

# Delivering quality health services

A global imperative for universal health coverage



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# UHC is an empty promise without quality of health care services

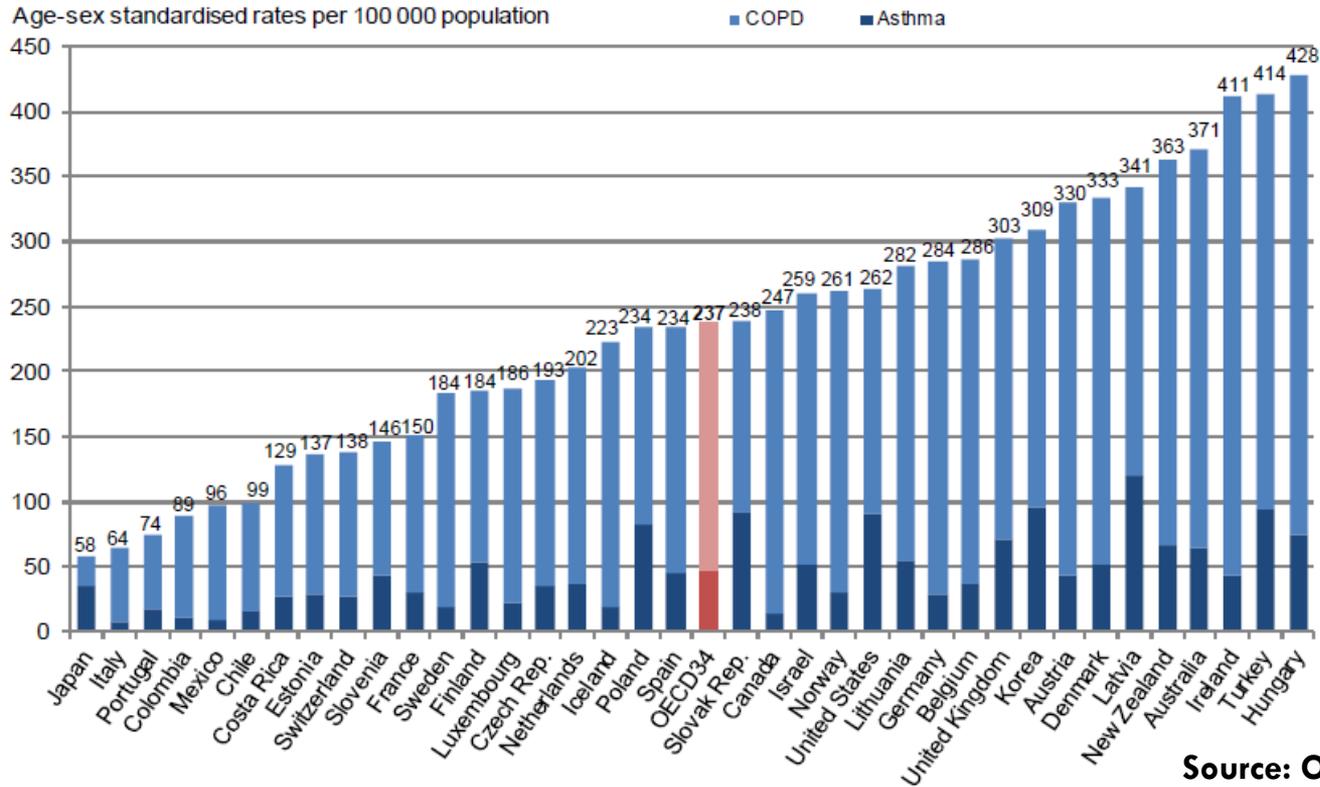
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- Access to care means little if services are not effective
- Substandard care wastes significant resources, fails to turn investments into better health, harms the health of populations, and destroys human capital and productivity
- Quality of care is key to global health security, which starts with local health security, and in turn depends on high-quality frontline services
- Quality is not something that only rich countries can afford. Failure to build quality health systems from the start is what raises the cost.
- Poor quality is the result of health system failures, not the fault of individual providers

# Quality Gaps Exist in all Countries

## Avoidable Hospital Admissions in OECD countries

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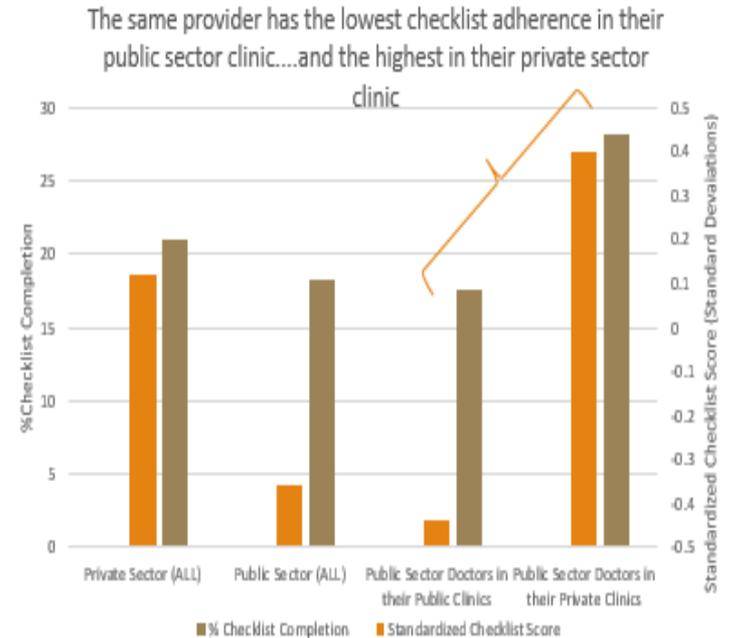
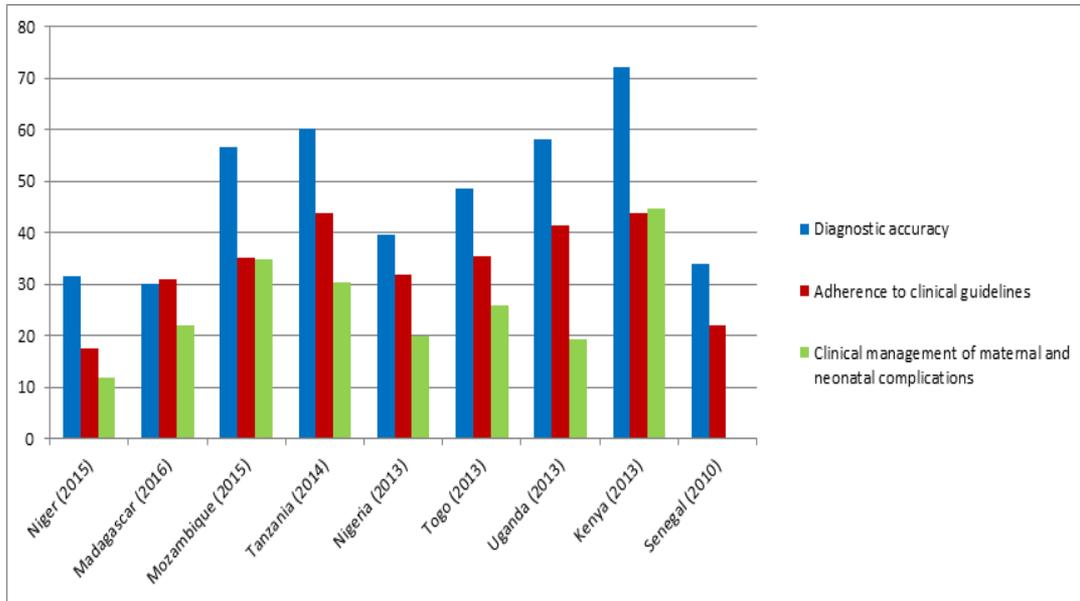


Source: OECD, 2017

# Quality Gaps Exist in all Countries

## Knowledge & Practice Gaps in LMICs

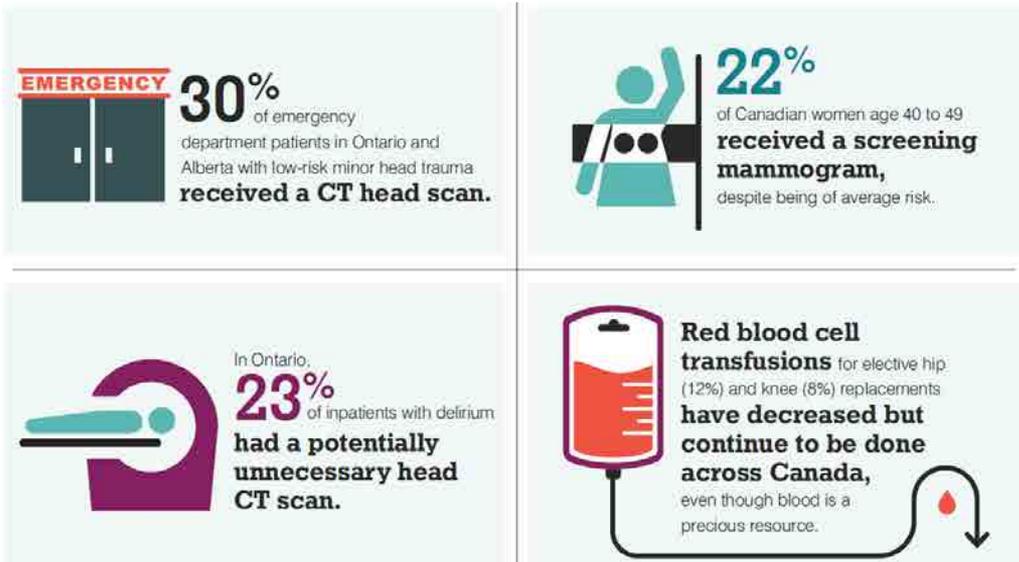
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Source: World Bank Service Delivery Indicators & Jishnu Das, World Bank, 2017

# Inefficiencies, waste & harm are pervasive in healthcare systems

5



- Burden of poor quality & unsafe care 5 to 8 million deaths a year according to 2 recent studies (NASEM, Lancet 2018)
- A selected group of injuries to patients from lapses in health care affect about 13% to 14% of hospitalized patients in both LMICs and high income countries
- This causes over 1.4 million deaths – **more than either tuberculosis or HIV**

# Quality health services? Healthcare that is...

6

- **Effective**
- **Safe**
- **People-centred**
- **Timely**
- **Equitable**
- **Integrated**
- **Efficient**



Source: Institute of Medicine (32).

# Population growth, changes in disease profiles and technology are shifting the healthcare landscape in low- and middle-income countries



# Examples of technological innovations for quality health services

8



Infrastructure &  
Public-Private Partnerships

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Transforming Kenya's healthcare system: a PPP success story

SUBMITTED BY MONISH PATOLAWALA ON WED, 05/24/2017



Photo: Direct Relief, Flickr Creative Commons

The Kenyan government launched its national long-term development plan, Vision 2030, in 2008 with the aim of transforming Kenya into a newly-industrialised, middle-income country providing a high quality of life to all citizens by 2030, in a clean and secure environment.

World

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## How mobile tech and an 'Uber for emergencies' are saving lives in Tanzania

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### A.I. for Global Health



THE HUMAN DIAGNOSIS PROJECT

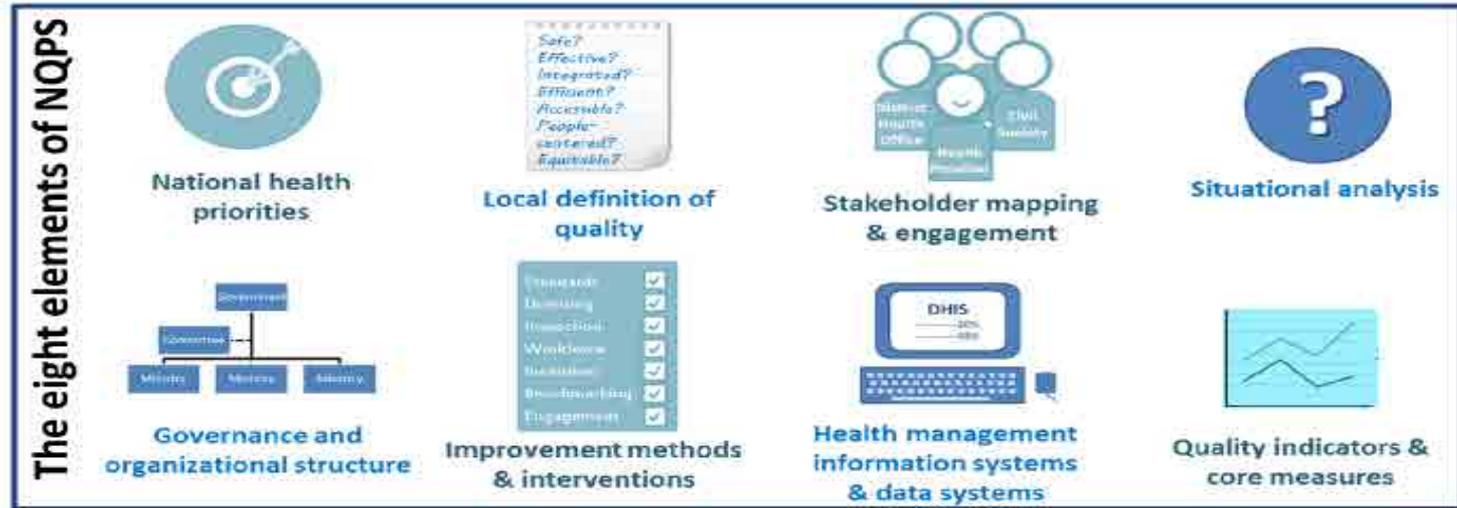
One open system.  
For all of humankind.  
Together.

# What strategies to improve quality of care globally?

9

- National strategies should cover macro, meso- and micro-level interventions
- Stewardship role of government is essential and should cover both public and private service delivery systems
- Incremental change is not enough; spreading quality at scale requires service delivery redesign & scaling up global and local innovation
- Strategies (5) should focus on:
  - Improving the ecosystem for quality of care including patient safety
  - Preparing future generations of professionals through pre-service training reforms that prepare them to play a productive role in continuous improvement of health care systems
  - Reducing harm through targeted interventions and by nurturing a total safety culture, not one of blame or guilt
  - Improving person-centered clinical care with a focus on service delivery redesign
  - Engaging and empowering patients, families & communities

# National Quality Strategies: The role of government



For further information: <http://www.who.int/servicedeliverysafety/areas/qhc/nqps/en/>

# National quality strategies: beyond government

11

## ■ Health care facilities

- Clinical governance
- Establishing care protocols and clinical pathways
- Clinical decision support at point of care
- Use of safety protocols
- Clinical audit and feedback
- Morbidity and mortality reviews
- Supportive supervision
- Collaborative and team-based improvement cycles

## ■ Clinical providers

- Monitor adherence to standards of care
- Peer review and clinical audit
- Shared decision making

## ■ Patients and Public

- Patient, family & community engagement
- Patient self-management
- Participation in governance
- Patient feedback on experience of care

# Health and Healthcare Intelligence is Key to Improve Quality and Safety

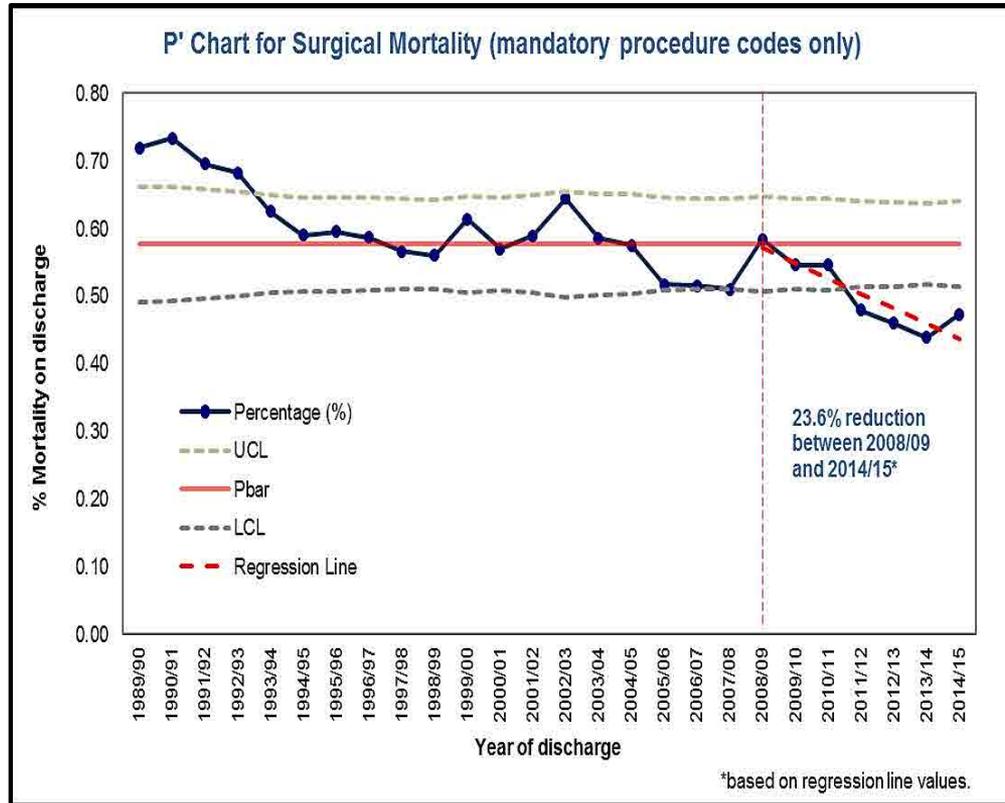
12

- How to manage data to support high quality care:
  - Timely monitoring of adherence to clinical care quality guidelines and guidelines revision
  - Supporting physicians in identifying the most appropriate care using predictive analytical modelling tools
  - Timely and accurate post-market surveillance for adverse drug events
  - Enabling health care managers to plan and optimize care provision through predictive modelling
  - Timely monitoring of health care pathways, costs and outcomes, evaluation of care pathways using administrative data

**Source: OECD**

# What works: the NHS Scotland example: surgical mortality down 23.6% (2009-2015)

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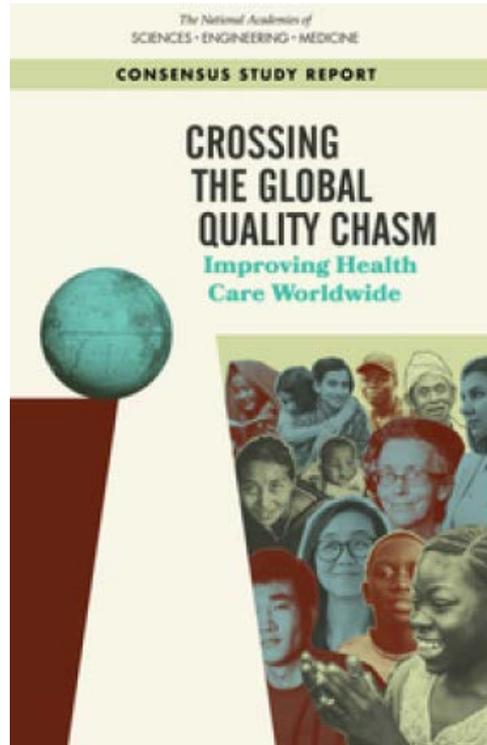
## Key interventions:

- Implemented at scale WHO surgical safety checklist
- Targeted better prevention & management of sepsis through SSC resuscitation bundle & Sepsis Six interventions
- Worked hard on culture, e.g. through Leadership Walk Rounds



# Recommendations from the US National Academy of Medicine (August 2018)

14



- ❑ Make accountability for quality a global priority
- ❑ Need universal health coverage to be effective – governments should use policy levers for UHC to improve quality of care globally
- ❑ Measurement agenda is key: we can only understand quality of care better if there is an effort to invest in collecting and reporting better data on quality of care
- ❑ Current health care systems not designed well enough and resourced to close the quality chasm – future systems should be designed to close the quality chasm globally

# Recommendations from the Lancet Commission on Quality Health Systems (September 2018)

15



- Establish a system-wide focus on quality
- Redesign health systems so that they are safe
- Redefine health service providers education
- Ignite public demand for quality

# The Bottom Line: recommendations to the G20

- No country can afford poor quality, unsafe care and its massive costs: poor quality of care is a major threat to the progressive realization of UHC in LMICs and to fiscal sustainability in developed economies
- Improvement requires design and redesign of care systems, and will not be achieved through exhortation or incentives, alone
- Governments play a major stewardship role: national quality strategies should cover public and private sectors & macro, meso- and micro-level interventions
- Health systems should measure and report what matters most to people: competent care, user experience, health, and confidence in the system
- Quality UHC is critical to build up human capital