

Group one; Aspects of quality

Relational quality:

how do we address the patient? (e.g. reception, doctor-patient relationship)

Technical quality:

our professional capacity (e.g. skills, education, diplomas)

Functional quality:

which is helpful for the care received by the patient (e.g. hygiene)

Organizational quality:

organizing work and workflow, governance structure, etc

Group two

Identify indicators of quality of care in a facility

Quality indicators

- Customer satisfaction
- Patient safety
- Improved service delivery ;utilization of standard practices per evidence based medicine.
- Decrease mortality
- Decrease readmission occurrences and nosocomial infections.
- Provide Patient education prior to discharge
- Adherence to hospital policies and guidelines
- Tracer indicators on outcomes

Group three

Why measure quality ?

The unknown and unbearable risks



Financial institutes: High medical and financial risk hampers willingness to invest of private institutes.



Government: Not enough financial resources available to meet overall healthcare needs, crowding in of private capital is needed to increase overall available resources for care



Clinics: poor (self) regulation, poor business performance, lack of competition in the market



Patients: No information, no benchmarking, patients rely on 'word of mouth' when choosing services, **low trust in the system**

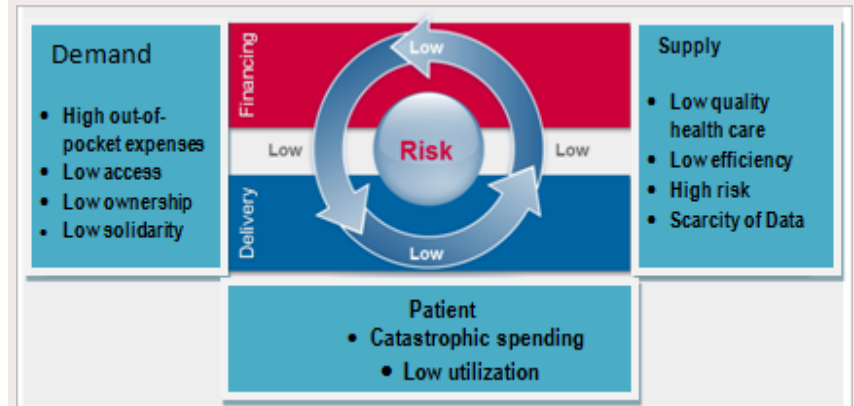
Lack of transparency leads to 'unknown and unbearable risks', inefficient use of resources and low investments

Health systems in Africa: a vicious cycle

Health systems in Africa...

- African health systems are stuck in a vicious cycle of low demand and low supply. Trust in the system is low.
- Shortage of resources is the major impediment to quality of healthcare
- Unknown and unbearable risk is a crucial factor hampering investments
- Access to healthcare is low among the poor

... a vicious cycle



- **More investments in better quality needed**
- **Transparency can attract capital**

How quality contributes to trust

Appropriateness



The right care at the right time for the right patient

Willingness to pay



Access

Quality

Transparency



Benchmarking & accountability

Cost effectiveness



Sustainability of quality improvement