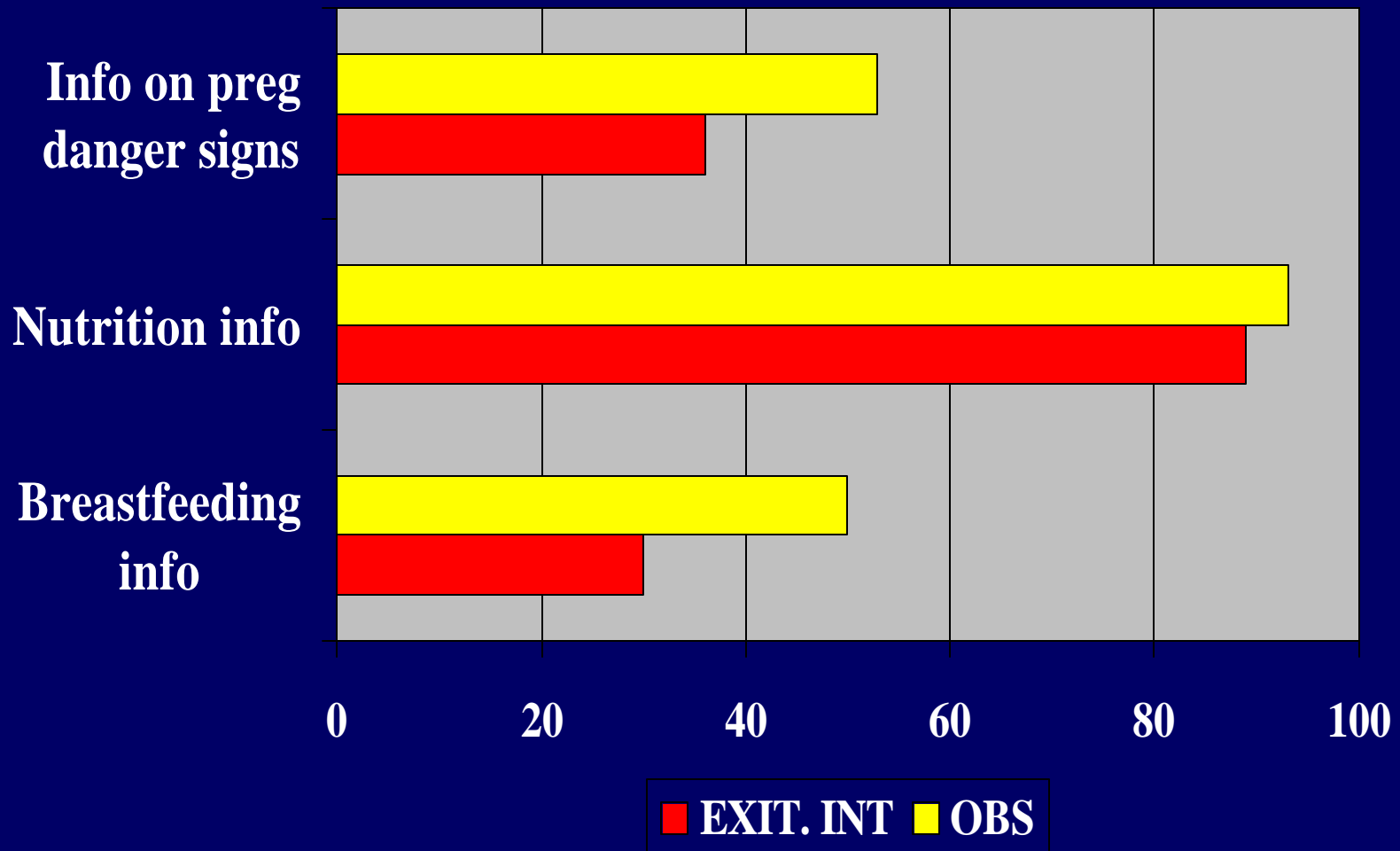
—FP 16

# **ANC Indicators that use a completely different set of question:**

- Accurate information provided
- Services/supplies received
  - For such indicators, there are major difference between ANC and FP. Hence, new set of questions are required.



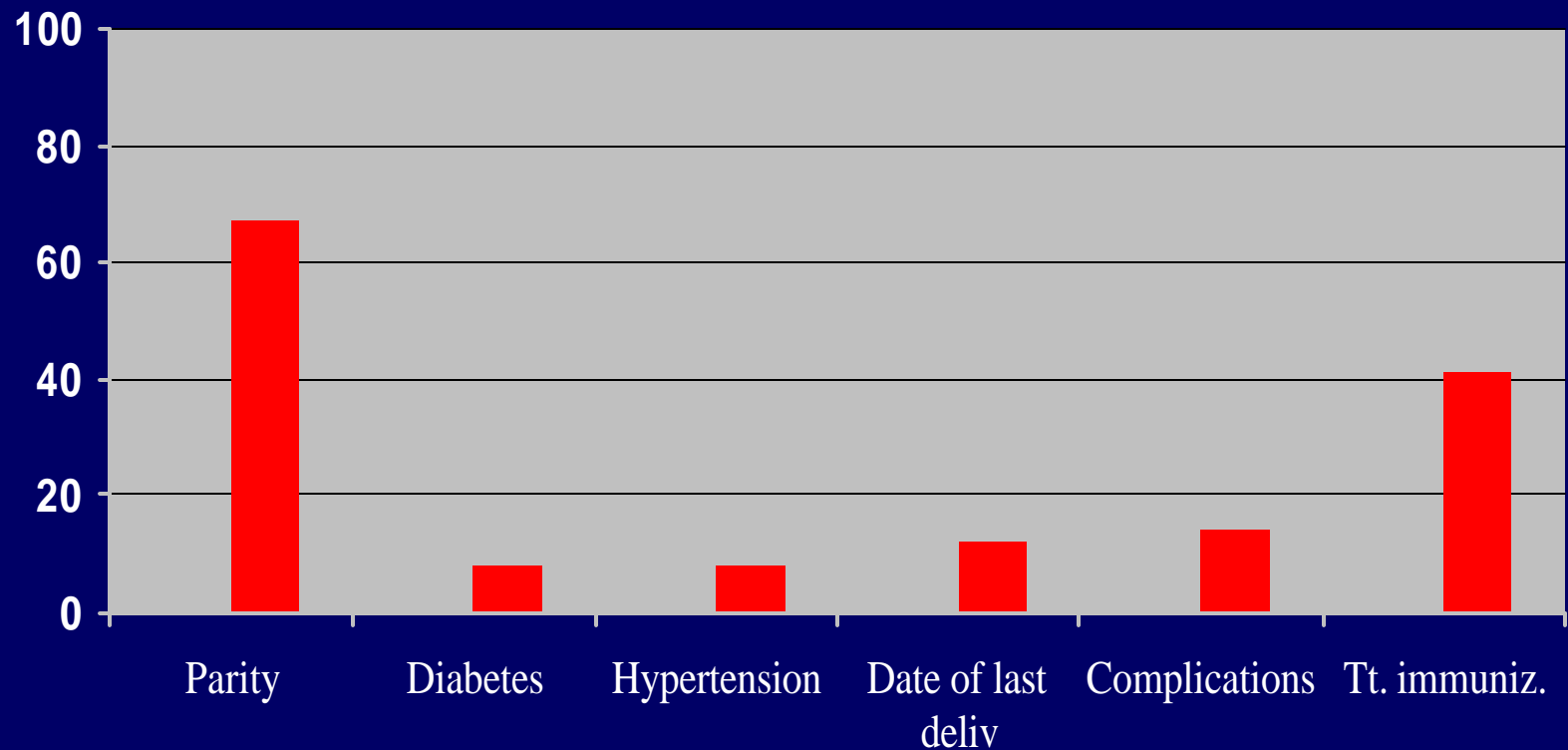
# ANC - Accurate information variables (differ from those used for FP)



# **Other ANC Indicators that use a completely different set of question:**

- Tailoring information to client needs - which requires reviewing of history
  - For this indicators as well, there are major difference between ANC and FP. Hence, new set of questions are required.

# ANC - variables related to tailoring information - reviewing medical history - (provider asked about:)



# Conclusion from the Uganda case

- This methodology can easily be extended to ANC
- The field work can easily be combined
- Consistency of quality measure across different services.
- Efficient measuring of ANC quality of care

# **Applying the methodology to Post-Abortion and Post-Partum quality of care - Turkey**

- Turkey applied Exit Interviews and Facility Audit
- Different set of questions developed for post-abortion and post-partum FP quality of care
- The data was collected concurrently with FP data

# Indicators : PA/PP FP Quality of Care Index

## Post-Abortion (n=74)

- Clients received FP counseling 67%
- Informed about sterilization 25%
- Clients received a method 63%
- **Quality of care index 52%**

# Indicators : PA/PP FP Quality of Care Index

## Post-Partum (N=480)

- Clients received FP counseling 27%
- Informed about sterilization 17%
- Clients received a method 9%
- Quality of care index 18%

# Indicators : Clinic readiness for handling abortion clients

This indicator was based on one question;

- Facilities with abortion specific brochure 0%\*
- \* The result showed a zero because the study was a pre-intervention baseline study.



# Turkey - conclusion

- Methodology was applied to PA and PP
- Methodology used for evaluation purposes.
- The technique of quality of care index was applied.
- Cost

# Conclusion

- The FP QC methodology and its flexibility
- Efficiency in measuring quality - across RH services
- The cost advantage of field work covering several RH services at the same time