

**Standards for improving the quality
of care for small and sick newborns**



Country Application of the MNCH Standards

- Guidance in the organization, planning and delivery of health service in facilities.
- Preparing evidence-based national standards, protocols and as part of the implementation package
- Providing a benchmark for national health facility assessments, and audits
- Tracking quality improvements and monitoring performance in care or service delivery, and as a basis for defining QoC indicators.
- Used as part of regulatory tools e.g. as part of national health insurances accreditation processes and performance reward.
- Used to define service delivery protocol and algorithms during the COVID-19 outbreak

Emerging good practices from implementation

- **Broad coalition** of stakeholders at start of adoption/adaptation process
- Integrating the standards into **national quality standards** and assessment/accreditation tools
- Developing knowledge on best implementation approaches from **‘learning districts’**
- Implementing in a stepwise approach when using as a tool to improve or assess quality of care district and facility level
- On-site support to facilities from districts and national health management teams to support implementation
- Early action to improve data quality and use by facilities and district health management using the quality measures

Implementation Challenges

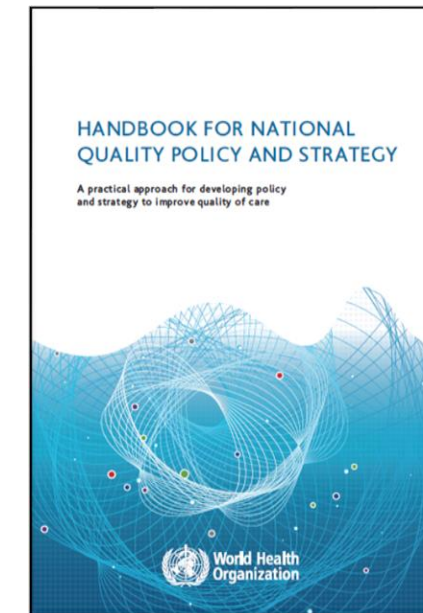
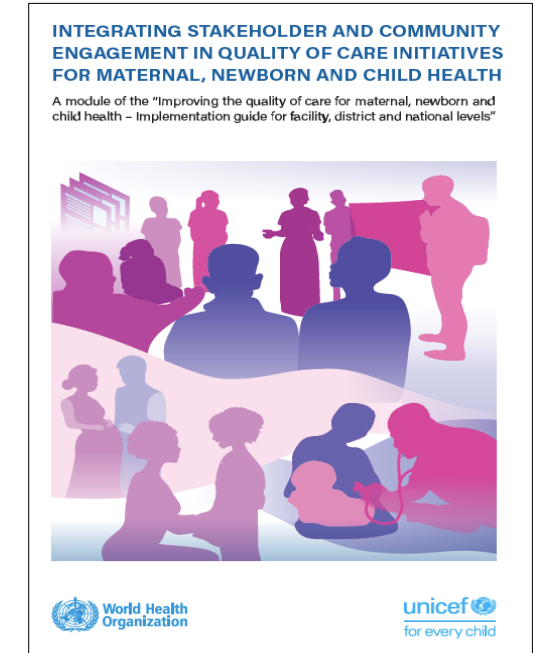
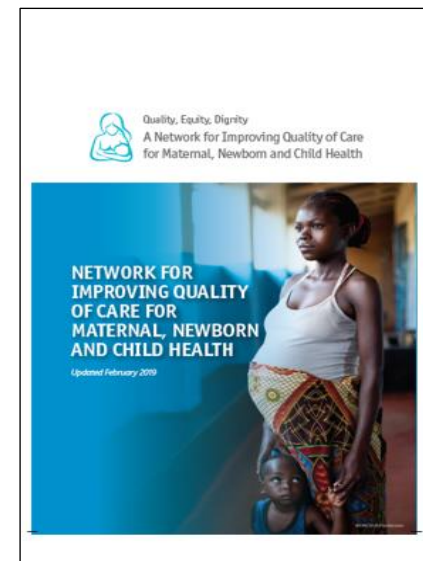
- Adoption/adaptation process is sometimes lengthy, with significant time between the time of adoption/adaptation and use
- Difficulty in getting the different directorates i.e. Planning/Quality, HRH and the MNCH directorate to coordinate implementation.
- Resources availability to support implementation
- Getting the right measurement indices to track performance
- Building platforms for community engagement has been difficult

Ideas on moving forward with implementation of the small and sick newborn QoC standards

- Expanding collaboration through the **national TWGs for MNCH QoC**
- Update **national MNH QoC roadmaps and operation plans**
- Updating **facility QoC implementation packages** to include the small and sick newborn QoC standards,
- Build on the established **QoC Point of Care structures** – QI teams, mentors, coaches and district quality improvement teams
- Build and accommodate neonatal QoC indicators into **existing data systems**.
- **Documentation** of experiences with implementation
- Use **lessons, experiences and innovative approaches** learnt to shape QoC learning and community platforms for newborn care

Support for Implementation

- MNCH QoC Implementation Guide for facility, district and national levels
- Technical support:
 - Policy dialogue
 - Adaptation process
 - Developing the QoC implementation package
 - Capacity building on use of the standards at facility and district level
- MNCH QoC measurement handbook that will provide guidance on selecting indicators, and documentation of learning
- Engaging with the community in implementation of the standards
- A community of practice for MNCH Quality of Care:
 - Request to join: bit.ly/JoinCoP
 - Website of the Network for Improving Quality of Care for Maternal, Newborn and Child Health: www.qualityofcarenetwork.org
- Development of a national quality policy and strategy: Access here: http://www.who.int/servicedeliverysafety/areas/qhc/nqps_handbook/en/



Next steps

- Launch of the standards in September 2020
- Support to QED countries to incorporate the standards in their quality of care programs
- Support to additional countries interested in expanding services for small and sick newborns
- Promotion of the standards of care for small and sick newborn in education programs

Thank you!

<http://www.qualityofcarenetwork.org/>

