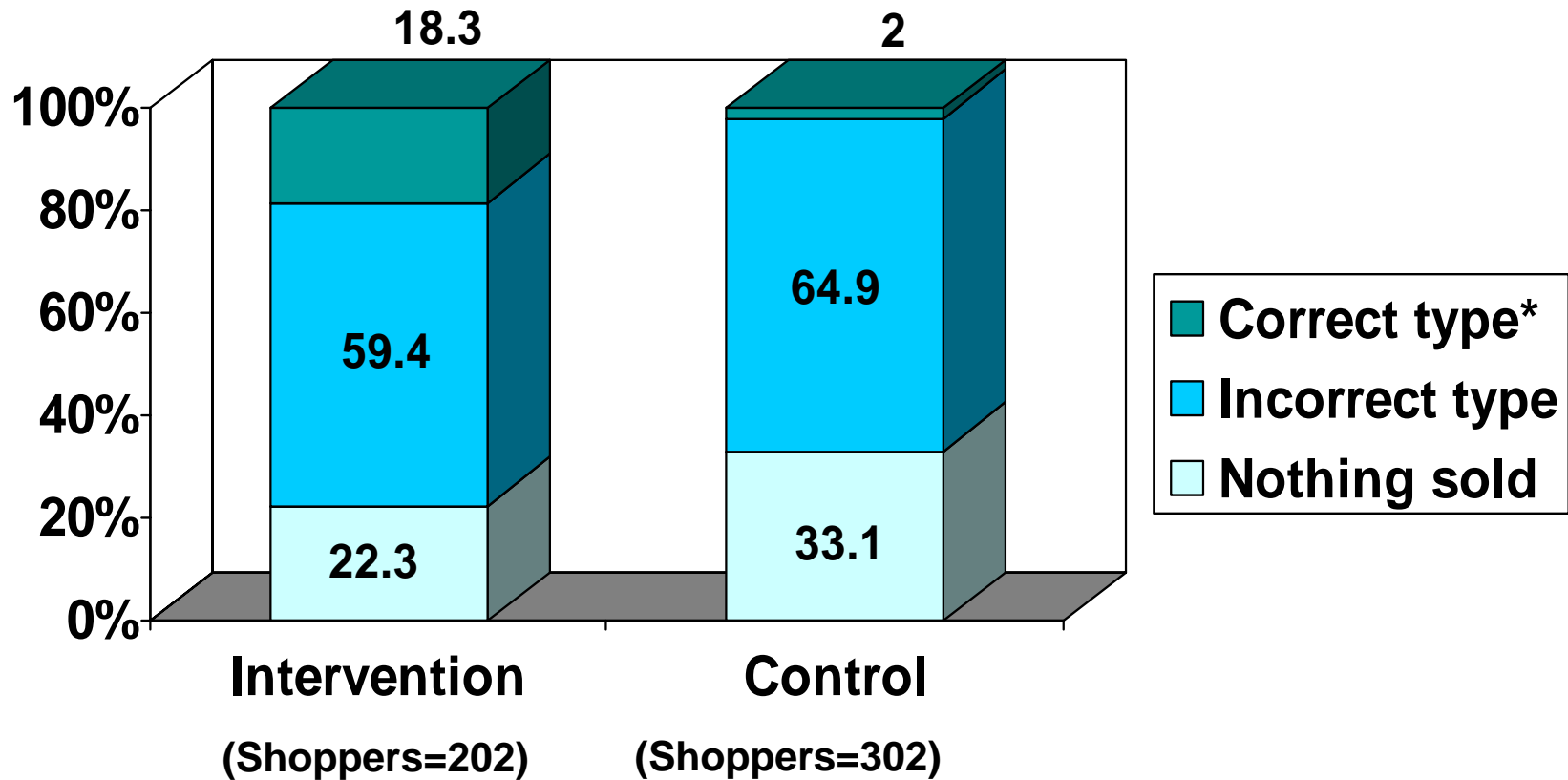


*PSP-One*  
Quality Assurance Panel  
Discussion Meeting

Overview of Issues  
James Heiby, GH/HIDN

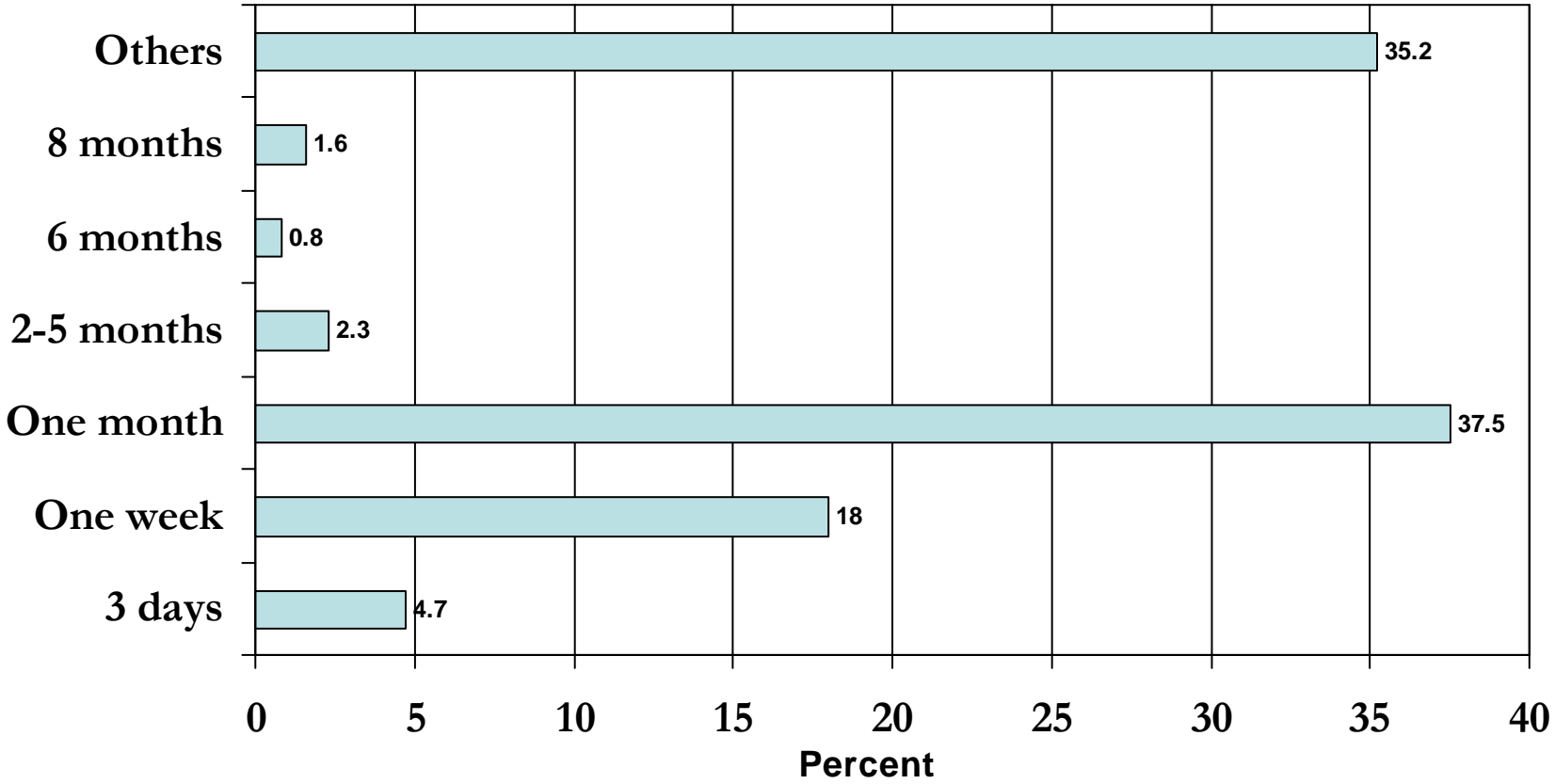
# Effect of intervention on whether shoppers were sold correct drugs



\*Correct type was defined as an effective SP plus an antipyretic. Significant difference at  $p < .000$ .

# Dosage Prescribed to Patients

Private Doctors



# For the commercial private sector:

- Why change
- Defining quality
- Measuring change
- Providing incentives
- Supporting improvement
- Sustainability

# What makes change more attractive to a private provider?

- Evidence: authorities, literature, peers
- Demand by clients
- Avoid sanctions
- Incentives
- Advantages of new way

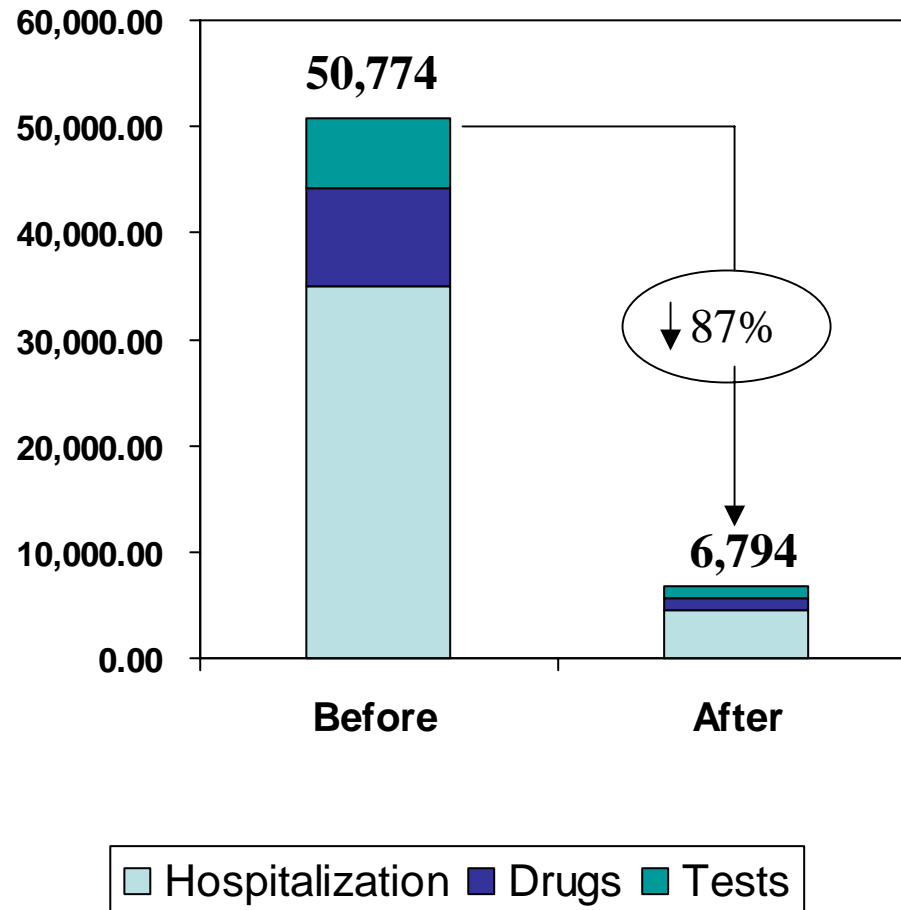
# Defining Quality

- Systems view: structure, process, outcome
- Quantitative measures
- Evidence-based standards and guidelines
  - Technical
  - Interpersonal, amenities
- Administrative efficiency and waste

# Impact of an EBG for Diarrhea in malnourished children in Dhaka (Ahmed, et al, Lancet, 1999)

- Following standardized clinical protocol:
  - Mortality 9%
  - Oral fluids only 60%
  - Antibiotics used 18%
- Following usual practice at ICDDR,B Hospital:
  - Mortality 17%
  - Oral fluids only 29%
  - Antibiotics used 40%

# Change in Total Cost of Care





# Measuring Quality

- Medical records audit
- Financial records
- Self assessment
- Peer assessment
- Testing
- External observers
- Surrogate patients
- Client Feedback

# Provider Incentives

- Quality-based third-party payment
- Non-financial material incentives
  - Training, supplies
  - Certification, accreditation
  - Human resources management
- Non-material incentives
  - Feedback on technical performance
  - Client, public feedback
  - Awards, recognition
  - Professional values

# Supporting Improvement

- Training
- Post-training
  - Performance improvement
  - Quality improvement
- Planned spread of improvements
- Job aids
- Management systems

# Organization of Tula Intentional Spread



# Sustainability and PSP-*One*

- Probably needed:
  - Organizational champion
  - Educated public demand
  - Financial viability
  - Practical feasibility of standards
  - Providers see a benefit
- Definitely needed:
  - Expansion of the evidence base