



Regional Training Course on Management for Equitable and Quality Health Services in Maternal, Newborn and Child Health

**May 15 - 23, 2013
Trieste, Italy**

Background and rationale:

Most countries of the CEE/CIS region have applied different approaches and tools to improve quality management of mother and child health services, at all levels of health care and especially concerning service delivery for the most vulnerable population groups. In this regard, there are successful examples of initiatives, generally supported by the international agencies, in relation to Integrated Management of Childhood Illnesses; Perinatal Care; Making Pregnancy Safer etc. Still, a comprehensive approach to design and implement evidence-based and equity-focused quality management system is not in place.

Considering the aforementioned, UNICEF Regional Office for CEE/CIS in partnership with the European School for Maternal, Child and Adolescent Health organizes a training course devoted to equity and evidence based planning to improve and integrate quality management of health services. The course aims to provide "step by step" guidance to participating countries and strives to build on their previous experience of using different quality management tools, in order to ensure they are fully optimized and applied to inform health policy development, both at national and regional/district level. For this reason, the course will provide an interactive forum with substantial involvement of participants and opportunities for inter-country sharing of good practices.

The final result of the training course is to develop feasible national action plans, pertaining to all required preconditions for planning of a strong and sustainable quality management system, in order to ensure equitable and quality health care in the area of maternal and child health..

Objectives:

1. Learn about the essential components of a quality management system at national, district, and health facility level and relevant lessons learned in the CEE/CIS region.
2. Gain understanding of several QM models and tools that can be used at the various stages of a QI cycle: diagnose, plan, implement, monitor and evaluate.
3. Understand and be able to implement equity-focused programming and monitoring at national and local levels.

Profile of Expected Participants:

UNICEF health officers; representatives of the Ministries of Health/Public Health Institutes from national and district level; up to 30 participants from priority countries in the CEE/CIS;

Faculty:

- European School for Maternal, Newborn, Child and Adolescent Health in Trieste, Italy (Giorgio Tamburlini, Alberta Bacci, Gianfranco Gori, Fabio Uxa, Marzia Lazzerini);
- Liverpool School of Tropical Medicine (Joseph Valadez);
- CDC Atlanta (Brian McCarthy);
- UNICEF RO and HQ (Octavian Bivol, Gabriele Fontana)

Languages: English and Russian

Training Programme:

Day 1: Wednesday, May 15 - Quality and Equitable Health Care - Health System Approach

9.00 Introduction to the training course – Octavian Bivol (OB) & Giorgio Tamburlini (GT)
Presentation of participants

Objectives:

To become acquainted with the essential concepts and tools regarding equity and quality of care with a focus on the role of the Health System and on the cross-sectorial enabling policies

Session programme:

10.00 Why focusing on equity and quality of care? Dimensions of equity, coverage and bottlenecks - (OB)
11.00 Coffee Break
11.30 Quality of care: definitions, dimensions and levels – (GT) (interactive presentation)
12.00 The role of quality in ensuring equitable health outcomes. The evidence globally and from CEE/CIS – (GT)
13.00 Lunch
14.00 Requisites for quality: a Health System approach – (GT) (interactive presentation)
14.45 Equity and quality beyond the health system – (GT) (interactive presentation)
15.15 Coffee Break
15.30 WHO MNCAH Health System Performance assessment tool: use and current developments - Alberta Bacci (AB)
16.15 Group work on assessment tool: participants from each country will summarize their findings using examples from the tool and present in plenary session;
17.30 Closure of training day

Day 2: Thursday, May 16 - Quality Management Systems and Tools (part 1)

Objectives:

To become acquainted with the strategies and tools for Quality Improvement (QI) and with the lessons learned from experience globally and regionally

Session programme:

8.30 Summary of Day 1 and introduction of Day 2 - (GT)
8.45 Quality Management (QM) Systems: Part 1 - overview of main components; standards and measurements - (GT)
9.15 Maternal, Neonatal, Child and Adolescent Health (MNCAH) standards & guidelines: overview and implementation challenges - (Gianfranco Gori and Alberta Bacci)
10.30 Coffee Break
11.00 Rationale & characteristics of the WHO assessment tools for Maternal, Neonatal and Child care - (GT)
11.30 Hospital and Primary Health Care for mothers and newborns. Experience in the Region, challenges - (Alberta Bacci, Fabio Uxa)

- 13.00 Lunch
- 14.00 Hospital care for children. Experience in the Region, challenges - Marzia Lazzerini
- 15.00 Coffee Break
- 15.15 Other QI approaches: Beyond the number approaches: main features and experience in the Region. Lessons learnt – (AB)
- 16.15 Group work: participants from each country discuss the potential of the WHO assessment tools and describe actions to implement and scale up the described Quality Improvement approaches - (GT)
- 17.30 Closure of training day

Day 3: Friday, May 17 - Quality Management Systems and Tools (part 2)

Objectives:

- To become acquainted with the most common quality management approaches and systems, to know their advantages and disadvantages and to become able to identify needs, gaps and strategic options for improving quality in the Region
- Be able to identify further strategic steps to improve quality of care at country level

Session programme:

- 8.30 Summary of previous sessions and introduction of Day 3 - (GT)
- 8.45 Quality Management Systems: Part 2 - Strategies and driving forces; Mechanisms for Quality Improvement: accreditation, pay for performance, etc. (interactive presentation and plenary discussion) - (GT)
- 10.45 Break
- 11.15 State of the art on Quality Management systems in the Region: the UNICEF 2011 overview – GT (plenary presentation with discussion)
- 12.00 Putting all together: strategies and driving forces at facility, district and national levels – (GT/OB)
- 13.00 Lunch
- 14.00 Introduction to Group work on Quality Management systems and Quality Improvement initiatives at country level: opportunities, feasible plans - (GT)
- 14.30 Group work with Coffee Break
- 16.00 Plenary discussion: report from Working Groups; Further steps to improve quality of care in the Region. UNICEF role - (OB)
- 17.00 Closure of training day

Day 4: Saturday, May 18 - Rapid Assessment of Quality Management for District Health Care, “LQAS tool”

Objective:

- Understand the methodology and potential use of Lot Quality Assurance Sampling (LQAS) for Monitoring and Evaluation of Coverage and Quality of Care.

Session programme:

- 8.30 Introduce the day and provide linkages with previous training sessions - (GT)
- 8:45 What is LQAS and how to use it for decentralised monitoring and evaluation of equity – Joe Valadez (JV)

- 10:30 Coffee Break
- 11:15 A brief review of LQAS statistics (How it works; what it does; why it works) – (JV)
- 12:15 Examples of using LQAS coverage data to assess equity – (JV)
- 13:00 Lunch
- 14:00 Using LQAS to assess the quality of service provision – (JV)
- 14:45 Examples of assessing the quality of service delivery and IMCI using LQAS – (JV)
- 15:30 Coffee Break & Closure of training day

Day 5: Sunday, May 19 - Day off

Day 6: Monday, May 20 – Quality Management Information Systems - “BABIES” tool

Objectives:

- To review the implementation of BABIES in the region
- Understand its potential use within the Quality Improvement cycle

Session Programme:

- 8.30 Summary of all previous training days - (GT; OB);
- 8.45 Overview of the methodology and application of BABIES (BABIES rates, packages of interventions, management cycle) - Brian McCarthy (BMC)
- 10.00 Country experience in using BABIES, lessons learned – (BMC)
- 10.45 Coffee Break
- 11.00 Use of BABIES for the Opportunity Gap analysis (national/sub-national). Exercise (country case study) – (BMC)
- 13.00 Lunch
- 14.00 Use of BABIES at facility level. Group work (Hospital case study) – (BMC)
- 15.30 Coffee Break & Closure of training day

Day 7: Tuesday, May 21 - Evidence informed and equity based programming (part 1)

Objectives:

- Understand the equity focused programming and monitoring approach
- Map the country health systems to decide the composition and functions of the leading groups
- Know how to identify priority interventions
- Know how to identify unreached population groups and inequities in coverage

Session programme:

- 8.30 Objectives, key steps for equity-based programming & linkages with previous training sessions
Gabriele Fontana (GF)
- 9.30 Group work: Define how each QI tools¹ inform equity-based programming
- 10.45 Coffee break
- 11.00 Mapping country health systems – presentation and group work (GF)
- 13.00 Lunch
- 14.00 Identifying country priority interventions - presentation and group work (GF);
- 15.30 Coffee break
- 16.00 Identify inequities in health care coverage - presentation and group work (GF);
- 17.30 Closure of training day

Day 8: Wednesday, May 22 - Evidence informed and equity based programming (part 2)**Objectives:**

- Identify bottlenecks in delivery of priority interventions to underserved groups;
- Identify strategies to improve service coverage and quality;
- Develop an implementation plan at national and regional level;

Session program:

- 8.30 Summary of previous training day
- 8.45 Identify bottlenecks in delivery of priority interventions to underserved groups (GF)
- 9.30 Group work: Identify bottlenecks for one priority intervention and run a causality analysis
- 10.30 Coffee Break
- 11.00 Identify strategies to improve coverage at national/regional level (GF) – presentation & group work
- 13.00 Lunch
- 14.00 Develop national and regional plan of priority interventions (GF) - presentation & group work
- 15.30 Coffee Break
- 16.00 Develop monitoring system for national and regional plan of priority interventions (GF) –
presentation & group work
- 17.30 Closure of training day

Day 9: Thursday, May 23 - Development of country action plans**Objectives:**

- Develop consolidated country action plans
- Develop institutionalization and sustainability strategy

Session program:

- 8.30 Summary of previous training day and introduction to the group work

¹ *discussed in previous training sessions

- 9.00 Group work: Consolidate the outputs produced over the last 2 ½ days into a national plan, with annexes for utilization of tools and examples of analysis;
- 10.30 Coffee Break
- 11.00 Group work: Continues with preparation of country presentations
- 13.00 Lunch
- 14.00 Group presentations and discussion
- 15.30 Coffee Break
- 15.45 Group presentations and discussion
- 17.00 Closure of training and concluding remarks (OB; GT)