

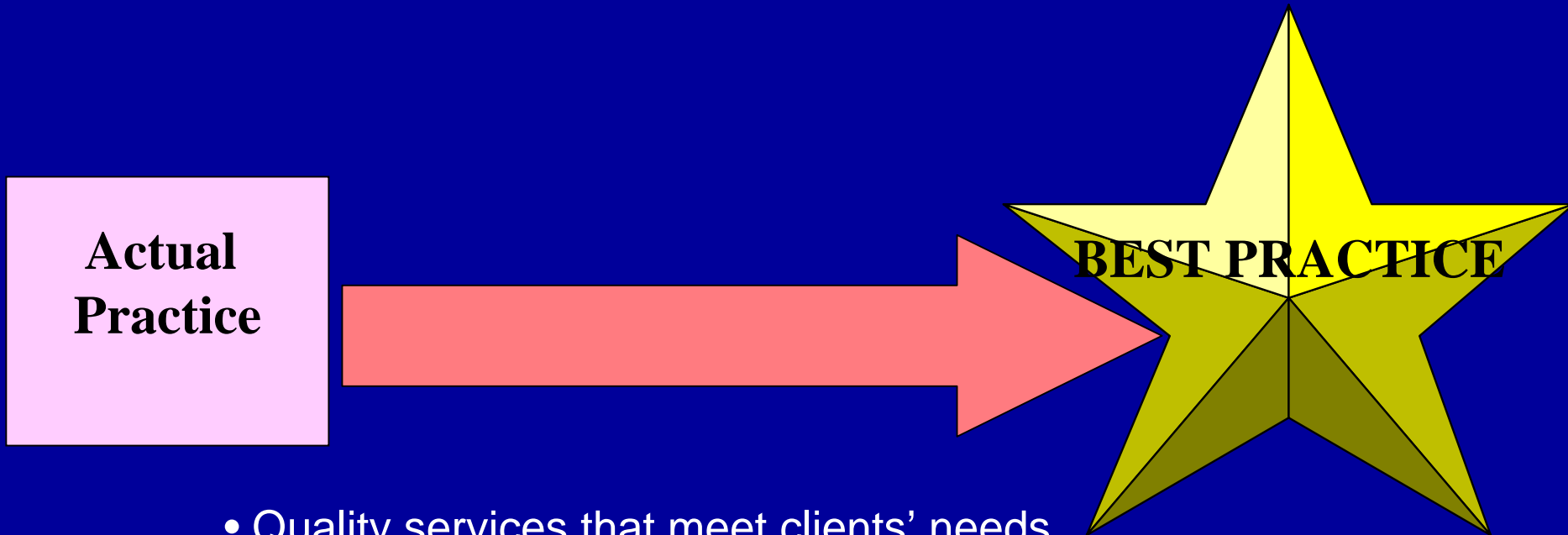
COPE® : Self-assessment and use with the private sector

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The ACQUIRE Project
New York, New York

the **ACQUIRE** project

Goal of quality improvement



- Quality services that meet clients' needs
- Improved performance of staff and institutions
- Increased use of services
- Increased efficiency and savings
- Better health

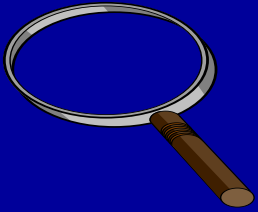
EngenderHealth: Quality Improvement Package

◆ Approaches

- ❖ Facilitative Supervision
- ❖ Whole-site Training

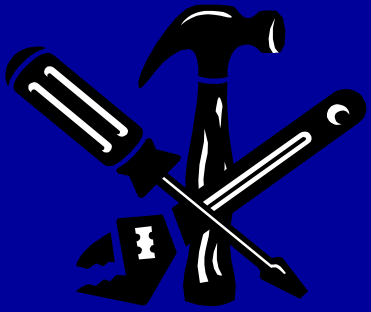
◆ Tools

- ❖ Performance Needs Assessment (PI)
- ❖ COPE®
- ❖ Medical Monitoring
- ❖ Quality Measuring Tool
- ❖ Cost Analysis Tool
- ❖ Community COPE® / Participatory Learning and Action



COPE®

- ◆ **C**lient
 - ◆ **O**riented
 - ◆ **P**rovider
 - ◆ **E**fficient
Services
- ◆ A participatory process and tools to continuously assess, improve and maintain quality at the facility level
 - ❖ Involves all levels of facility staff and supervisors
 - ❖ Based on the Client's Rights and Staff Needs framework
 - ❖ Focuses on international standards and best practices
 - ❖ Relies on team self assessment



COPE®

- ◆ **Tools used during COPE exercise:**
 - ❖ **Self-assessment guides with record review**
 - ❖ **Client interviews**
 - ❖ **Client flow analysis**
 - ❖ **Action plan**
- ◆ **Tools developed for different types of Reproductive Health services**

The Rights of Clients and the Needs of Health Care Staff

- ◆ **Information**
- ◆ **Access to services**
- ◆ **Informed choice**
- ◆ **Safe services**
- ◆ **Privacy and confidentiality**
- ◆ **Dignity, comfort, and expression of opinion**
- ◆ **Continuity of care**
- ◆ **Facilitative supervision and management**
- ◆ **Information, training and development**
- ◆ **Supplies, equipment and infrastructure**

Facilitative Supervision: Definition and Purpose

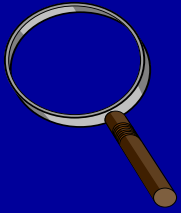
- ◆ FS: A system of management in which supervisors at all levels in an institution focus on the needs of staff and build capacity
- ◆ Enable staff to:
 - ❖ Manage the quality-improvement process
 - ❖ Meet the clients' needs
 - ❖ Meet institution's goals
 - ❖ Link facility and staff with internal and external resources

Elements of Whole-Site Training

- ◆ Linking supervisory and training systems
- ◆ Assessing and planning to meet facility training needs
- ◆ Focusing on teams, not only individuals
- ◆ Tailoring level of training to individual employee needs
- ◆ Expanding locales where training occurs
- ◆ Building sustainable capacity

Improving Medical Quality

- ◆ **Conduct medical monitoring**
- ◆ **Monitor and assure informed choice**
- ◆ **Develop, update and disseminate standards, guidelines, protocols**
- ◆ **Analyze and rectify detrimental written and “unwritten” medical policies and practices**
- ◆ **Analyze medical data and reports for service improvement**
- ◆ **Build capacity of institutions and sites to improve quality**



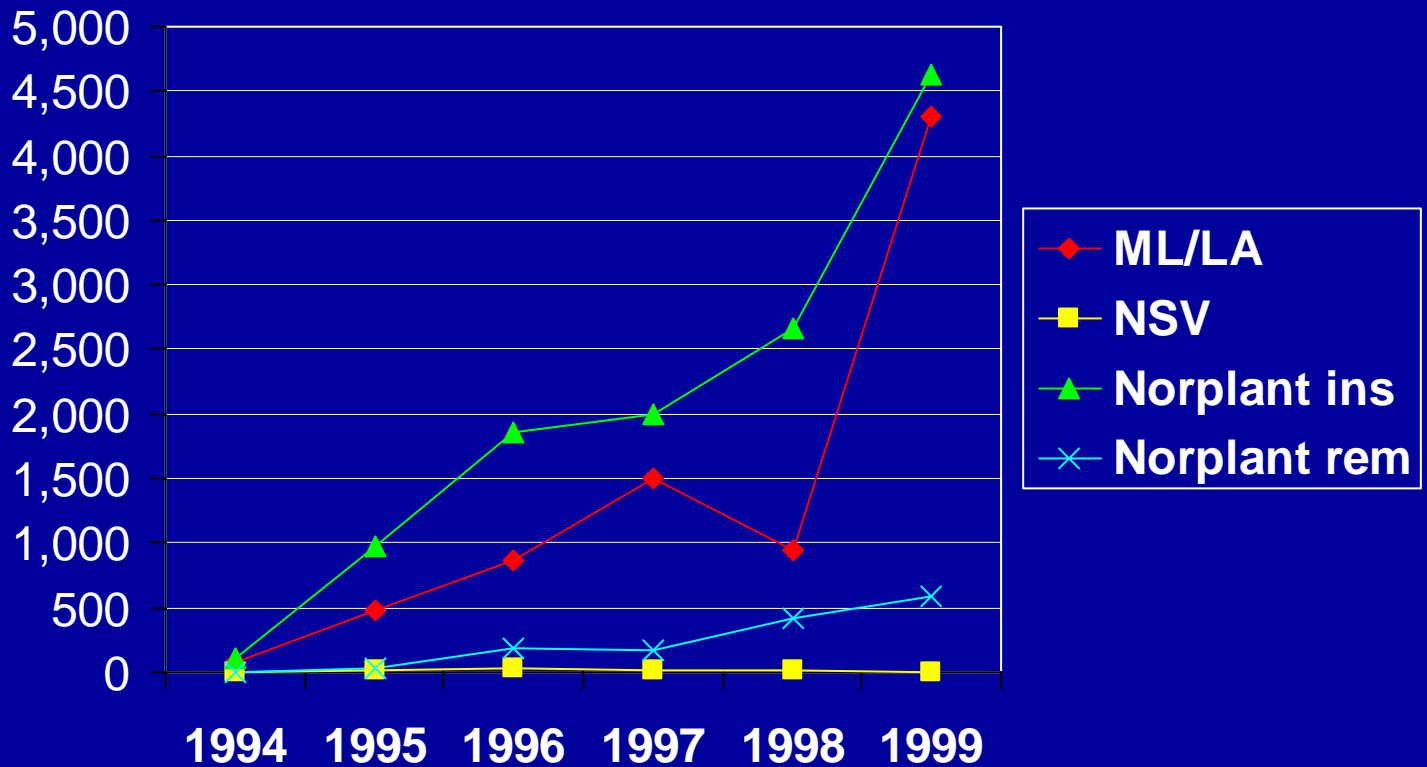
Performance Improvement and Performance Needs Assessment

- ◆ Diagnosing gaps at higher levels
- ◆ Selecting and developing appropriate interventions to support service delivery
- ◆ Programming approach

Experiences in Tanzania

- ◆ Long term and permanent methods of contraception and quality improvement project (1994-1999)
 - ❖ QI approaches one of several interventions
 - ❖ Better performance in facilities doing COPE than those that did not
 - ❖ Number of participating private facilities went from 4 to 28 during the duration of the project
- ◆ ACQUIRE Project in Tanzania (ongoing)

Number of LT & PM Procedures Provided in Private Sector Sites, 1994-1999

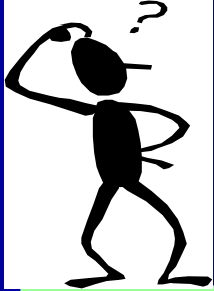


ACQUIRE Kenya: Private Providers and PMTCT

- ◆ 141 providers in 103 facilities trained in PMTCT
- ◆ 3,267 ANC clients tested for HIV
- ◆ 867 maternity clients tested for HIV
- ◆ 20 providers trained in PAC
- ◆ 10 providers trained to conduct Contraceptive Technology Update for peers

Lessons Learned about using COPE®

- ◆ Facilities in the public, NGO and private sectors have benefited from using COPE®
- ◆ Facility staff and supervisors are able to solve many problems with local resources
- ◆ Solutions and benefits vary, depending on situation and problems in each facility: Responds to local needs
- ◆ Staff feel empowered and motivated to take needed action - COPE® offers immediate opportunities to make improvements



Private Sector: Challenges and Issues

- ◆ **Motivation to use COPE**
 - ❖ Perceived benefits of COPE® compared to time and cost required
- ◆ **Support and monitoring to assure quality among individual providers**
 - ❖ Professional organizations, peers, public sector supervisors, regulation
 - ❖ Institutionalization and sustainability
- ◆ **Educating customers**