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HEALTH CARE
IMPROVEMENT
PROJECT

Measuring for Quality Improvement

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Exchange Event on Improving the Quality of
OVC Programs November 20, 2008
Addis Ababa, Ethiopia**

Outline

- **Why we measure**
- **What to measure?**
- **Relationship between measuring for quality improvement and M&E**
- **How would you measure?**
- **Which indicators?**
- **How to use the information**

Why we measure: To answer some of the following questions....

Are our programs making a Measurable difference in children's lives?

Are our programs making the best use of limited resources to provide effective services (reach, coverage, good care)?

What are the gaps? Where do we need to improve?

How can we improve?



Why measure improvement?

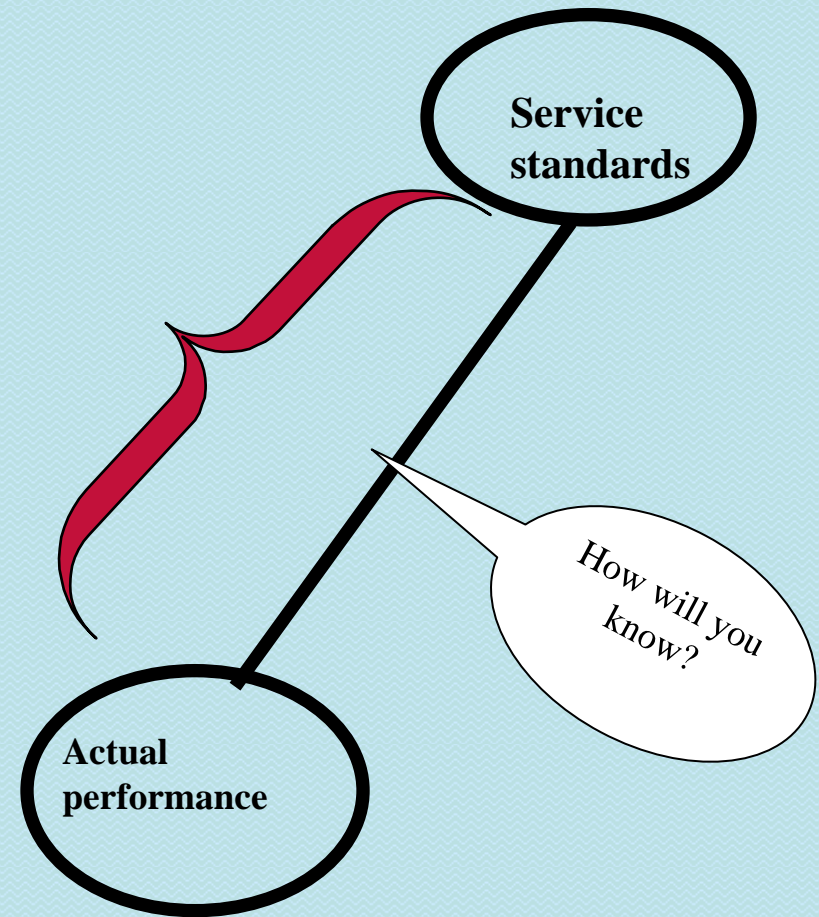
At a “Partnership Level”

- **Gathering evidence to validate service standards across organizations:**
 - service standards doable/ feasible
 - Service standards actually making a difference in outcomes
 - Processes (essential actions) if met are actually linked to outcomes: Are the essential actions “good enough”
 - Evidence-best practices for implementing service standards

Why measure quality improvement?

At implementation level

- **Identifying opportunities for improvement :**
 - How are we doing in light of the service standards?
 - What changes do we need to make?
 - Do proposed changes make a measurable difference in our ability to meet the essential actions?

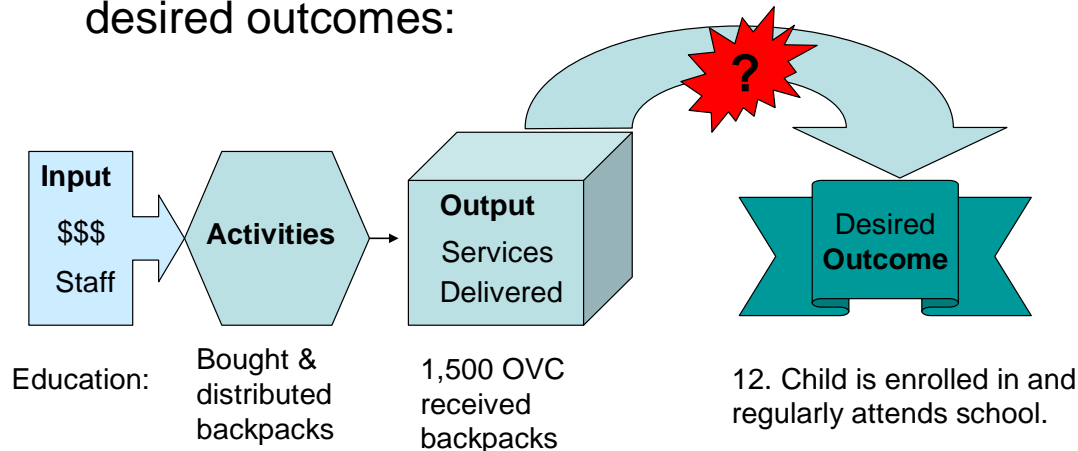


Measuring quality improvement

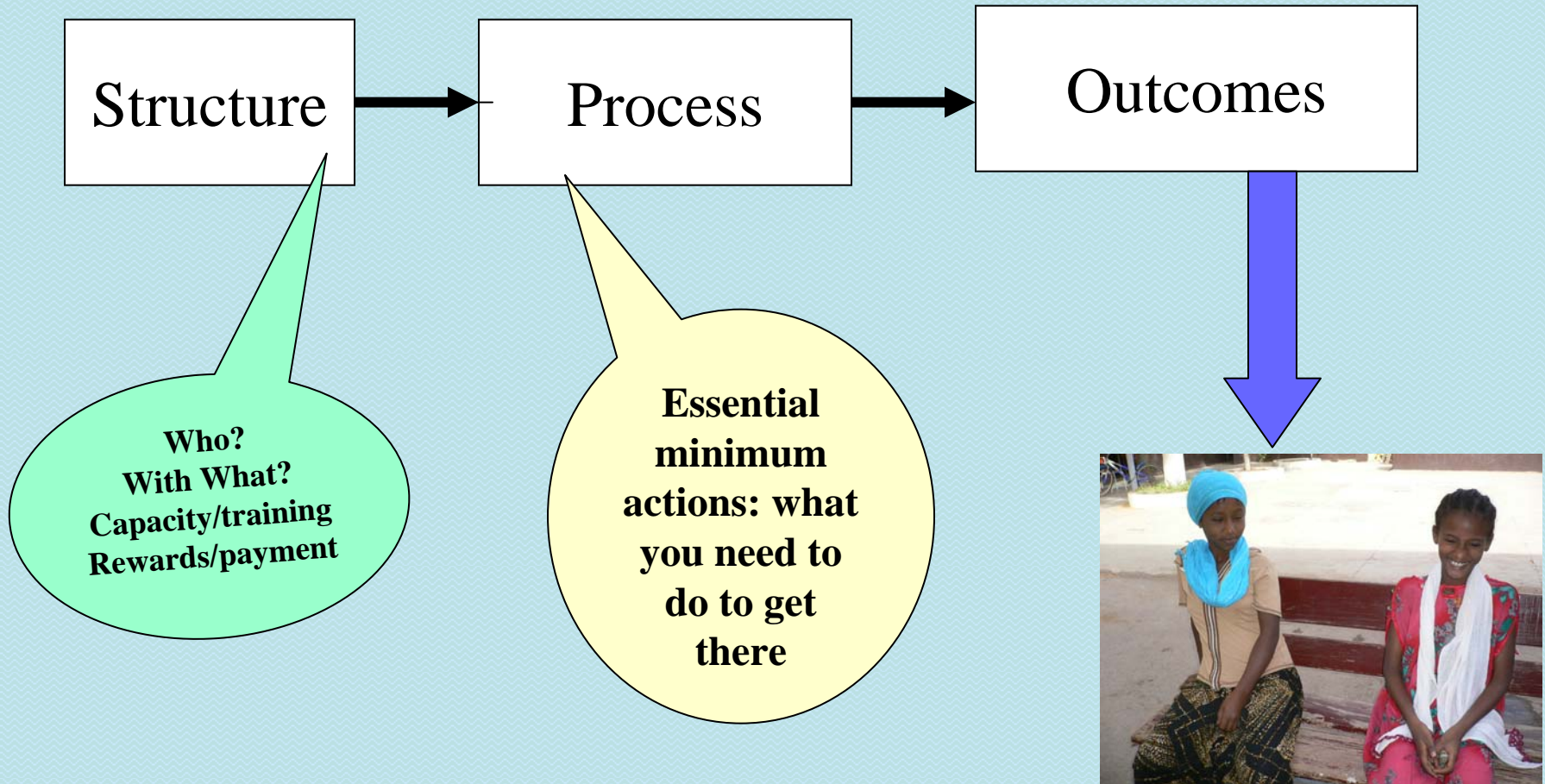
- A paradigm shift...What have we mostly done?

OVC Programs

Often focus on activities or outputs rather than desired outcomes:

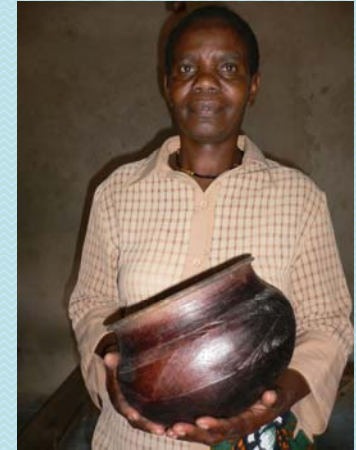


Measuring Quality: System approach



Outcomes: What to measure?

- **What would you measure?**
 - Child well being including child's satisfaction



Process: what do we need to do to get to the desired outcomes

- **steps that delineate what we all agree to do to meet the desired outcomes.**
- **How to meet the delineated process is adapted to country/community context:**

For example... Engage community leadership in terms of awareness of nutritional needs of OVC, identification of children in need, and provision of services and support.

(Facilitator's Guide:

Composite Illustrative Standard: Food and Nutrition)

Measuring Quality Improvement and M&E

- **Take five minutes and write what you think of the relationship. Individually (2 minutes)**
- **Then you will share with one person next to you. (3 minutes)**
- **Plenary.(10 minutes)**

Measuring Quality Improvement and M&E

QI

- Very much at the team/learning group level:
- Answering: How do we know that our proposed changes make a difference? (example Ethiopia)
- Routine, on-going
- Internal, team owned
- Captures the extent the child and family's needs are met

M&E

- Programmatic (inputs, outputs)
- Mostly captures coverage, utilization of resources

Linkages:

How would you measure?

- **How would know?**
- **Quantitative**
 - Samples/or all children
 - Reviewing school records
- **Qualitative methods**
 - Interviews with children/families
 - Supervision visit with service providers
- **Who will measure?**
- **Data burden?**
- **Who needs to know?**
- **How will you share?**



Indicators

- **Process indicators: Is the proposed change making a difference in how your organisation is able to meet the essential actions?**
- **Outcome indicators: Is the proposed improvement in processes having a positive impact on the desired outcomes?**
- **Role of dimensions of quality?**
 - Embedded in service standards
 - Guide to review program and service providers

Indicators: Last points

- **Need to be doable/feasible**
- **Need to be simple**
- **Important (data burden)**
- **Valid (they give you the information you are seeking)**
- **Improvable (can you make changes and you will capture a difference? Do you have control over the change you are trying to implement?)**

Next

- **Reconvene into your small groups (5 groups) 20 minutes**

Gathering evidence

- How would you gather evidence about the feasibility of the service standards?
- How would you gather evidence about the impact of using service standards on increasing quality?

Measuring Quality improvement: Identifying opportunities?

- How would you know your actual performance compared to the standards?
- What would you do?
- Who would be involved in collecting information