



Pan American Health Organization



Regional Office of the
World Health Organization

<http://www.paho.org>

*Quality in
Health Services Delivery
PAHO/THS/OS*

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Background

- Quality focused on hospital accreditation
- Capacity building to develop institutional capacity for continuous quality improvement
 - evidence based practice
 - clinical guidelines/algorithms
 - monitoring adverse events
 - re-engineering processes
 - other instruments

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Quality in Health Services Organization (OS)

Technical Cooperation in Quality

- Making Pregnancy Safer thru Quality in Health Services
- Nursing and Midwifery Services
 - Project with FEPPEN including guidelines for pre natal care
- Health Sector Reform and Quality (this project)
- Spanish Cooperation Project on national quality assurance programs



Spanish Cooperation Project

- Three Year Project Focused on Selected Latin American Countries –Argentina, Peru, El Salvador in 1st Year.
- Methodologies, Tools, Instruments including Information to Improve Quality
- Full Time Expert on Quality
- Regional Meeting
 - Brazil, 16-17 November 2004
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Essential Public Health Function #9 Quality Assurance

Quality assurance in personal and population based health services is defined as:

- Promotion of systems that evaluate and improve quality.
- Facilitating the development of standards required for a quality assurance and improvement system and oversight of compliance of service providers with this obligation.
- Definition, explanation and assurance of user rights.
- A system for health technology assessment that supports the decision-making process at all levels and contributes to quality improvement.
- Using the scientific method to evaluate health interventions.
- Systems to evaluate user satisfaction and application of results.



Essential Public Health Function #9 Indicators

1. Definition of standards and evaluation of the quality of population based and personal health services.
2. Improving user satisfaction with health services.
3. Systems for technology management and health technology assessment that support decision making in public health.
4. Technical assistance and support to the sub-national levels to ensure quality improvement in personal and population-based health services.



Essential Public Health Function #9 Measurement

Very low Performance in all countries

0.21 (Range for all 11 functions 0.21 to 0.71)

Indicator 1 = 0.31

Indicator 2 = 0.17

Indicator 3 = 0.10

Indicator 4 = 0.25



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World Bank Institute/PAHO Distance Learning Course on Essential Public Health Functions

Course on EPHF #9 Quality Assurance

- Course Development through July
- Piloting through December
- Launching early 2005



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Other Projects/Initiatives

- Quality in Mental Health Services
- Initiative Ibero-American Guideline Development
- WHO Patient Safety Initiative
- Quality in Services for Older Adults
- Intercultural Models of Care/ Indigenous Populations



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The Future

Developing a Framework for Technical Cooperation on Quality in the Delivery of Health Services

- Review of recent work
 - Documents
 - Key informants
- Draft document under review
 - PAHO technical advisors
 - Country teams (10)
- Revised document published and disseminated by the end of 2004



Contact

- For additional information on any of the Initiatives and Projects

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