

Applying the Quality Standards Framework to health care and services provided in a health district within the framework of the PASS - PBF (Performance Based Financing) Project in Burundi

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Background and justification

- ✦ In Burundi, geographical accessibility to healthcare has improved. However, the lack of quality of care and services remains a cause for concern.
- ✦ The aim is to assess the measures taken to improve the quality of care in health facilities.
- ✦ The PASS-FBP, in agreement with the MSPLS, has introduced tools to improve the quality of care and services, one of which is the quality standards repository.
- ✦ This is a flexible basic tool that provides clear guidelines for the provision of quality services.

Implementation process

1. Development and dissemination of the repository of quality standards

In 2019, as part of the EU-PASS-FBP1 funding, WHO developed and made available to health care providers the "Repository of quality standards for health care and services provided at different levels of the health care network in a health district in Burundi".

The document is divided into four main sections: Introduction, community level, health care center level and district hospital level.

2. Evaluation of the use of the Quality Standards Toolkit in three pilot provinces

The Ministry of Health, through the Quality Assurance Directorate, agreed to carry out a preliminary evaluation of the use of the toolkit.

The specific objectives were:

- Evaluate the use of the Quality Standards Reference System at the level of district hospitals and health care center;
- Evaluate the shortcomings that could hinder its use;
- Propose the necessary corrections to be made before moving to the national level;
- Formulate recommendations and concrete proposals for a scale-up plan.

Evaluation of the use of the toolkit in three pilot provinces before scaling up to national level

3. Elaboration, validation and dissemination of operational sheets based on the standards

- The development of the operational sheets was entrusted to the consultant;
- The operational sheets contain the different standards of the reference system in the form of operational instructions;
- A validation workshop was held with the specific objective of identifying the shortcomings that could hinder their operationalization;
- Dissemination of the validated operational sheets, presented in the form of a manual, in the health facilities of 13 health provinces.
- These operational sheets can be posted in the departments concerned for better use.
- The quantities distributed are shown in the table below:

Province concerned	Expected quantities (HF+HDO+PHO)		Quantities received	
	HC	DH	HC	HD
1. Bubanza	40	6	40	6
2. Bururi	50	6	50	6
3. Cankuzo	33	5	33	5
4. Cibitoke	51	7	51	7
5. Gitega	64	10	64	10
6. Karuzi	38	2	38	1
7. Kayanza	49	7	49	7
8. Makamba	52	5	52	5
9. Muyinga	50	8	50	8
10. Mwaro	31	6	31	6
11. Ngozi	60	9	60	10
12. Rutana	39	6	39	6
13. Ruyigi	41	7	41	7
Total	598	84	598	84

4. Training health facility providers of the health facilities.

After 3 training of trainers sessions, the training of healthcare providers was carried out in cascade in the 13 remaining provinces

➤ 2 nurses per health care center and 8 units (nurses and doctors) per district hospital were trained.

➤ The specific objectives of the training were to:

- Provide participants with the reference document on quality of care standards and its operational sheets;
- Provide technical skills to team members from provincial offices, district offices, hospitals and health care center;
- Encourage these managers to improve the quality of care and services offered to the population;
- Encourage service providers to familiarize themselves with the operational sheets;

➤ At the end of the training, each structure trained received at least the operational manual.

Post-training follow-up on the effective use of the toolkit in health facilities

Post-training follow-up missions on the use of the repository were organised jointly by the Quality Assurance Department of the MSPLS and Enabel/PASS-FBP2.

The main findings were :

- Failure to integrate the use of the quality standards repository into routine supervision topics;
- Lack of awareness among health facility staff of the use of the quality standards reference framework;
- Lack of posting of operational sheets in departments;
- Lack of availability of updated protocols and management guidelines;
- Lack of knowledge of the care plan in almost all the health facilities visited.
- Lack of updated and validated reception procedures in all the health facilities visited;
- Obvious problems with biomedical waste management; etc,

Key suggestions

- ✓ **Development partners:** support workshops to develop and disseminate the various standard tools that are not available but are essential in health facilities;
- ✓ **To the Quality Assurance Department:**
 - Develop/disseminate the various unavailable standard tools and protocols;
 - Organise regular missions to monitor the use of the reference document on quality standards for health care and services;
- ✓ **District offices:** organise supervision of the use of the reference document on quality standards for health care and services;
- ✓ **To health facilities:**
 - compile and display the list of available updated protocols and guidelines for specific care.
 - improve all aspects of patient reception and orientation, hygiene, environment and safety, and case management.

Conclusion

- ✓ The reference document on quality standards for care and services and its operational sheets are available in all Burundian health facilities.
- ✓ However, it is not yet effectively used in the majority of health facilities.
- ✓ It is essential to integrate the issue into the supervision carried out by the district office..