



**USAID**  
FROM THE AMERICAN PEOPLE



# Standards of Care: Drawing on the IPPF Experience for the Commercial Sector

**Carlos M. Huezco, MD**  
**Reproductive Health Director**  
**Private Sector Partnerships-*One***

**Abt**

Abt Associates Inc. in partnership with:  
Data Management Services Inc.  
Dillon Allman and Partners, LLC  
Family Health International  
Forum One Communications  
Global Microenterprise Initiatives  
IntraHealth International  
London School of Hygiene and Tropical Medicine  
O'Hanlon Consulting  
Population Services International  
Tulane University School of Public Health and Tropical Medicine

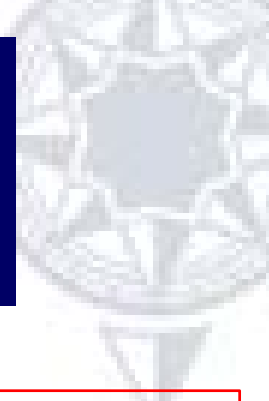
# Objectives

- Provide a brief description of how IPPF is using a systematic approach to improve quality of services among Member Associations (MAs)
- Discuss relevance of IPPF experience to private sector providers

# About IPPF

- Federation of 149 private non-profit Member Associations (MA) that provide RH care in 182 countries
- Has worked extensively in the area of QOC for more than 50 years

# Framework for QOC 1992



## Rights of the Clients

- Information
- Access
- Choice
- Safety
- Privacy
- Confidentiality
- Dignity
- Comfort
- Continuity
- Opinion

## Needs of Service Providers

- Training
- Information
- Infrastructure
- Supplies
- Guidance
- Back up
- Respect
- Encouragement
- Feedback
- Self Expression

# **IPPF Five Year Programme (2001-2005) to Strengthen Quality of Care: Funded by the Bill and Melinda Gates Foundation**

- **Develop standards of care**
- **Introduce in Member Associations a system of quality improvement based on the practical application of the standards**
- **Improve competence of service providers through training and increased access and use of medical & technical information and publications**

# Standards

## What are they?

- A desired and achievable level of performance against which actual performance is measured: *ISQua*
- Something set up as a rule for measuring or as a model to be followed: *The New Merriam-Webster Dictionary*

## Why do we need them?

- To set goals in quality of services
- To serve as basis for service delivery guidance
- To serve as basis for indicators, tools and procedures for assessing quality

# IPPF QOC Standards and Criteria

<b>QOC Standards</b>	<b>Criteria</b>
<b>6. Confidentiality</b>	6.1 No information is shared with third parties without the consent of the client
	6.2 A system is in place to prevent access to clients records by third parties
	The member association has procedures in place to ensure confidentiality of the information related to clients

# IPPF Quality of Care Improvement Tools

## QOC Improvement Process: Manual for Service Providers and Managers

- Self-assessment questionnaires and guides
- Client exit interview questionnaires and guides
- Action plan forms

## External Assessment Questionnaire and Guide



# Training Activities – Cascade Effect

**Inter-Regional Training**



**Regional Training**



**MA (Country) Training**



**SDP Process Facilitation**

**Trainees at one training level become trainers or facilitators at the next level**

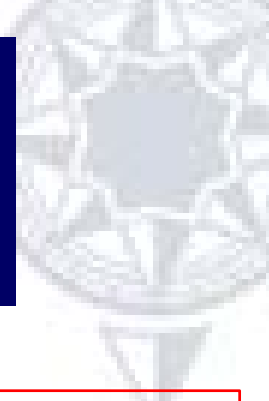
# The Quality Improvement Process: from Standard Setting to Action

- **FPA Service Delivery Points (SDPs)**  
Conduct self-assessment  
Develop plan of action  
Initiate activities that do not require external support  
Submit plan of action to MA headquarters
- **FPA Headquarters**  
Consolidate SDPs action plans  
Do self-assessment of QOC management capacity  
Develop MA action plan  
Submit plan of action to IPPF
- **IPPF**  
Provides funding and technical assistance for  
implementation of MAs action plans

# QOC Award

- **External Assessment**
- **Granting Award**

# Framework for QOC 1992



## Rights of the Clients

- Information
- Access
- Choice
- Safety
- Privacy
- Confidentiality
- Dignity
- Comfort
- Continuity
- Opinion

## Needs of Service Providers

- Training
- Information
- Infrastructure
- Supplies
- Guidance
- Back up
- Respect
- Encouragement
- Feedback
- Self Expression

# Challenges in Meeting the Needs of Providers in the Private Sector

## Training

- Limited access to continuous training

## Information

- Restricted sources of information

# Challenges in Meeting the Needs of Providers in the Private Sector

## Infrastructure & Supplies

- Limited funding in low-income areas
- Inclination to use products or brands promoted by industry which may be more costly
- No access to preferential prices available to the public sector

# Challenges in Meeting the Needs of Providers in the Private Sector

## Guidance, Back up & Feedback

- Who would provide this for the private sector? Provider associations? Government? Franchises?

## Encouragement & Motivation

- Similar challenges to public sector, but with greater weight on financial benefits as incentive to improve performance

# Who Would Play the Role of IPPF in the Commercial Sector?

## Who sets standards for the commercial sector?

- **Government**
- **Franchises**
- **Professional associations**

## Who would finance a QI process to meet the standards?

- **Clients**
- **Government**
- **Donors**
- **Lending institutions**



# Who Would Assess Quality in the Private Sector?

## Self-assessment

- Gives ownership to service providers
- Is a motivating process
- Non-threatening to service providers
- Gives immediate results
- Leads to action

# Who Would Assess Quality in the Private Sector?

## External assessment

- Recognition awards
- Certification
- Accreditation

# Challenges for the Private Sector

- Can we apply or adapt existing standards to the private sector?
- Do we need new standards specifically for the private sector?
- What are the incentives for private providers to meet the standards?
- How can we support private providers in identifying shortfalls in quality and meet the standards?