



Standards-Based Management and Recognition: Improving the Quality of Reproductive Health Care in Afghanistan

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Presentation Outline

- Background
- Methods
- Results
- Conclusions
- Recommendations

Background: Afghanistan in 2006

Progress was made during the reconstruction process:

- Basic package of health services delivered by NGOs
- Increasing trends observed in service utilization of primary health care
- National guidelines and policies developed based on best practices

However, substantial challenges remained:

- Wide variability in quality of health care service delivery and implementation of basic standards of care
- Quality not factored into health systems
- Insufficient numbers of trained female health providers
- Inconsistent supervision of health workers

3

Health Services Support Project

- Develops capacity of local NGOs to deliver health services
- Strengthens health systems in support of quality
- Increases numbers of trained female health providers, particularly in the rural areas
- Promotes community involvement and engagement in health services



4

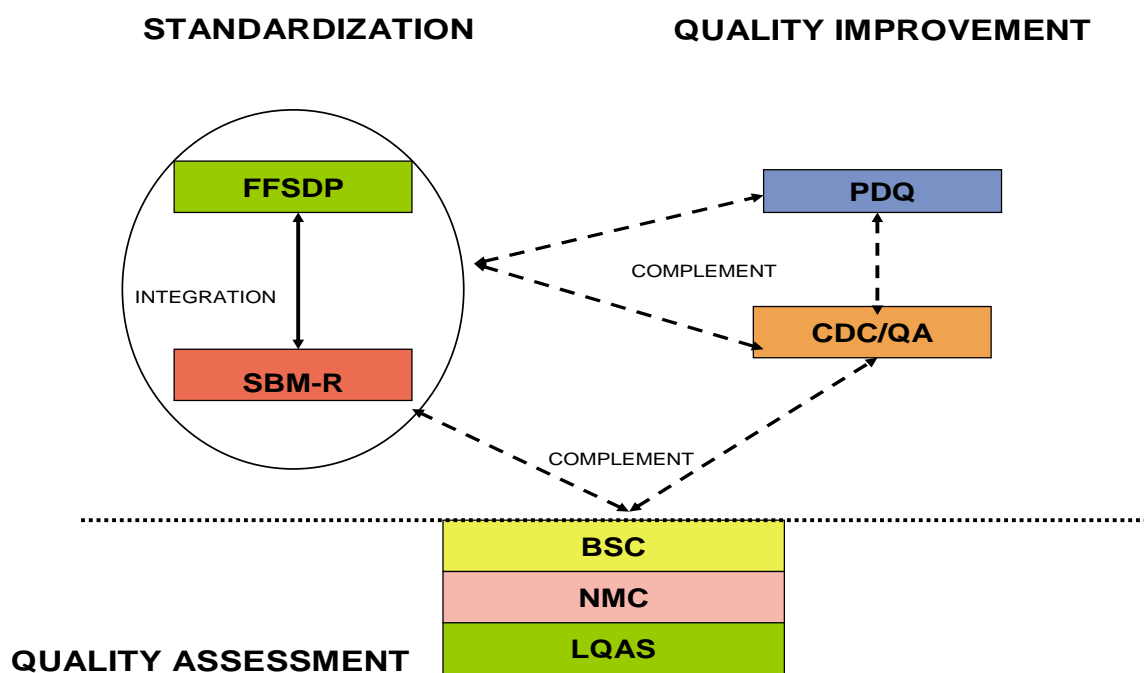
Purpose of Standards-Based Management and Recognition (SBM-R)

- Launched in 2007, the purpose of SBM-R is to ensure quality of health care services defined as:
 - Maximum well-being for the client
 - Provider satisfaction
 - Efficiency
 - Individual and social balance
- Various approaches that were implemented in Afghanistan were harmonized as part of a consultative process – the approach is now known as Quality Assurance
- Targets health posts, basic health centers, comprehensive health centers, and district hospitals

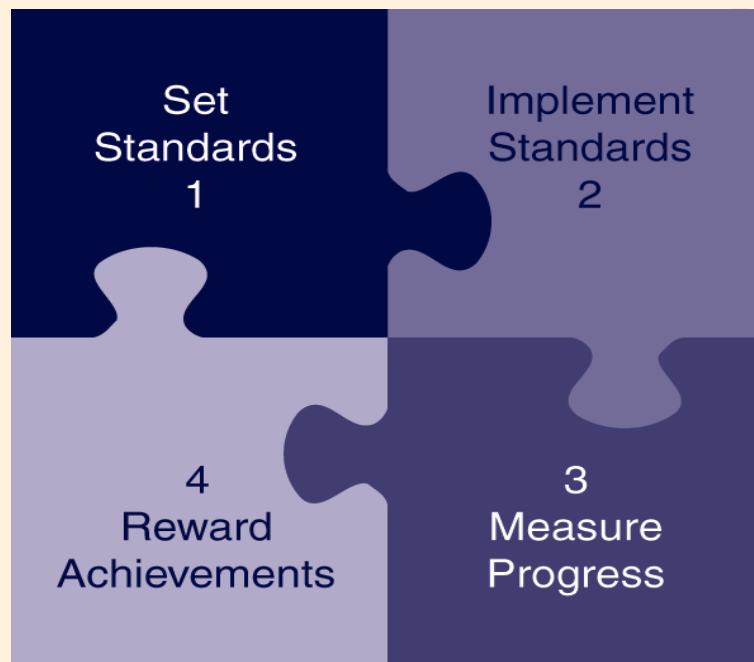


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Relationship Between Quality Approaches



Methodology: Four Steps of SBM-R



7

Step 1: Set Performance Standards

Current Technical Areas:

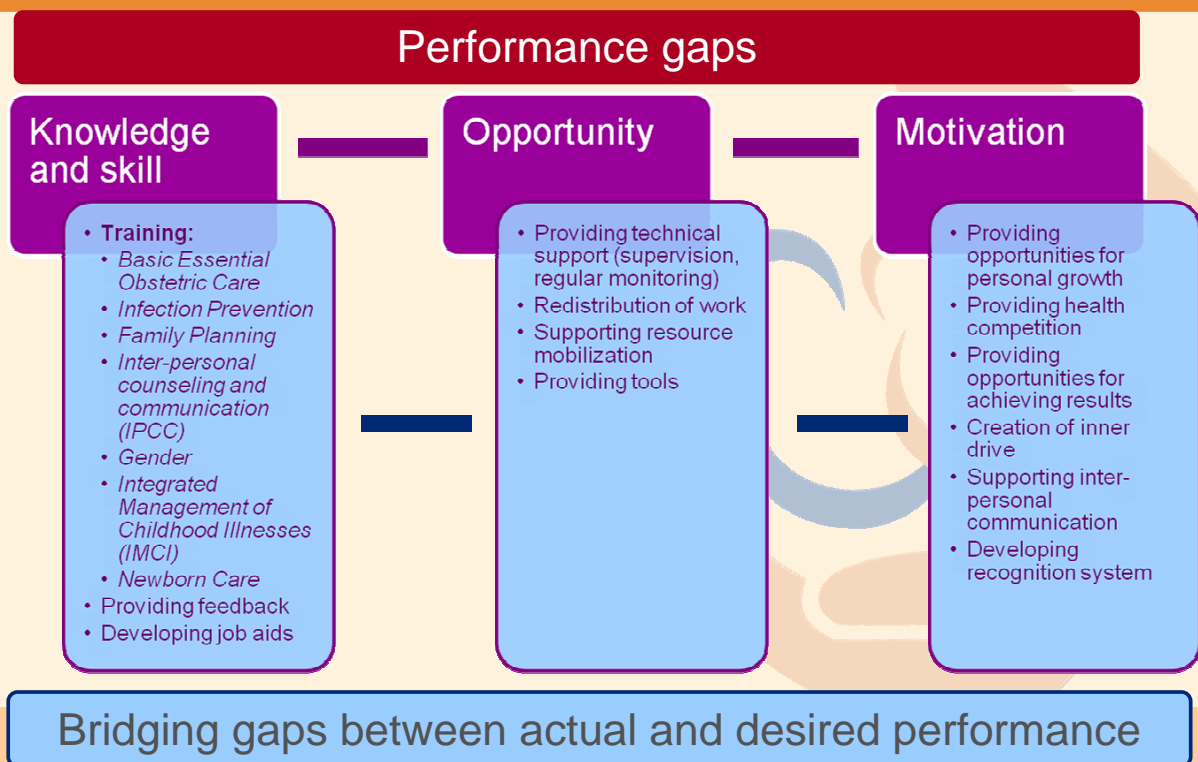
- Antenatal care
- Postnatal care
- Pregnancy and Delivery Complications
- Normal Delivery
- Sick Newborn Care
- Drug Management
- EPI
- Tuberculosis
- Facility Management
- Family Planning
- Integrated Management of Childhood Illness
- Infection Prevention
- Behavior Change Communication
- Gender

New Technical Areas:

- Cesarean Section
- Nutrition
- Trauma
- First aid
- Blood Transfusion
- Malaria
- Mental Health

8

Step 2: Implement



9

Step 3: Measure Progress

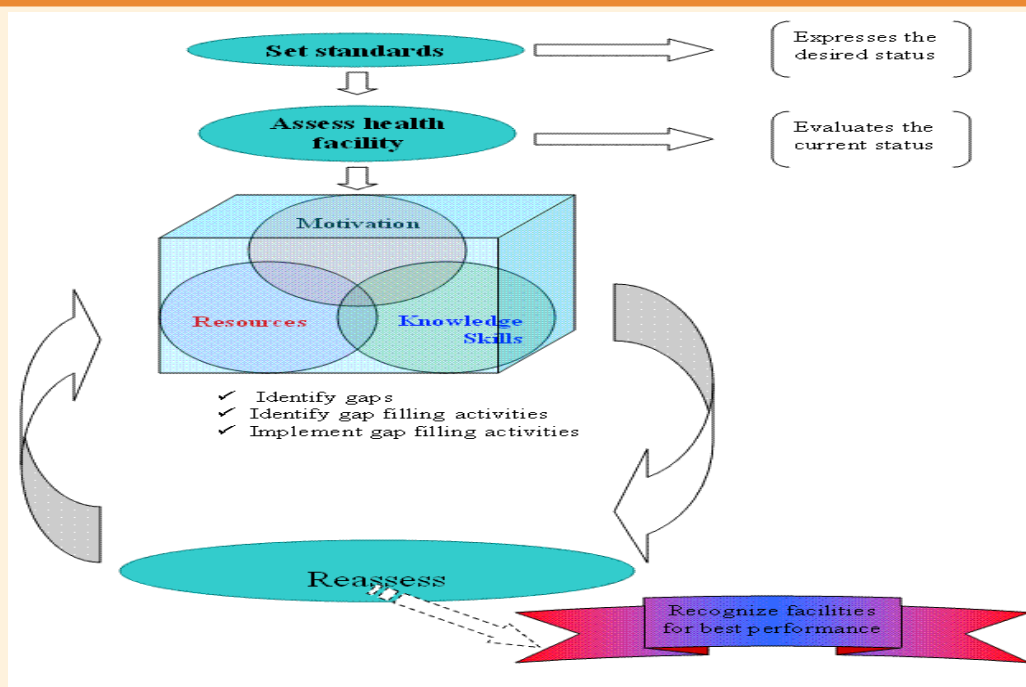
- **Assessments (external, internal, self, and peer) conducted to guide performance towards the standards**
- **External and internal assessments conducted to monitor improvements and foster motivation**
- **Self assessments used by health providers as a job aid to standardize their performance**

Step 4: Recognize

- Recognition is given to implementers with substantial improvements and high compliance with standards
- Provincial quality assurance committees and NGOs are recognized at central level
- Health facility staff are recognized at community level
- Reward and recognition through various mechanisms creates motivation and healthy competition

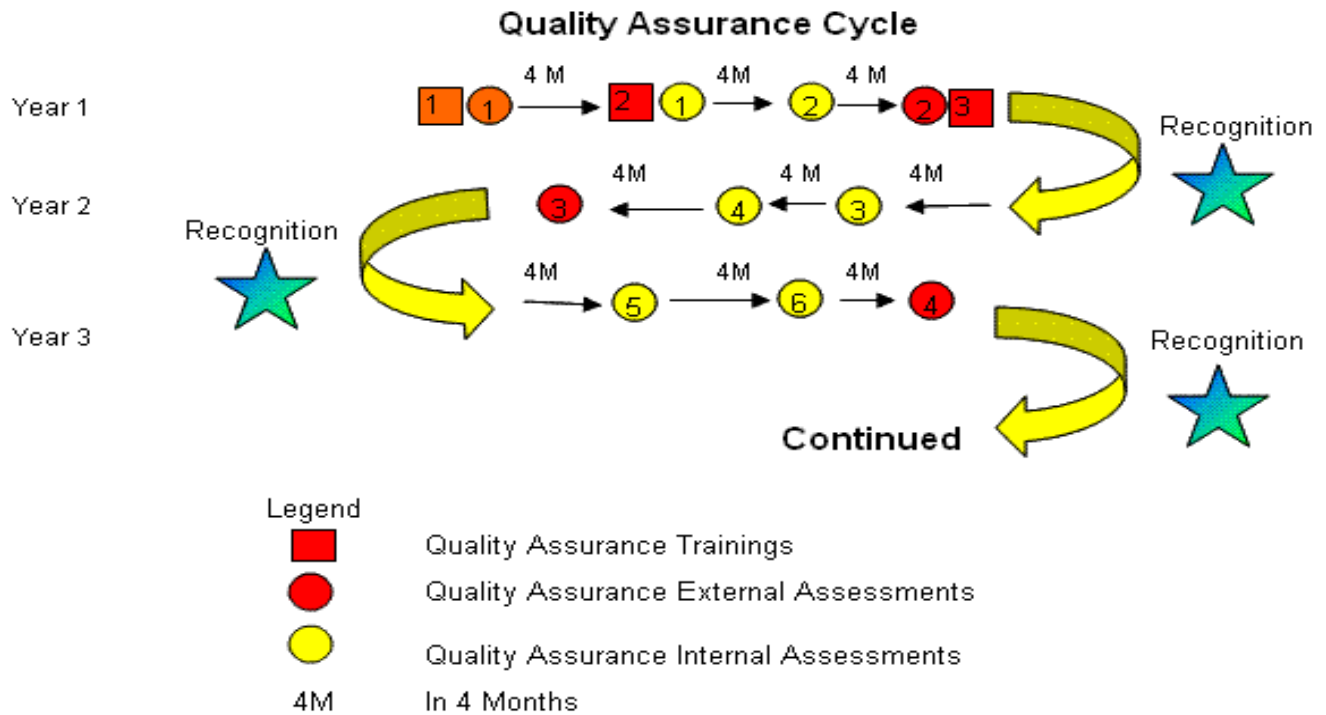
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Methodology



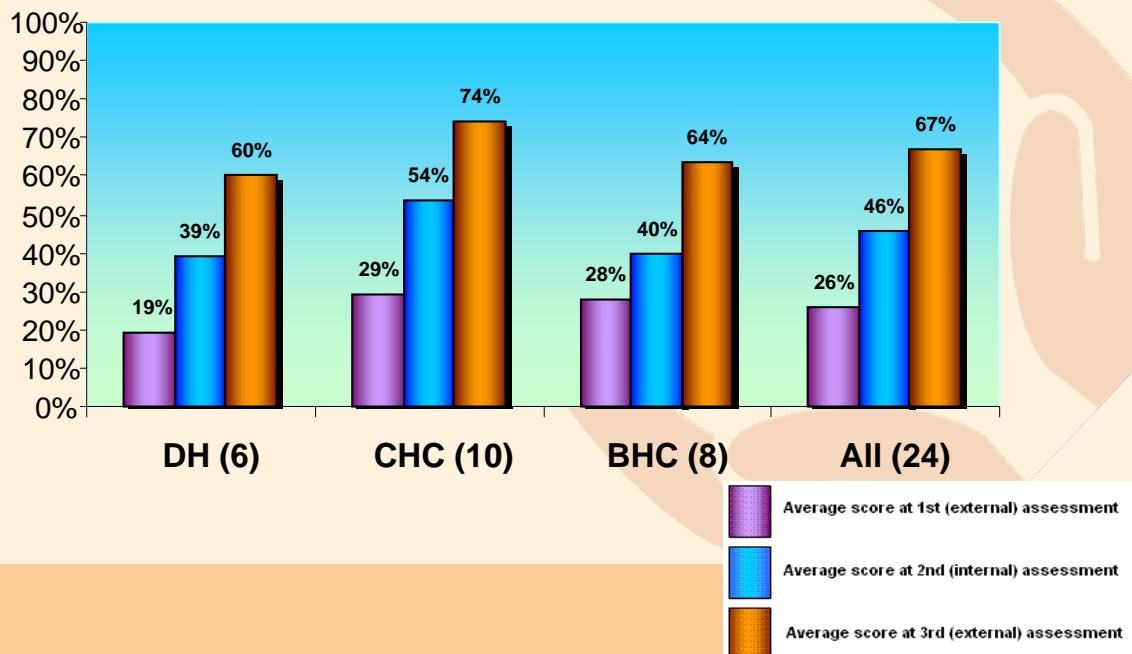
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Methodology



13

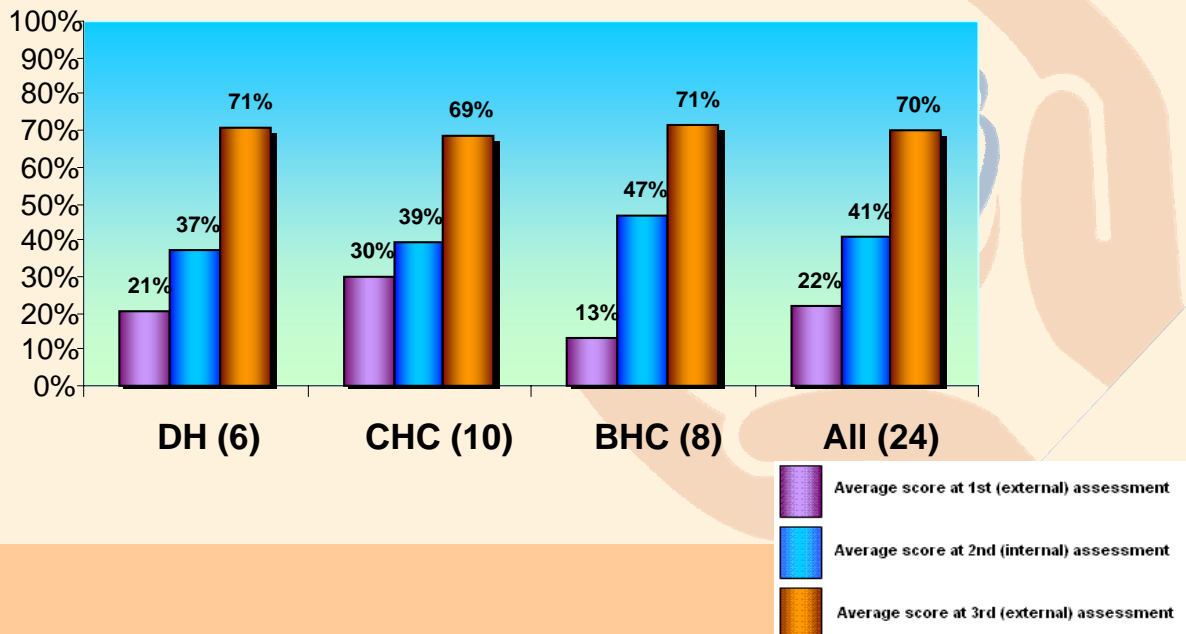
Results: Trend in Performance Standards Achieved in Family Planning



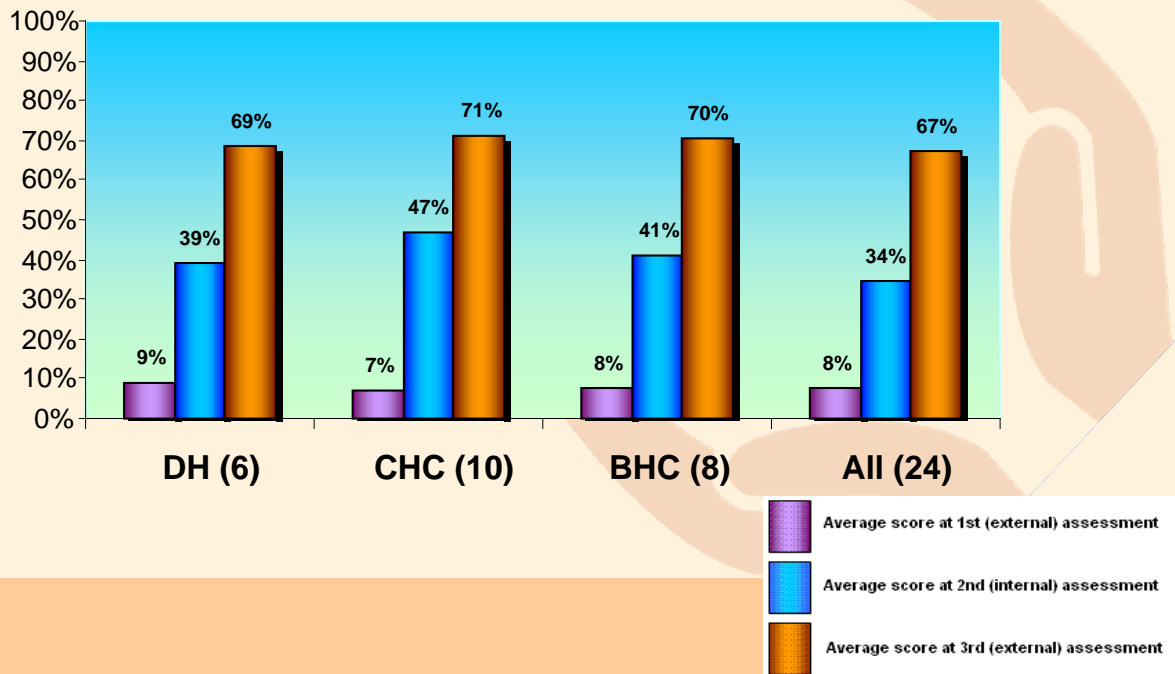
Results: Trend in Performance Standards Achieved in Antenatal Care



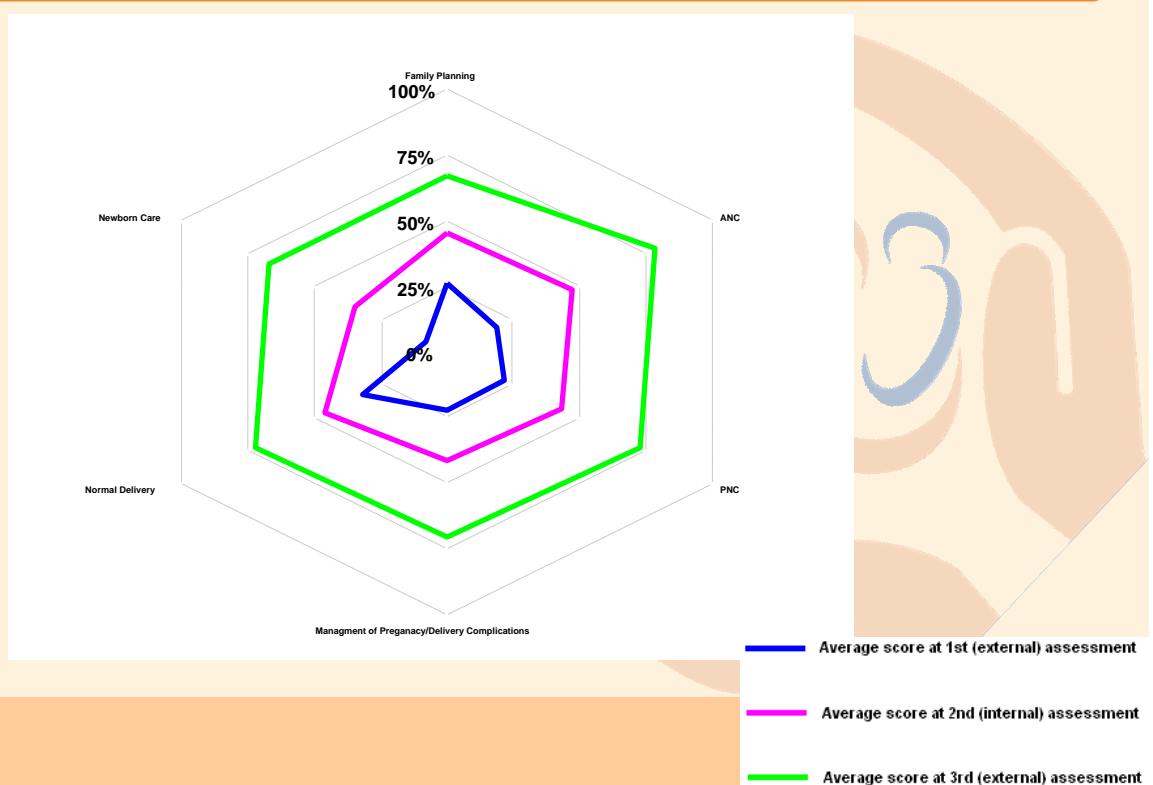
Results: Trend in Performance Standards Achieved in Pregnancy/Delivery Complications



Results: Trend in Performance Standards Achieved in Newborn Care



Results: Improvement of Reproductive Health Care Services



Conclusions

- Performance of health facilities, as measured by compliance with standards, has shown **consistent improvement** with each assessment
- Improvement trends across the different types of health facilities are **similar**
- On average **70%** standards were achieved in one cycle
- The approach is **empowering** health care providers to make meaningful changes and standardize their performance according to best practices
- The coverage is substantial but not **universal** (377 health facilities across 16 provinces)
- The initiative is creating an environment among implementers where high-quality is viewed as **desirable and achievable**
- The approach is **feasible** method to improve quality of care in a low-resource setting

19

Recommendations

- **Expansion** to other health facilities implementing the BPHS in Afghanistan should be considered
- The complimentary nature of the approach to the BPHS would allow for smooth **integration** within the grants provided by the MoPH to NGOs for primary health care service delivery
- Application of the approach to **other types** of health facilities (provincial hospitals, regional hospitals, specialized hospitals) would support the MoPH to improve the quality of the EPHS

20

Thanks

