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and Improve Systems*



# Governing Quality-The Secret Sauce to UHC?

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# Agenda

- **Introduction to Governance and Quality Activity and Session Objectives**
- **Quality and Principles of Improvement**
- **Interim Research Findings and Country Co-Development**
- **Case Study Activity**
- **Discussion and Reflections**

# Governance & Quality

- **Session Objectives**
  - **Participants will understand the key concepts of quality and improvement**
  - **Participants will understand the major elements driving the governance of quality improvement, and some best practices identified by countries**
  - **Participants will gain an understanding of the importance of governing for quality in the age of UHC, as well as the complexities therein**

# What is Quality?

**Health systems should seek to make improvements in 6 areas or dimensions of quality**

- **Effective**
- **Efficient**
- **Accessible**
- **Acceptable/patient-centered**
- **Equitable**
- **Safe**

# Principles of Improvement

## **Fundamental Concept of Improvement:**

**“Every system is perfectly designed to achieve exactly the results it achieves”**

## **Principles of Improvement:**

- Understanding work in terms of processes and systems**
- Developing solutions by teams of health care providers and patients**
- Focusing on patient needs**
- Testing and measuring effects of changes**
- Shared learning**

# Governance and Quality Research Findings

- **Laws and policies**
- **Regulation**
- **Monitoring and evaluation**
- **Planning**
- **Financing**
- **Managing and leading quality improvement**

# 8 stones for governing quality

- **Governing quality through the use of strategies, policies, and mechanisms**
- **Measuring and using quality improvement data**
- **Governing to develop a quality improvement culture**
- **Using regulatory techniques for governing quality**
- **Linking finance to quality**
- **Addressing the knowledge gap of quality care at various levels (global, local)**
- **Institutionalizing non-state involvement in pursuit of person-centered quality care**
- **Garnering political will to pursue quality**

# Case study & Closing Discussion

- **Read over the short case studies**
- **The purpose is generate discussion around the complexities of governing quality**
- **With your groups, respond to the questions posed**
- **We'll take about 20 min for discussion**
- **We'll close with your reactions, questions, reflections on the presentation**



# THANK YOU!

- If you would like more information on this activity and dissemination of the future product and findings, please contact:
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