

# **Quality Improvement in Health Care: Approaches and Tools**

**David Nicholas, MD, MPH**  
**URC/Quality Assurance Project**  
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# Tools in QA/QI: where do they fit?

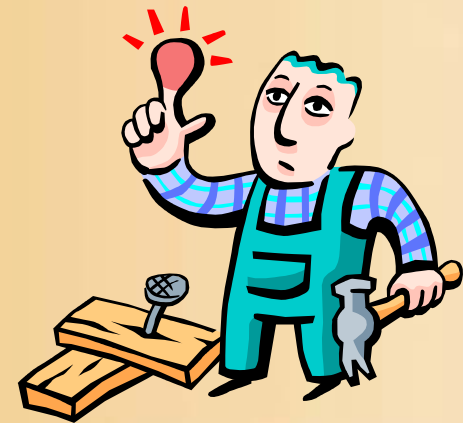


Tool

- Approach
  - Plan
  - Process



Personnel with  
necessary training  
& skills



# QA/QI: Basic Principles

- Client focus
- Understand the production/service process
- Teamwork
- Measurement: testing changes & monitoring results



# Quality Assurance in Healthcare

## Approaches

Regulation

Quality Improvement

## Sub-approaches

Laws,  
Accreditation,  
Certification

Individual problem solving,  
Continuous Quality Improvement,  
QI Collaboratives

## Processes

Legislative process, External  
evaluation, Licensure

Team-based problem solving, PDSA  
cycles, Learning sessions

## Tools

External survey instruments, Certification  
self-assessment checklist

Flow chart, Monitoring instrument (run  
charts), Collaborative website

# What's new in health system improvement?

The *improvement collaborative*, developed by the Institute for Healthcare Improvement (IHI), seeks to rapidly spread existing knowledge/best practices to multiple settings through systematic efforts of a large number of teams





# What is an Improvement Collaborative?

- A collaborative is an organized effort of shared learning by a network of sites (or teams) to:
- Adapt to their local situations a known, best practice model of care for a specific priority health problem
- Achieve significant results in a short period of time (12 mos.) and thus reduce the gap between best and current practice
- Scale up the adapted model throughout the organization using an intentional spread strategy





# How are collaboratives different from other QI strategies?

- Teams in many sites working on same topic, simultaneously testing different changes
- Good ideas are actively disseminated
- Friendly competition keeps up pace of results
- Spread/scale-up planned, initiated early on



# QAP Collaboratives

| Topic                            | Country  | Status 9/04  | No. Sites  |
|----------------------------------|--|--|--|
| PMTCT                            | Rwanda   | 14 <sup>th</sup> month   | 18   |
| <i>ART</i>                       | <i>Rwanda</i>  | <i>1<sup>st</sup> month</i>  | <i>20</i>  |
| Malaria                          | Rwanda   | 14 <sup>th</sup> month   | 23   |
| EOC                              | Ecuador<br>Honduras<br>Nicaragua                                     | 13 <sup>th</sup> month<br>10 <sup>th</sup> month<br>12 <sup>th</sup> month | 3 provinces<br>1 region<br>5 SILAIS                              |
| Pediatric<br>Hospital Care       | Eritrea, Niger, Nicaragua,<br><i>Guatemala, Malawi,<br/>Tanzania</i> | 14 <sup>th</sup> month —<br>planning                                       | Eritrea: 10; Niger: 14; Nic.:<br>10; <i>Malawi: 8; Guat.: 13</i> |
| <i>Multiple<br/>Topics (5)</i>   | <i>Russia</i>  | <i>12<sup>th</sup> month</i>   | <i>23 Oblasts</i>  |
| <i>Adolescent<br/>Rep Health</i> | <i>Jamaica</i>   | <i>4<sup>th</sup> month</i>  | <i>4 clinics</i>   |
| <i>EOC</i>                       | <i>Eritrea</i>   | <i>3<sup>rd</sup> month</i>  | <i>1 zone</i>  |
| <i>Family<br/>Planning</i>       | <i>Tanzania</i>  | <i>Planning</i>  | <i>9 facilities in 3 districts</i>                               |
| <i>HIV/AIDS</i>                  | <i>Russia</i>  | <i>Planning</i>  | <i>3 Oblasts + St. Petersburg</i>                                |

*(Italics denote collaborative started in Year 2)*

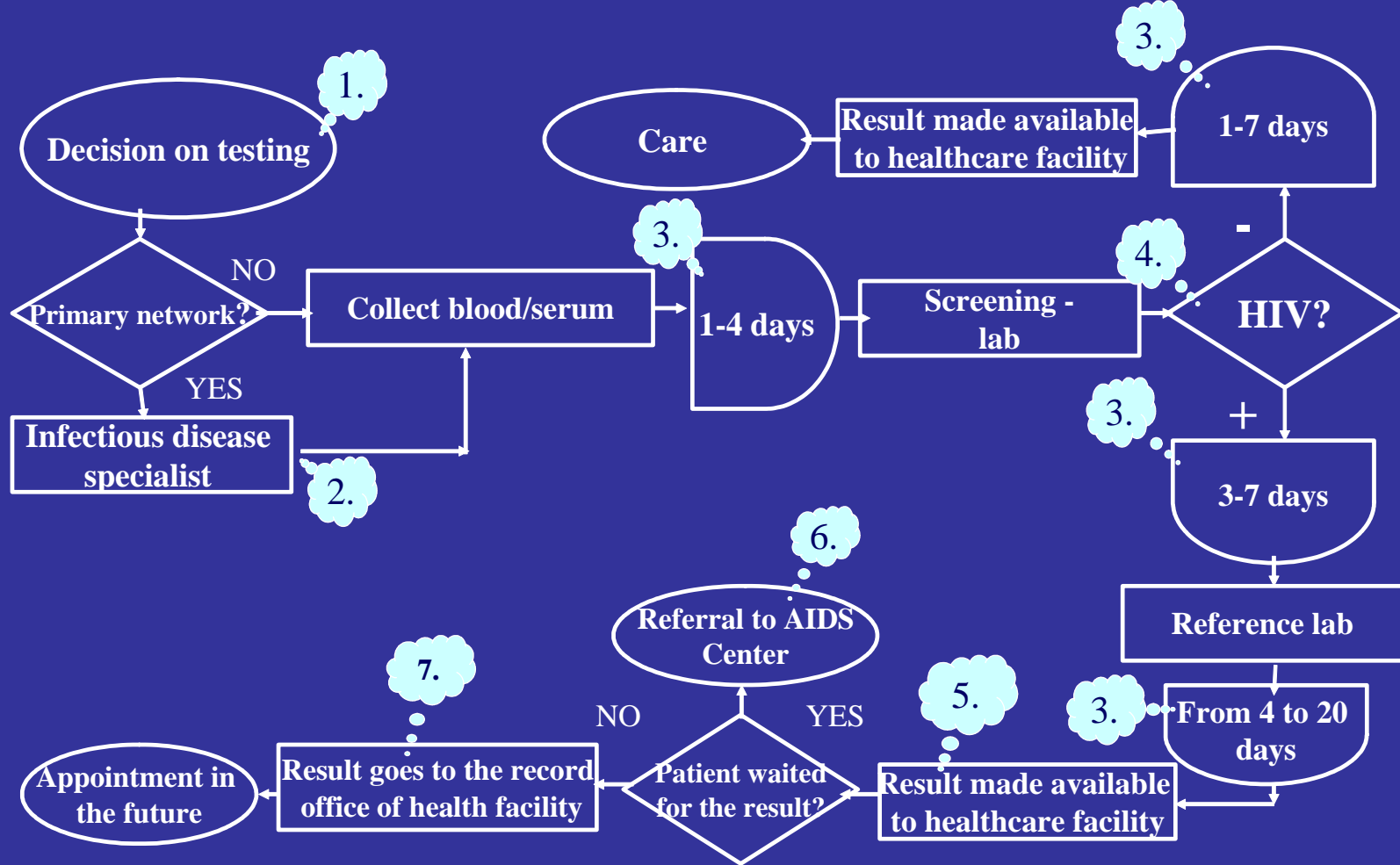




# Use of Resources: Assessment vs Improvement



# HIV Detection: an overview

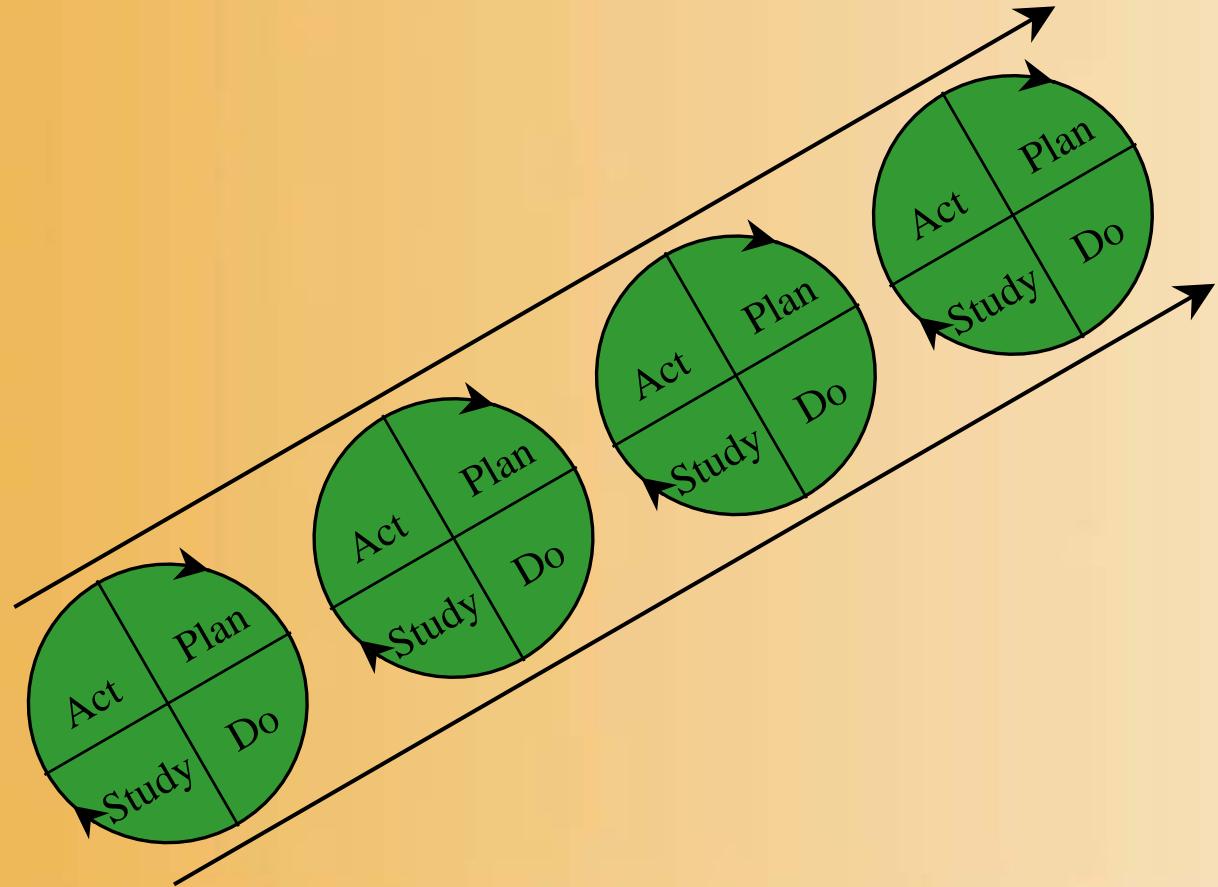


# HIV Detection: problems

1. Primary care providers have little knowledge on the criteria for referring to HIV testing.
2. An appointment with the infectious disease specialist is required for referral for HIV testing and becomes an additional barrier to testing.
3. Labs are territorially remote which constitutes a transportation problem when sending samples and receiving results.



# Continuous Quality Improvement



# Implementing the LAC EOC Collaborative

- **Begin measurement and introducing improvements (Oct 03-Jan 04)**
- **Team meetings—share ideas, results (Feb-Sep 04)**
- **International meeting of leader teams (May 04)**
- **Expansion:**
  - Nicaragua: began w/ 3 SILAIS (out of 17); 2 more joined (Feb-Mar 04); 2 more to join in 2005
  - Honduras: began w/ 1 region (of 7 at the time) expansion to Health Region 2 in 2005
  - Ecuador: began w/ 1 province (out of 22); 2 more joined (April-July 04); 8 more to join in 2005



# Mechanisms for shared learning

- Team meetings (national, regional levels)
- Site visits from national and provincial leaders and QAP staff
- Listserv for technical questions
- Website for posting data, improvement reports:  
[www.mortalidadmaterna.org](http://www.mortalidadmaterna.org)

**Iniciativa Regional para la Reducción de la Mortalidad Materna**  
**Proyecto Colaborativo Interpaises**

La Iniciativa es una colaboración de la Agencia de los Estados Unidos para el Desarrollo Internacional (USAID), la Organización Panamericana de la Salud/Organización Mundial de la Salud (OPS/OMS) y el Proyecto de Garantía de Calidad (Quality Assurance Project, QAP), que busca fortalecer la capacidad técnica regional y nacional y los entornos políticos a favor de la reducción de la mortalidad materna. La Iniciativa promueve las intervenciones basadas en las evidencias para reducir la mortalidad materna y neonatal; y apoya a los países en la ejecución de estas intervenciones a nivel operativo y de la comunidad.

La Iniciativa está desarrollando un Proyecto Colaborativo en

**Noticias**

**2 Nuevos documentos del Proyecto Colaborativo Interpaises.**

El Proyecto de Garantía de la Calidad QAP, ha elaborado dos nuevos documentos:

- Sistema Integrado de Cuidado Obstétrico Esencial SICOE, una estrategia operativa para reducir la mortalidad materna.
- Manual de usuario de la página web: [www.mortalidadmaterna.org](http://www.mortalidadmaterna.org).

Estos documentos los puede encontrar haciendo un clic la carpeta: proyecto colaborativo, del menú de la página principal.

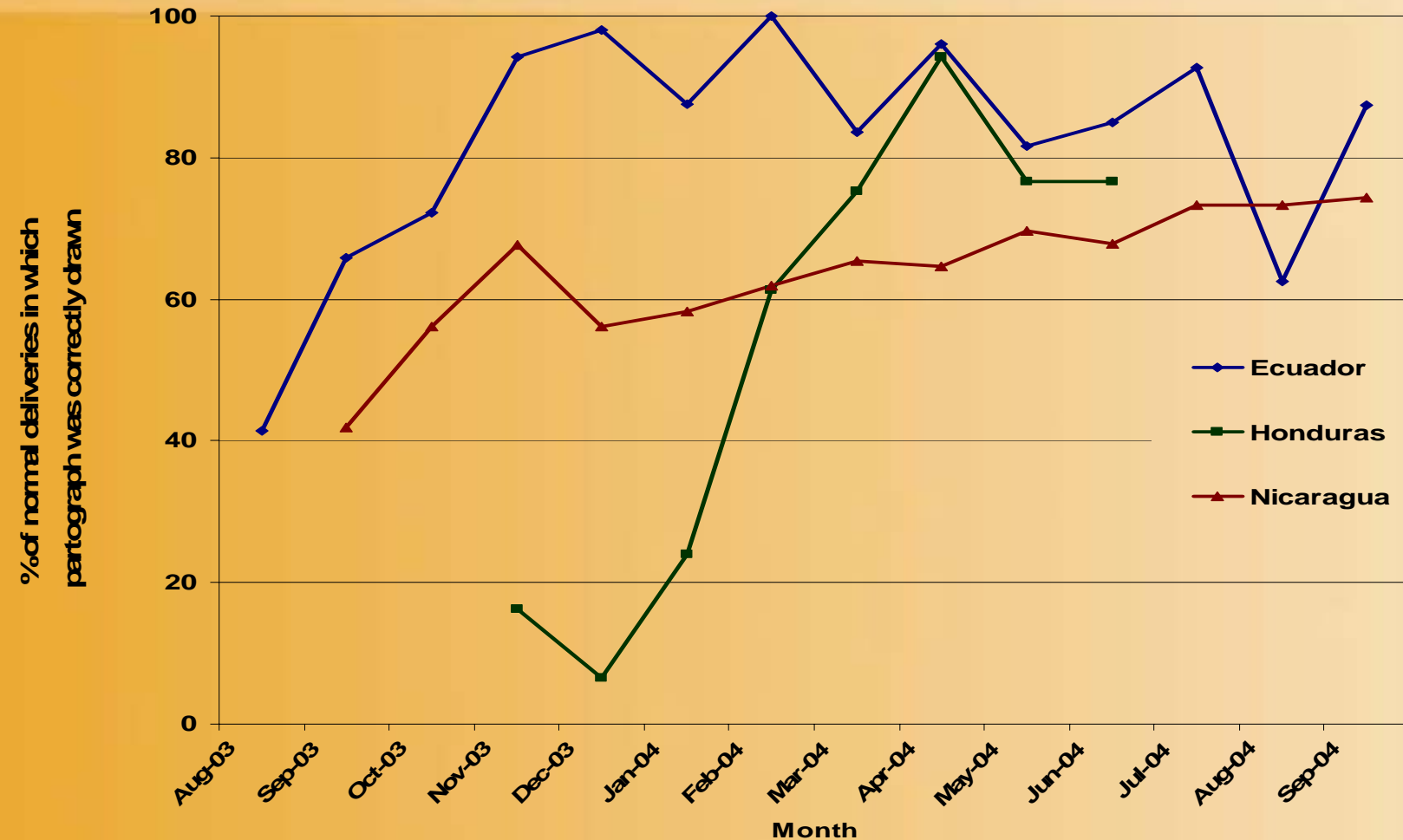
**ECUADOR: Orellana una nueva Provincia SICOE.**

La Provincia de Orellana en Ecuador, se constituye la tercer





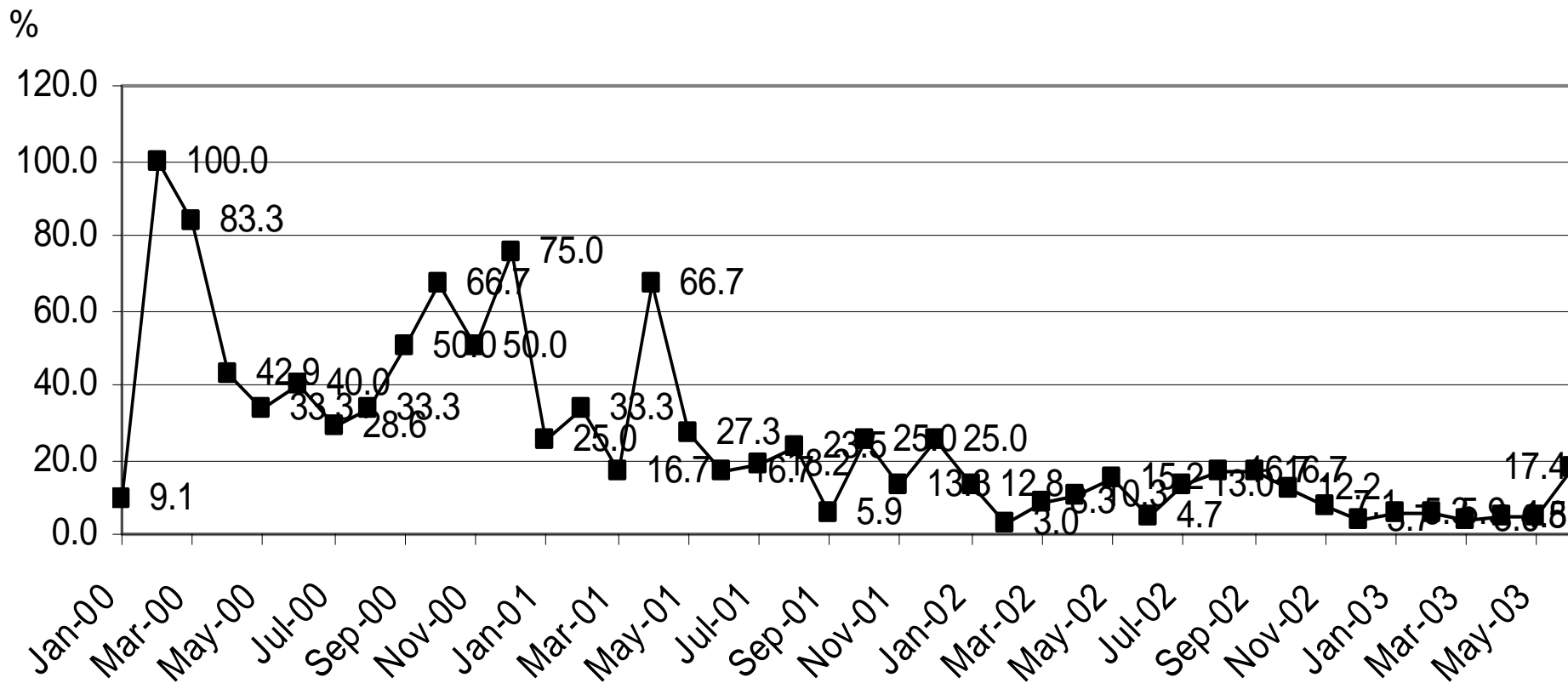
# RESULTS



## Delivery Care Changes:

- Self-guided training
- Coaching in partograph
- Monitoring of partograph by RN
- Recognition of those performing to standard
- Monthly monitoring and posting of results

### Case Fatality for Infants with Respiratory Disorders in the First Week of Life



# Why Collaboratives for HSS?

- Technical

1. An effective **QA/QI package**
2. The **network of shared learning** results in:
  - \* Rapid development and testing of innovations and solutions to problems
  - \* Rapid dissemination of effective changes
  - \* Rapid development of effective models of care
3. **Behavioral change** because of teamwork, self assessment, peer competition, seeing results
4. Achieve **Significant results** in a **short period of time**

- Economic

1. A cost-effective scale up strategy (**directed spread**)
2. Multiple sites in phase I, scores/hundreds of sites in Phase II
3. Changes are usually low cost and lead to **greater efficiencies**
4. TA and sharing through extranet may improve QI efficiency in some countries
5. **Low cost** for spread and impact achieved





# List of tools & websites

- A Modern Paradigm for Improving Healthcare Quality
- QAP website: [www.gaproject.org](http://www.gaproject.org)
- Latin America Maternal Mortality Reduction Collaborative website:  
[www.mortalidadmaterna.org](http://www.mortalidadmaterna.org)

