



POST PREGNANCY FAMILY PLANNING QUALITY IMPROVEMENT APPROACH FOR PRIVATE HEALTH FACILITIES

GUIDE FOR HEALTH WORKERS

What is Quality Improvement?

Quality improvement (QI) is an approach to continuously find ways to provide better client care and services. It is the combined effort of everyone; health workers (clinical and non-clinical), clients and their families to make changes that will lead to better patient health and better system performance.

Quality involves offering technically competent, effective and safe care that contributes to the client's well-being.

Quality is defined as meeting the needs of the clients

What does Quality Family Planning (FP) entail?

Quality FP services entail meeting the reproductive health needs of the individuals and couples using the Bruce Jain framework. This framework is made up of six elements, relevant to improving the quality of care in family planning services.

The Quality Improvement Team Lead should ensure all the elements are addressed to provide quality FP services to all Clients

OBJECTIVES OF QUALITY IMPROVEMENT

- Improve the health of the population
- Enhance Client experiences and outcomes
- Improve Provider experience

Quality of care is a determinant of family planning uptake and continuation

Bruce Jain FP Quality of care Elements	Activity
Choice of Contraceptive Methods	<ul style="list-style-type: none"> ■ The Client receives her choice of method if medically eligible. ■ The Facility has all choices of methods with no stock-out
Full and accurate Information	<ul style="list-style-type: none"> ■ The Provider gives adequate information on the accepted method (how to use, possible side-effects and what to do about the side-effects)
Technical Competence	<ul style="list-style-type: none"> ■ The Provider follows infection prevention guidelines and provides family planning services in line with the standard guidelines
Interpersonal communication skills	<ul style="list-style-type: none"> ■ The Provider has good counselling skills ■ The Client is assured of confidentiality and privacy
Continuity of care and follow-up	<ul style="list-style-type: none"> ■ The Provider gives information on when to return
Appropriate constellation of services	<ul style="list-style-type: none"> ■ The Facility ensures that the client receives all the services they require

What is the requirement for Quality Improvement?

The basis of quality improvement is to establish a culture of quality. Your facility's activities should support and integrate quality improvement efforts in all its health services. This includes the establishment of a dedicated Quality Improvement Team, the conduct of regular QI meetings and the development of policies around your Quality improvement goal.

Health Facilities with strong Quality Improvement values continually seek to improve their own performance and the client's satisfaction and outcome.

Who are the members of the Quality Improvement Team (QIT);

A group of health workers in a facility saddled with the responsibility of improving the quality of care provided to clients and usually report to the Medical Director. For quality improvement to be effective, the team should be made up of health workers from all Units and a client representative that will be affected by the improvement process.

They include:

- **QIT Lead:** This person is the head of the QIT and ensures the functionality and completion of the team's task. The person is a senior staff, such as the Medical Director, Matron or Administrator.
- **Technical Expert:** Someone with a deep knowledge of the process such as the Family Planning Provider.
- **Infection prevention Officer:** Someone who is crucial in ensuring infection control
- **Data Officer:** Someone who is responsible for documenting Maternal, Child Health/Family Planning services and QI processes
- **End-User:** The Team should include whenever possible, input from the "end-user" who is the Client

Client satisfaction is considered as one of the desired outcomes of health care and it is directly related to the utilization of health services

What do the QIT members do:

- Participate in problem-solving activities of the facility
- Conduct regular meetings
- Share and contribute ideas, effort and time to help improve the team's effectiveness
- Cooperate with and support the team leader and other members of the Team
- Effect improvements agreed by the Team

How do the QIT members implement Quality improvement in the facility:

This is implemented using the DMAIC improvement tool, which is a data-driven 5-step improvement cycle used for improving and maintaining facilities processes. It guides facility staff to effect continuous quality improvement changes identified during assessment.

