



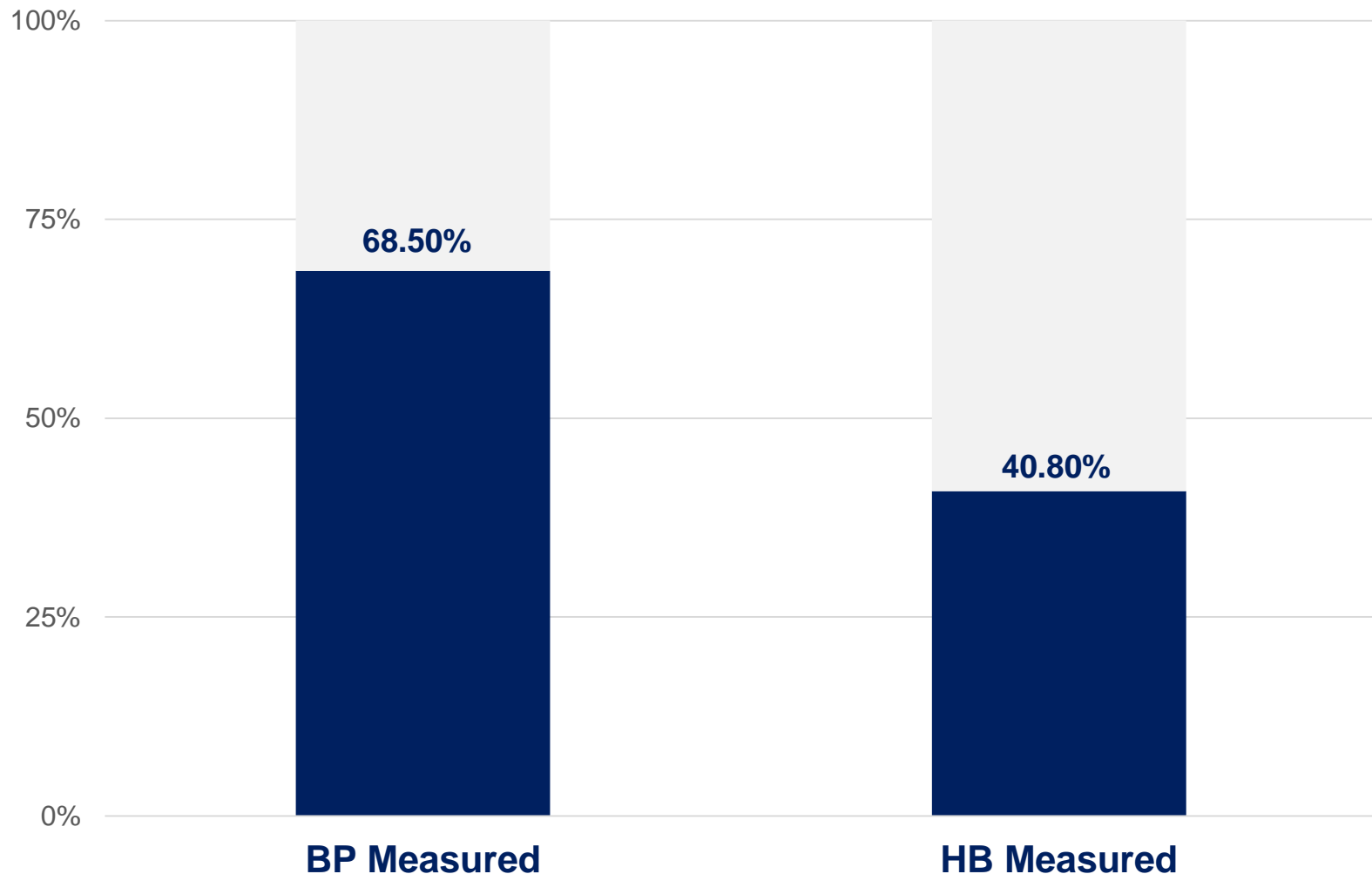
**USAID**  
FROM THE AMERICAN PEOPLE

**USAID**  
**ASSIST PROJECT**  
*Applying Science to Strengthen  
and Improve Systems*

# Improving health care

**Nigel Livesley MD, MPH**  
Regional Director, South Asia  
USAID ASSIST Project  
University Research Co., LLC (URC)

# 50% of women attending an ANC clinic did not get their BP and Hb measured



# Implementation interventions (Tunçalp et al)

<http://www.qualityofcarenetwork.org>

---

1. Leadership and governance of quality
2. System re-design for implementation and scale up
3. Financial strategies to support improvement
4. Assessment and provision of resources
5. Engaging women, families, communities in their care
6. Education, training and supportive supervision for clinical and system activities
7. Data to support improvement
8. Learning communities for accelerating improvement





50% reduction in maternal  
and newborn death





50% reduction in maternal  
and newborn death



Provider-patient interaction



50% reduction in maternal  
and newborn death



Provider-patient interaction

Appropriate  
resources

Appropriately skilled  
and motivated  
healthcare workers

Appropriate  
processes to deliver  
care



50% reduction in maternal  
and newborn death



Provider-patient interaction

Appropriate  
resources

Appropriately skilled  
and motivated  
healthcare workers

Appropriate  
processes to deliver  
care

Leadership and governance





50% reduction in maternal  
and newborn death



Provider-patient interaction

Appropriate  
resources

Appropriately skilled  
and motivated  
healthcare workers

Appropriate  
processes to deliver  
care

Provide  
resources



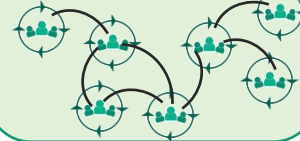
Financial  
strategies



Education and  
support



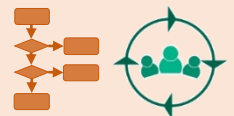
Learning  
communities



Data to  
support  
improvement



System redesign



Leadership and governance







50% reduction in maternal  
and newborn death



Provider-patient interaction



Engaging women, families, and  
communities in their care



Appropriate  
resources

Appropriately skilled  
and motivated  
healthcare workers

Appropriate  
processes to deliver  
care

Provide  
resources



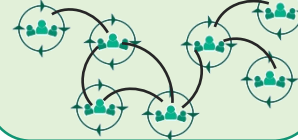
Financial  
strategies



Education and  
support



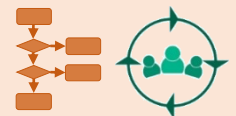
Learning  
communities



Data to  
support  
improvement



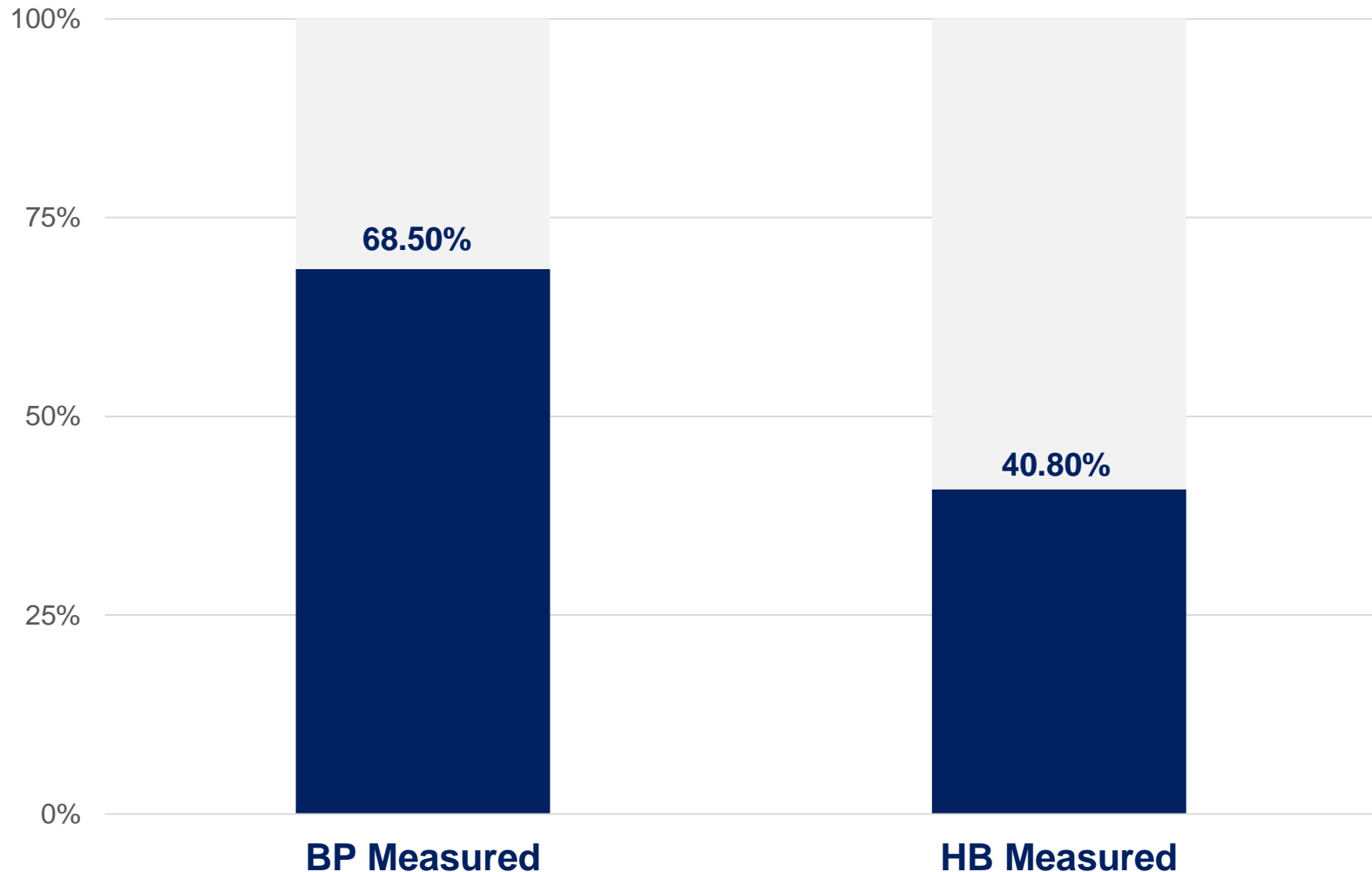
System redesign



Leadership and governance



# What approach should we use to improve this problem?



# Poll 1: What strategy would you suggest we use to improve care at this hospital?

---

1. Leadership and governance of quality
2. System re-design for implementation and scale up
3. Financial strategies to support improvement
4. Assessment and provision of resources
5. Engaging women, families, communities in their care
6. Education, training and supportive supervision for clinical and system activities
7. Data to support improvement
8. Learning communities for accelerating improvement
9. I don't know



50% reduction in maternal  
and newborn death



Provider-patient interaction

Appropriate resources

Appropriately skilled  
and motivated  
healthcare workers

Appropriate processes  
to deliver care

# The approach to fix this depends on the cause of the problem

---

**Resource  
problem**

**Individual  
performance  
problem**

**Process problem**

# The approach to fix this depends on the cause of the problem

---

**Resource  
problem**

**Individual  
performance  
problem**

**Process problem**

Nurses lack  
equipment or  
supplies

# The approach to fix this depends on the cause of the problem

---

## Resource problem

Nurses lack equipment or supplies

### Approaches

- Provide resources
- Financing

## Individual performance problem

## Process problem

# The approach to fix this depends on the cause of the problem

---

## Resource problem

Nurses lack equipment or supplies

### Approaches

- Provide resources
- Financing

## Individual performance problem

Nurses aren't doing their job

- Lack knowledge
- Lack skills
- Lack respect/empathy
- Lack motivation

## Process problem



# The approach to fix this depends on the cause of the problem

Resource problem	Individual performance problem	Process problem
Nurses lack equipment or supplies	<p>Nurses aren't doing their job</p> <ul style="list-style-type: none"><li>• Lack knowledge</li><li>• Lack skills</li><li>• Lack respect/empathy</li><li>• Lack motivation</li></ul>	
<p>Approaches</p> <ul style="list-style-type: none"><li>• Provide resources</li><li>• Financing</li></ul>	<p>Approaches</p> <ul style="list-style-type: none"><li>• Training</li><li>• Involve women</li><li>• Supervision</li><li>• Financing</li><li>• Leadership</li></ul>	

# The approach to fix this depends on the cause of the problem

## Resource problem

Nurses lack equipment or supplies

### Approaches

- Provide resources
- Financing

## Individual performance problem

Nurses aren't doing their job

- Lack knowledge
- Lack skills
- Lack respect/empathy
- Lack motivation

### Approaches

- Training
- Involve women
- Supervision
- Financing
- Leadership

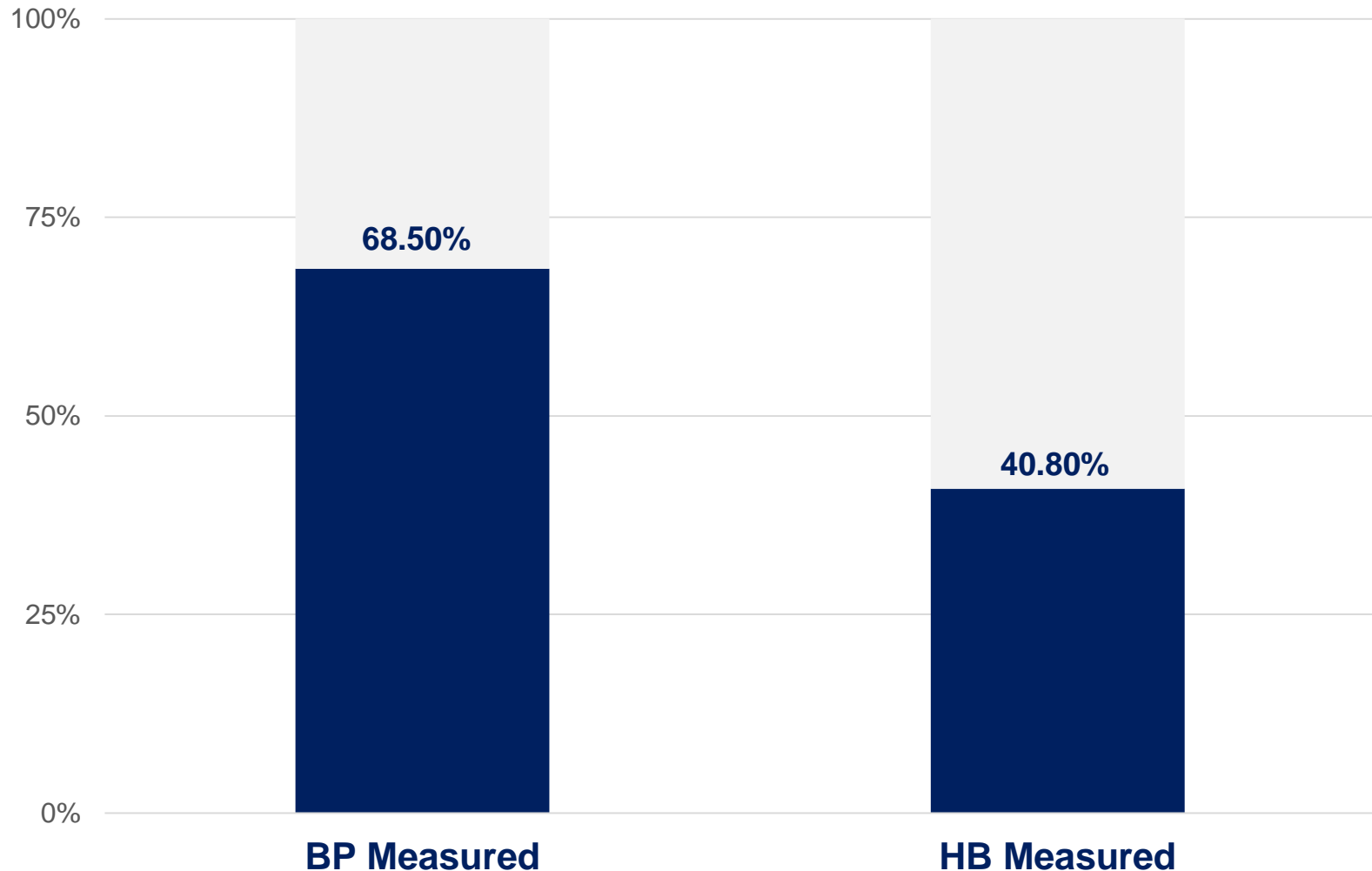
## Process problem

The way service delivery is organized makes it hard for nurses to do their job

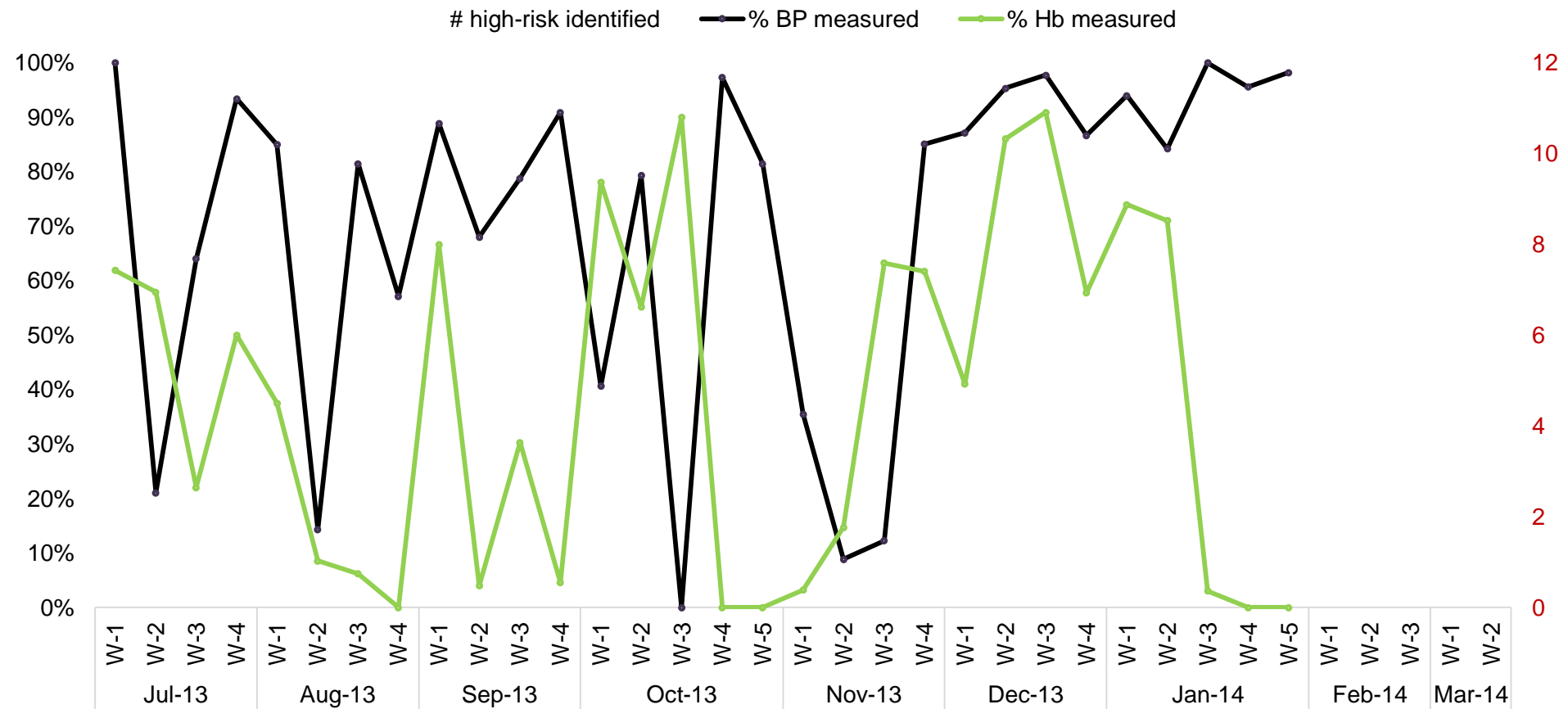
# The approach to fix this depends on the cause of the problem

Resource problem	Individual performance problem	Process problem
Nurses lack equipment or supplies	Nurses aren't doing their job <ul style="list-style-type: none"><li>• Lack knowledge</li><li>• Lack skills</li><li>• Lack respect/empathy</li><li>• Lack motivation</li></ul>	The way service delivery is organized makes it hard for nurses to do their job
Approaches <ul style="list-style-type: none"><li>• Provide resources</li><li>• Financing</li></ul>	Approaches <ul style="list-style-type: none"><li>• Training</li><li>• Involve women</li><li>• Supervision</li><li>• Financing</li><li>• Leadership</li></ul>	Approaches <ul style="list-style-type: none"><li>• System redesign</li><li>• Use data</li></ul>

# What approach should we use to improve this problem?



# Huge variation from patient to patient and week to week

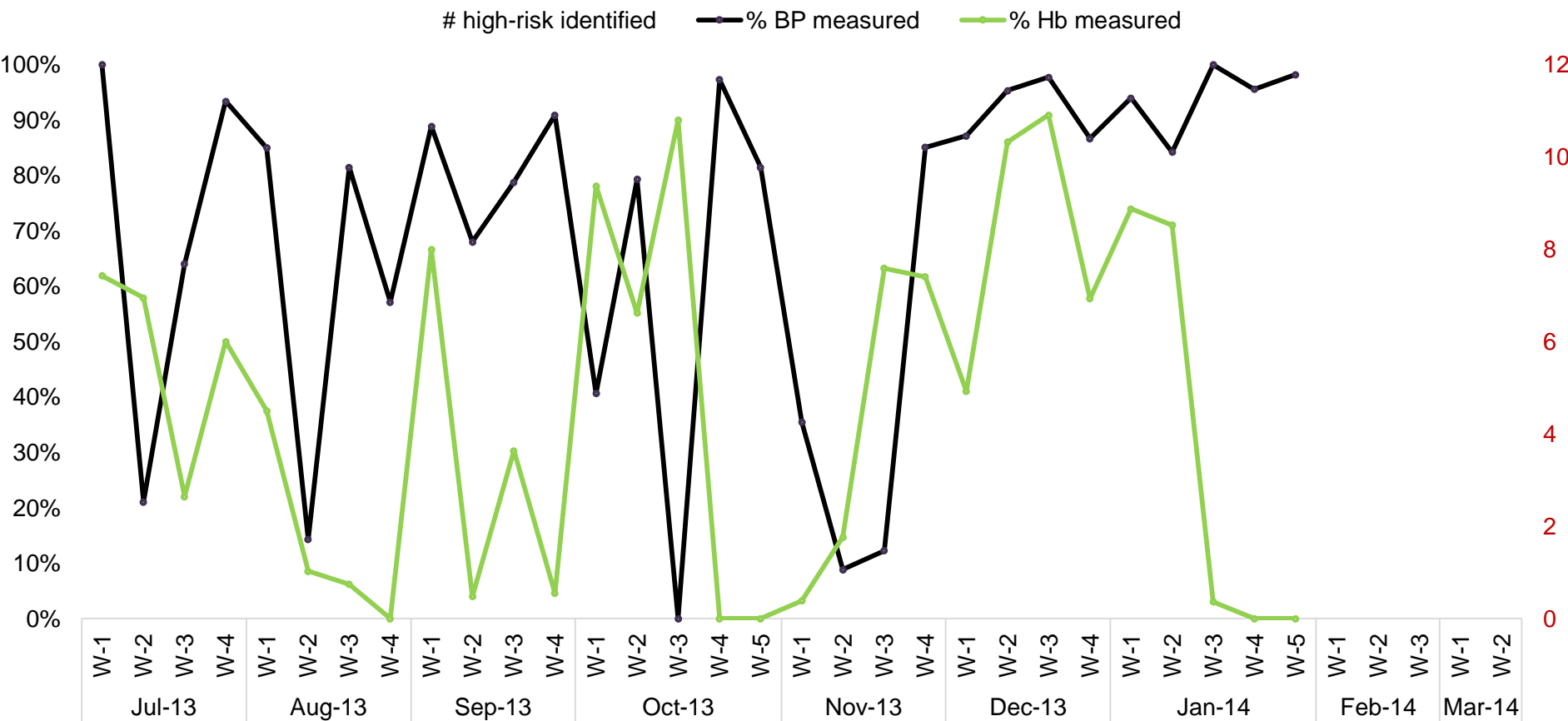


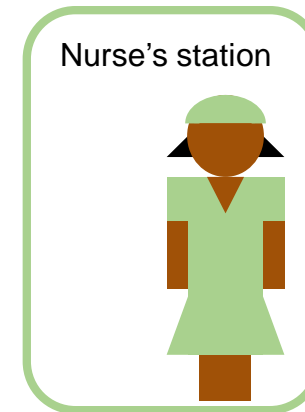
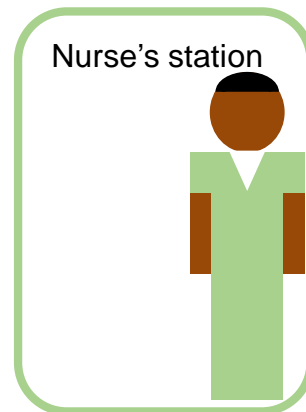
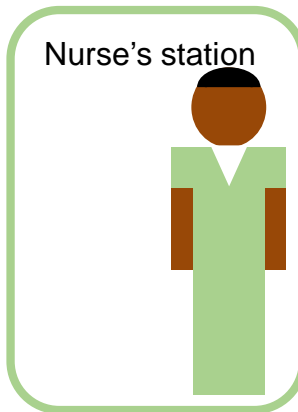
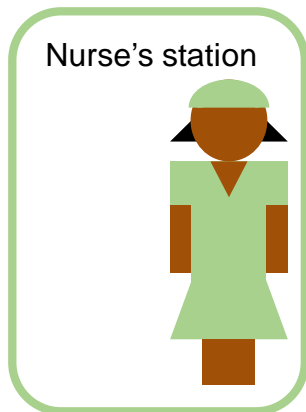
## Poll 2: The cause of this variation is most likely to be:

---

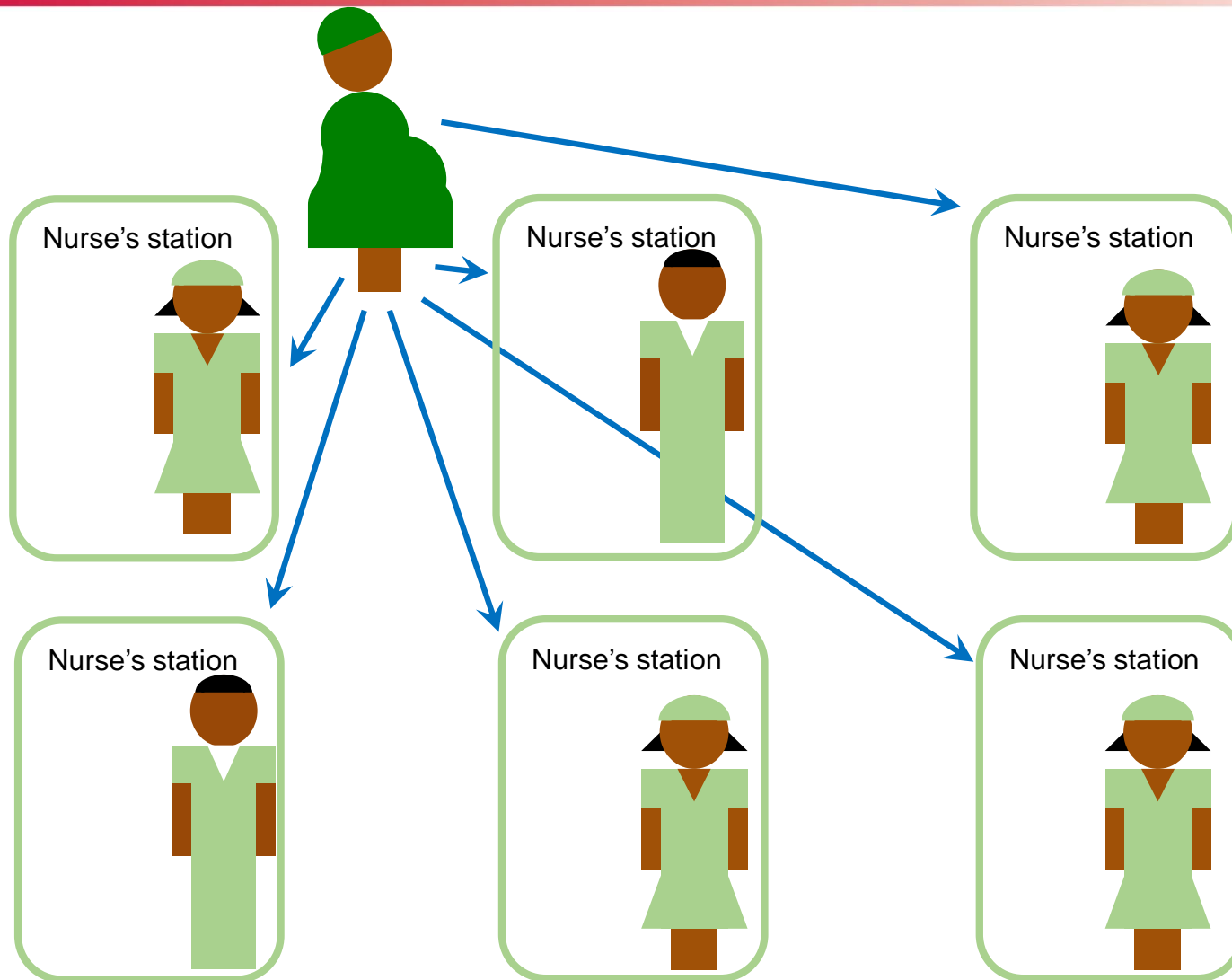
1. Due to resource constraints
2. Due to staff with poor knowledge and skills
3. Due to staff with poor motivation
4. Due to inappropriate processes

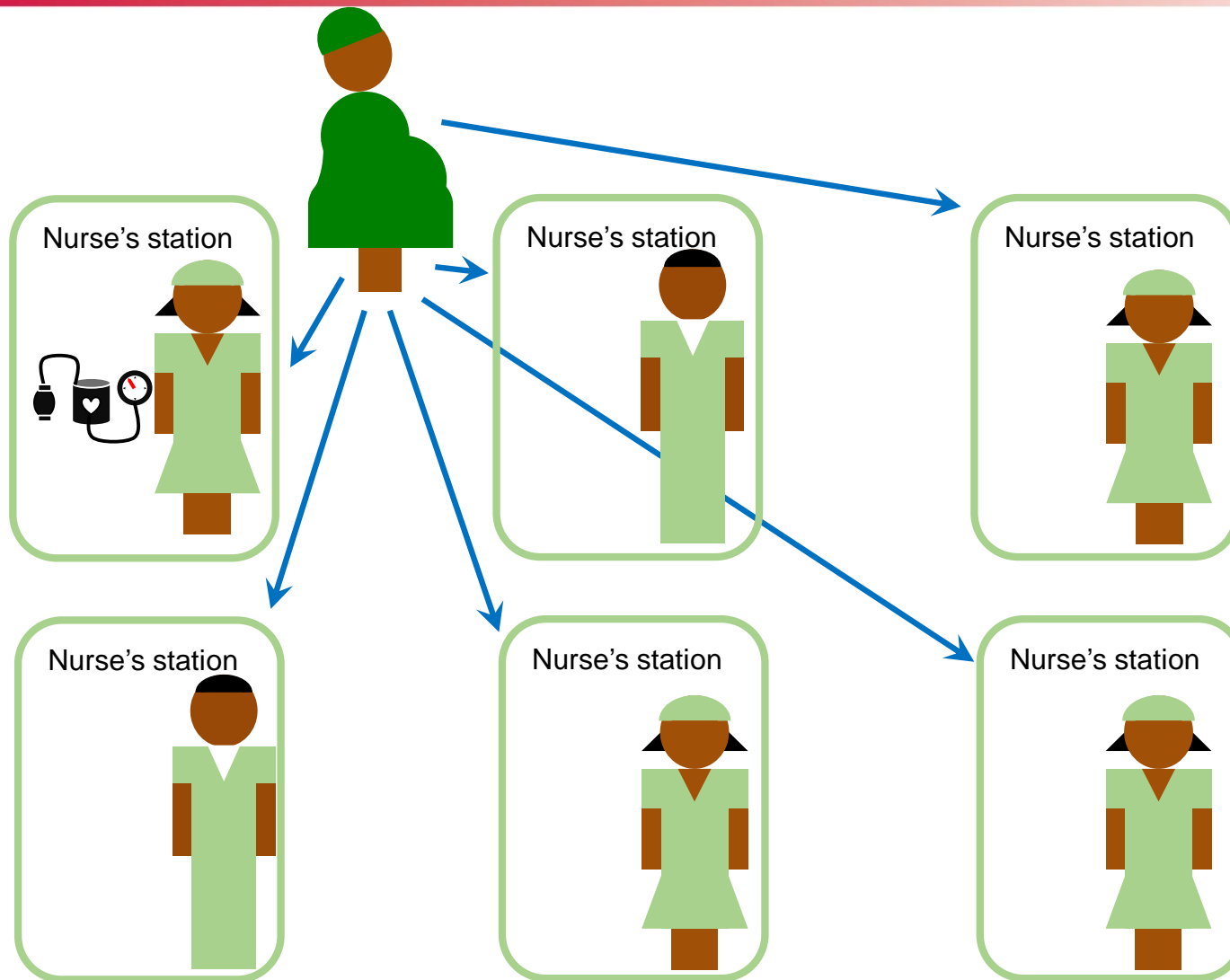
# THIS IS A PROCESS PROBLEM

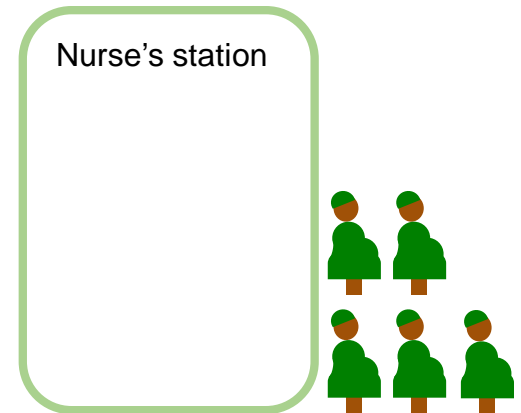
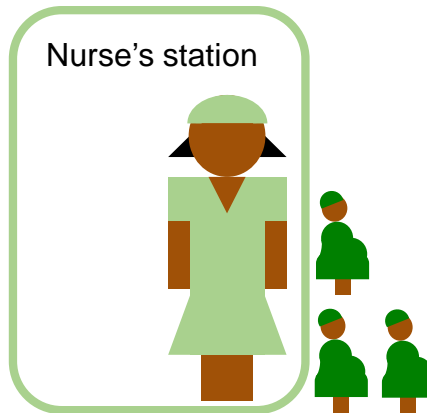
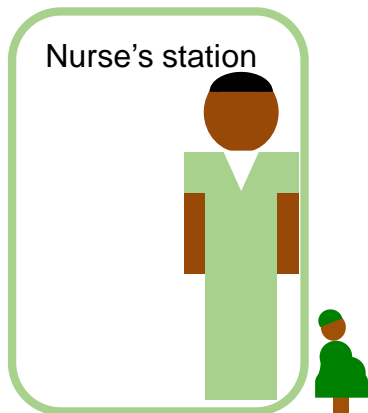
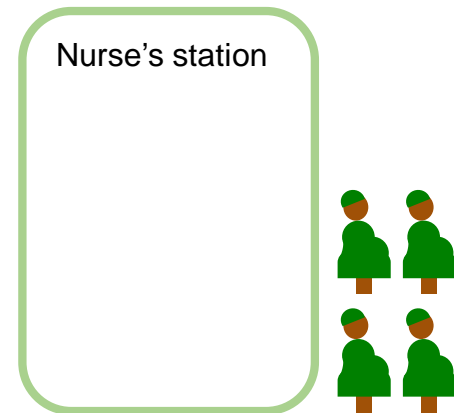
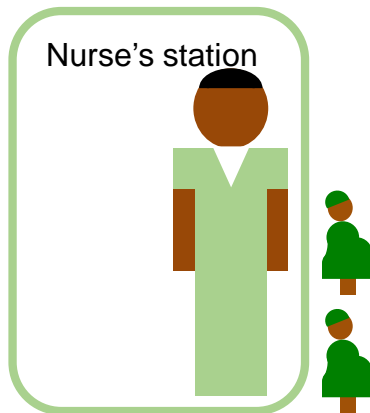
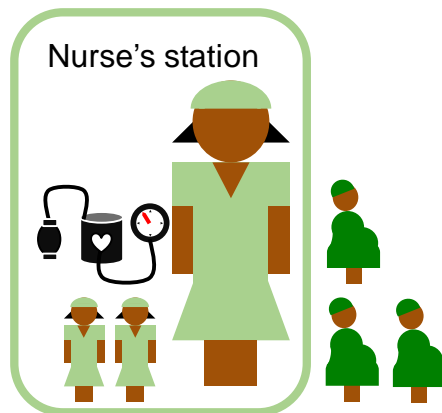


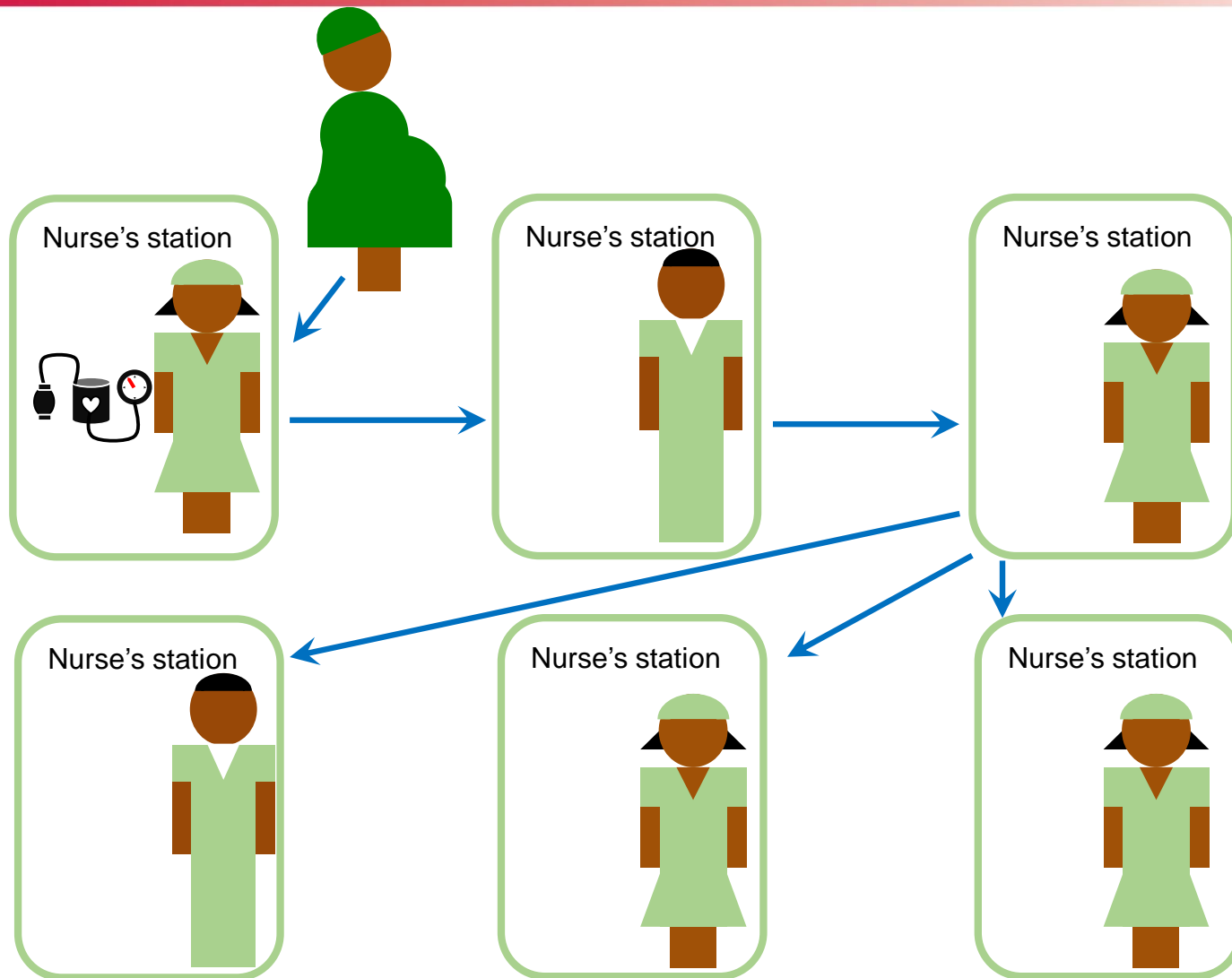




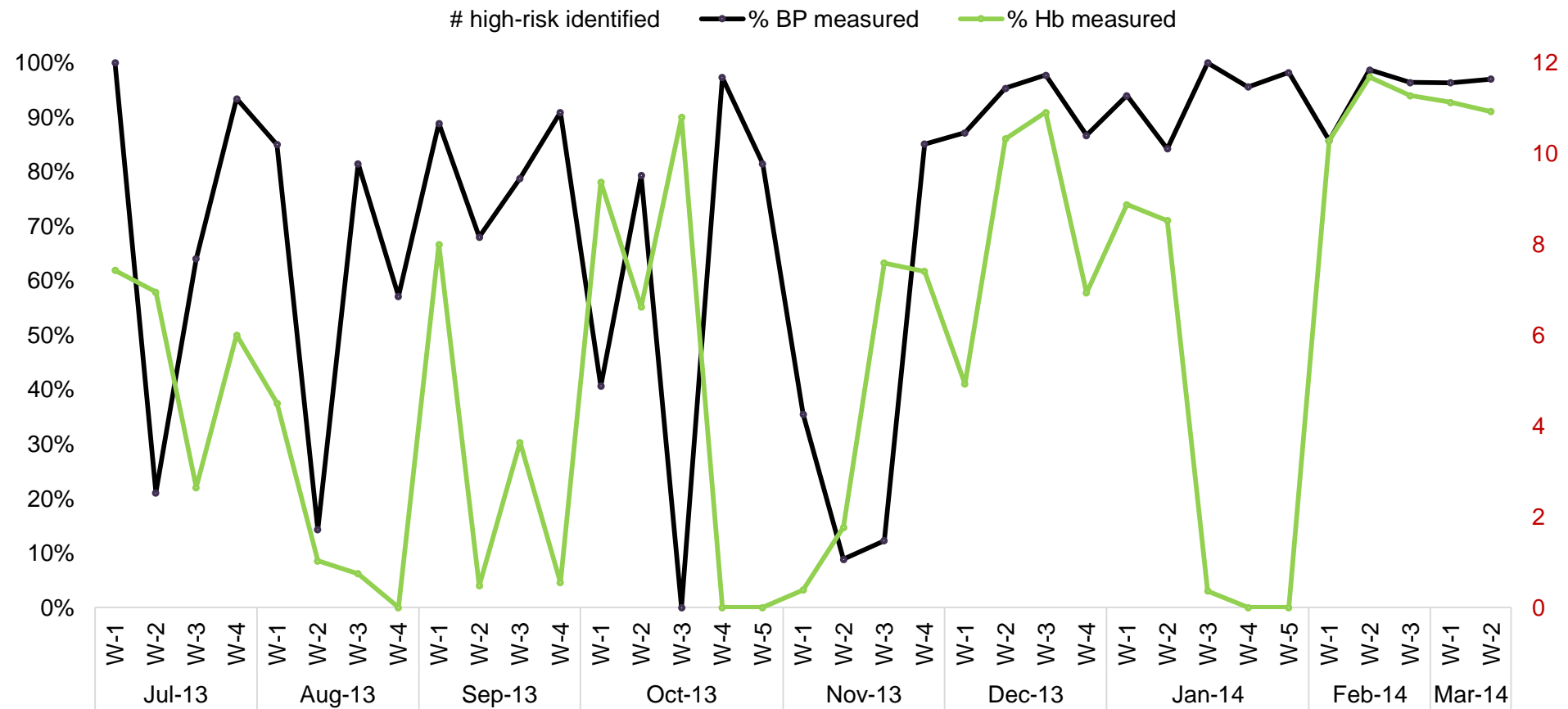




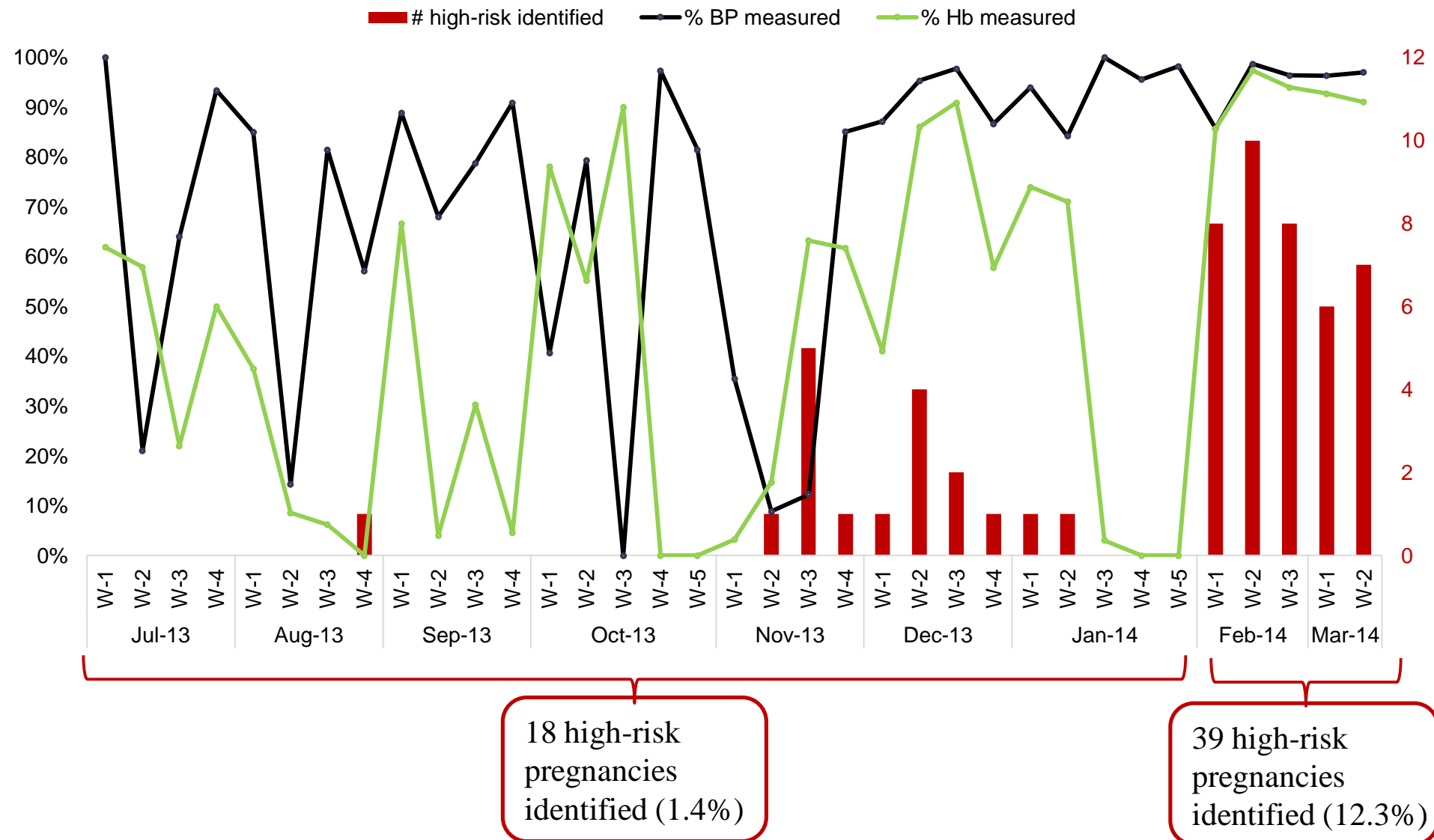




# Improving processes of care...



# ...led to a nine fold increase in the number of women identified with risk factors





50% reduction in maternal  
and newborn death



Provider-patient interaction



Engaging women, families, and  
communities in their care



Appropriate  
resources

Appropriately skilled  
and motivated  
healthcare workers

Appropriate  
processes to deliver  
care

Provide  
resources



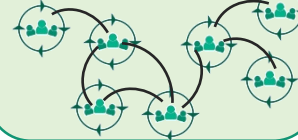
Financial  
strategies



Education and  
support



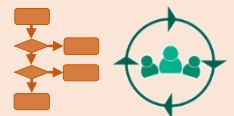
Learning  
communities



Data to  
support  
improvement



System redesign



Leadership and governance



# Four steps to improve care

---

**STEP 1: IDENTIFY THE PROBLEM, FORM A TEAM  
AND WRITE AN AIM STATEMENT**

**STEP 2: ANALYZE AND MEASURE QUALITY OF  
CARE**

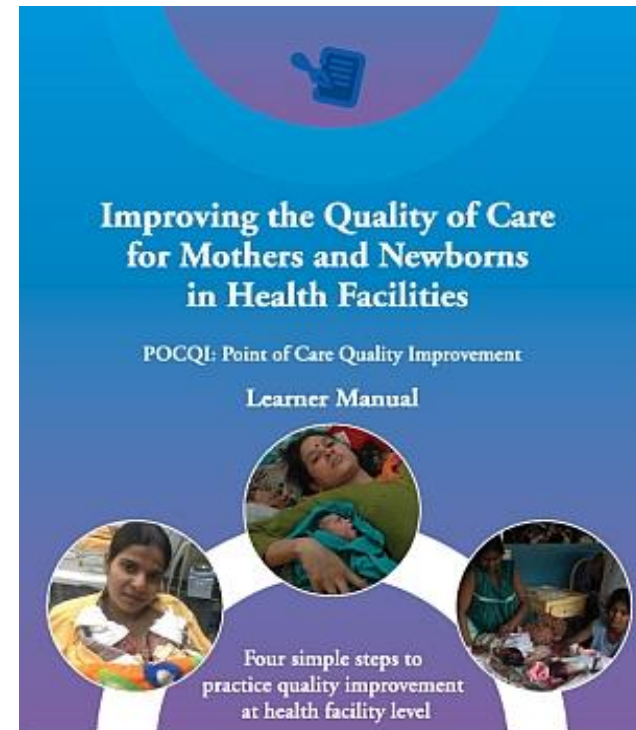
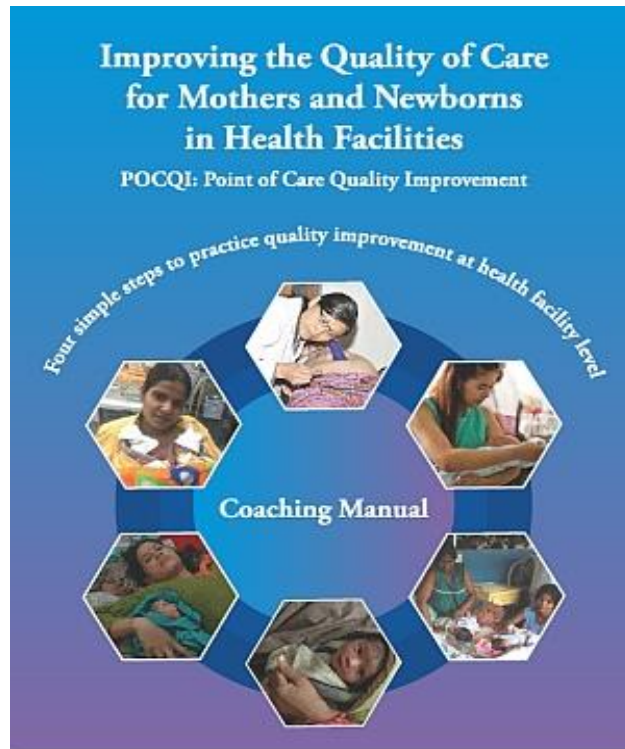
**STEP 3: DEVELOP AND TEST CHANGES**

**STEP 4: SUSTAIN CHANGES**



# Point of Care Quality Improvement

Authored by AIIMS, WHO-SEARO, USAID ASSIST

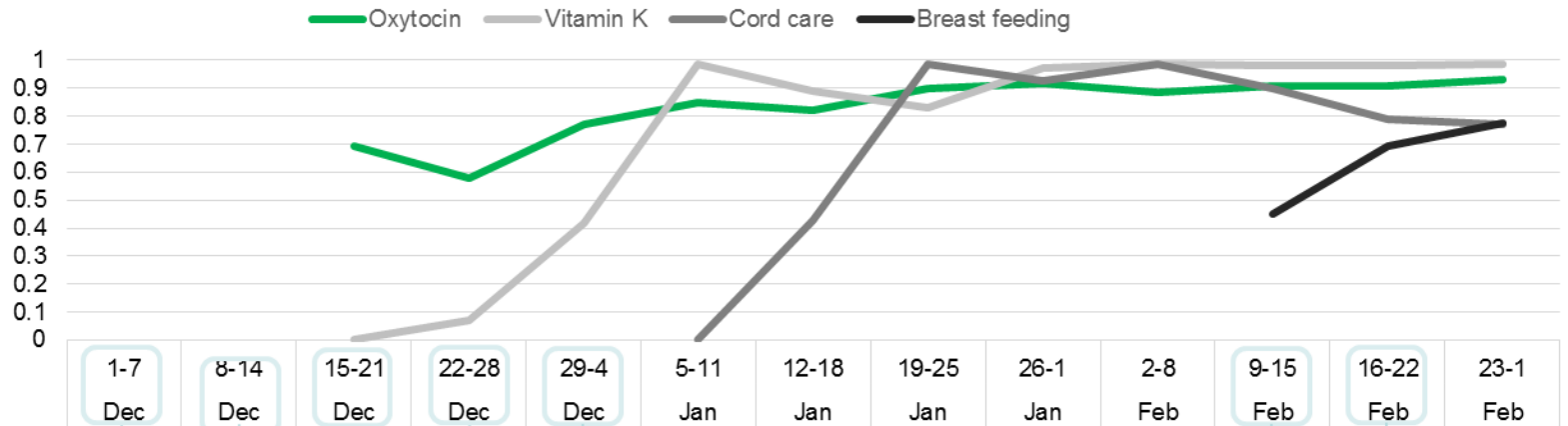


[http://www.searo.who.int/entity/child\\_adolescent/topics/coaching-manual/en/](http://www.searo.who.int/entity/child_adolescent/topics/coaching-manual/en/)

[http://www.searo.who.int/entity/child\\_adolescent/topics/learner-manual/en/](http://www.searo.who.int/entity/child_adolescent/topics/learner-manual/en/)

# Start with small problems and progressively solve and move on

Oxytocin administration and elements of essential newborn care



Quality



Training

Maternal Health



1st PDSA: Preload

2nd PDSA: Add 2nd staff

Neonatal Health



1st PDSA: Address supply issues

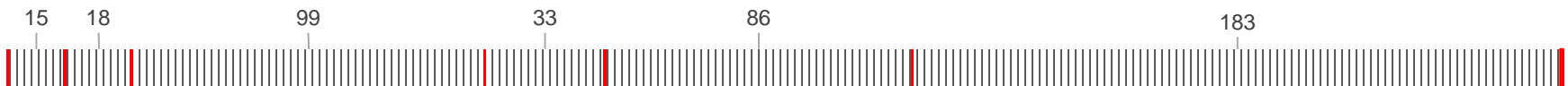
2nd PDSA: Add 2nd staff

Supplies arrive

3rd PDSA: Counsel CHW and family about BF

4th PDSA: Staff nurse reinforces information

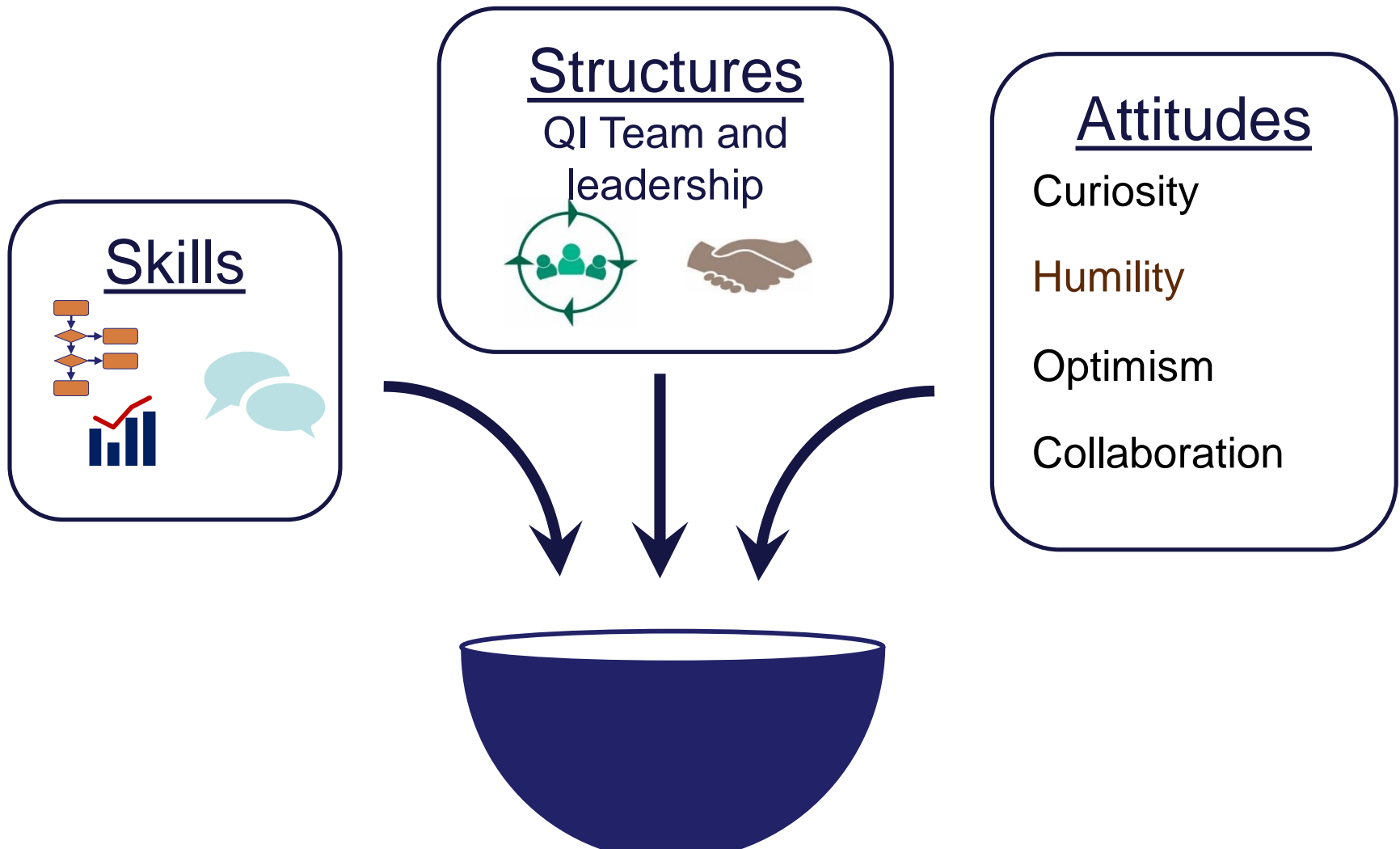
Number of women who deliver between cases of post partum hemorrhage



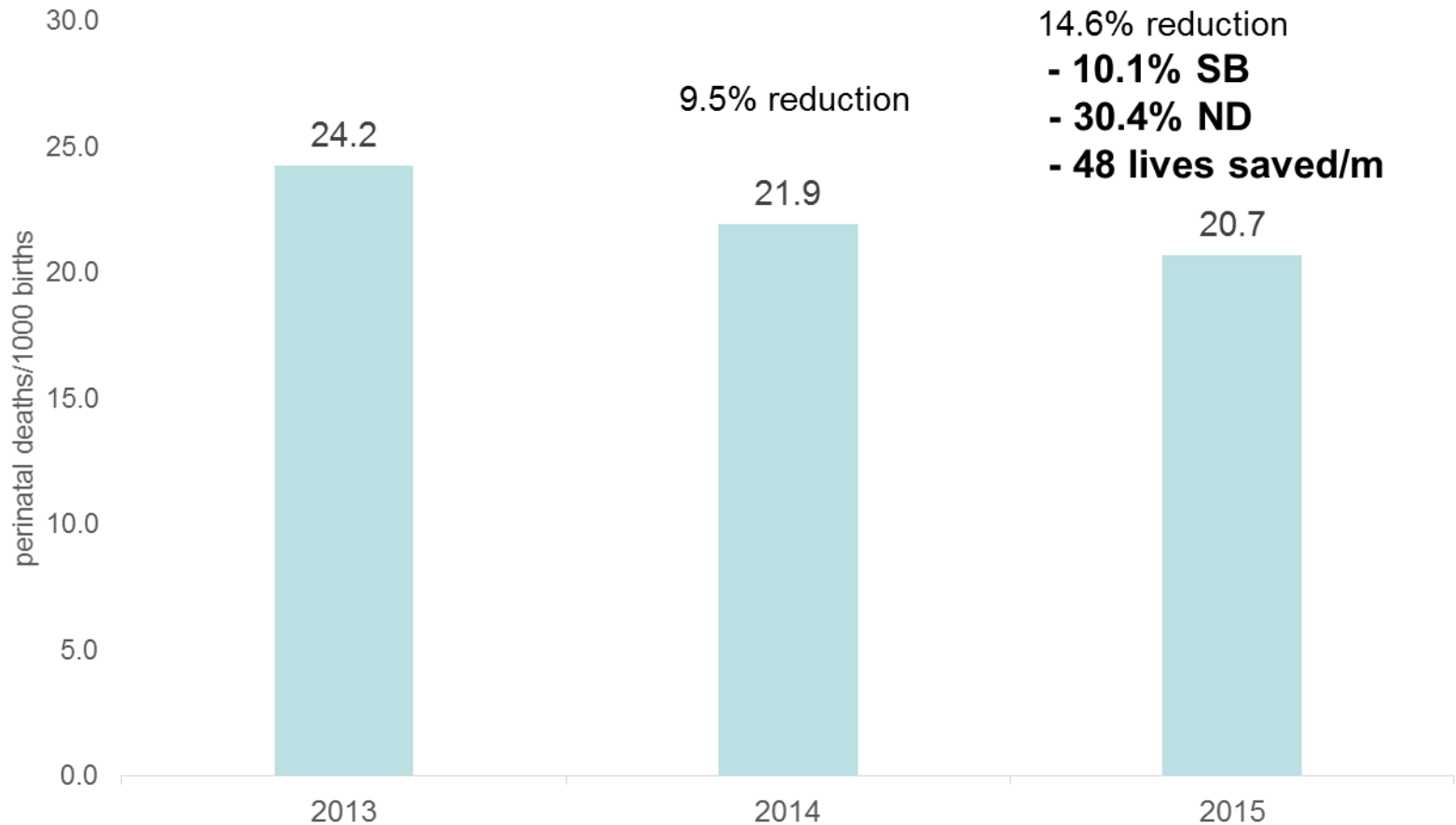
post partum hemorrhage

USAID Applying Science to Strengthen and Improve Systems

# Ingredients for success



# Perinatal deaths/1000 births Jul-Nov 2013-2015

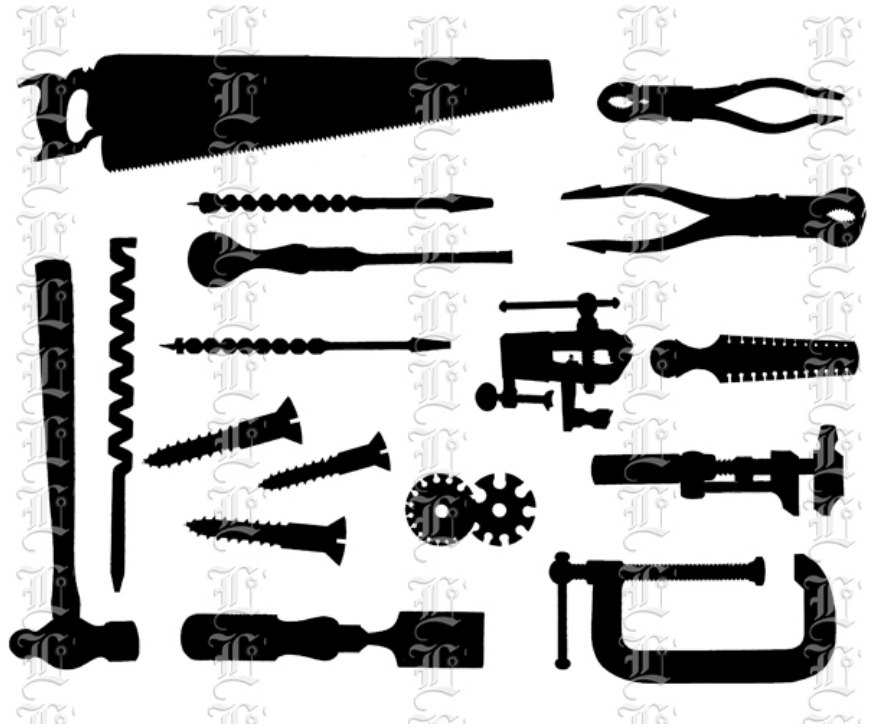


# How a carpenter builds a chair

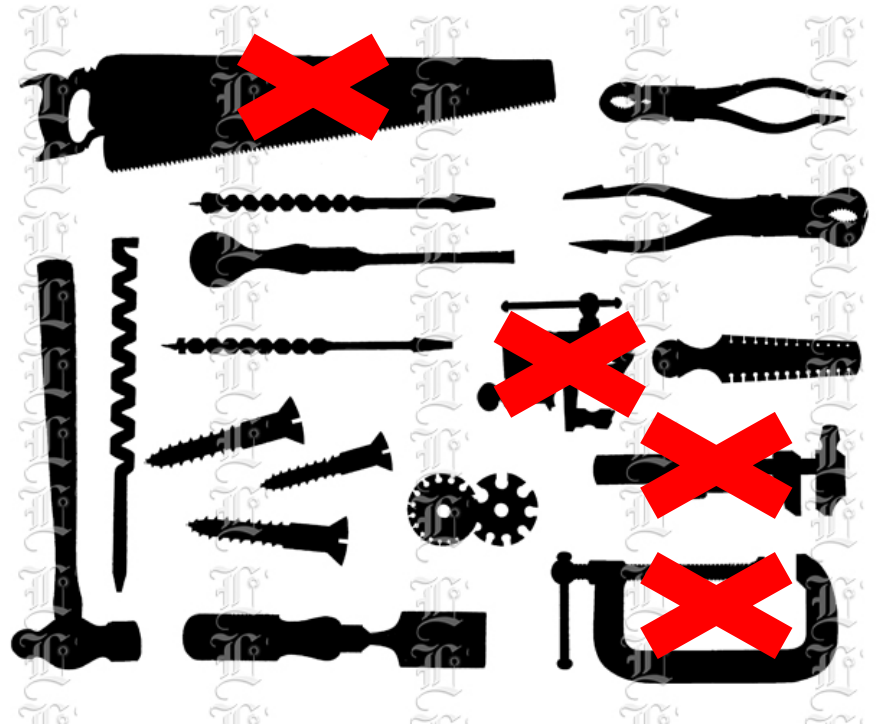
---



# How a carpenter builds a chair



# How a carpenter builds a chair



# How should health services care for humans?

---





# How should health services care for humans?

