JCI Experiences in Improving Quality in Resource Restricted Countries

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Mission of
Joint Commission International

- To improve the safety and quality of care in the international community through the provision of education, publications, consultation, evaluation, and accreditation services.
The JCI Mission

• Why JCI was founded – to help organizations around the world improve
• JCI accreditation was a method to recognize high achievement
• JCI works with WHO, World Bank, USAID and other agencies to bring improvement to many countries
Mission Work Includes

- Development of standards
- Development of tool kits
- Training of health care workers
Male Circumcision Quality Assurance: 
A Guide to Enhancing the Safety and Quality of Services

A WHO Funded Project
Purpose of Project

• As male circumcision has been shown to be an effective deterrent to the spread of HIV and AIDS:
• Develop a guide to assist national and district programme and health facility managers and providers to set up and implement male circumcision services that meet an internationally agreed level of safety and quality
• Help policy makers make the needed decisions
• Define a minimum package of services
• Set standards for care, certify providers
Guidance for National and District Managers

Policy and strategic development activities:

• Engage healthcare providers, communities and service users
• Establish objectives and guiding principles
• Develop strategic plan
• Set budgetary priorities
Key Activities

- Clinical practice guidelines
- Minimum package of services
- Male circumcision service standards
- Provider certification
Infection Prevention Program
Eritrea
Purpose of Program

To Develop a National Infection Prevention Program in Eritrea
Steps to Implementing the IP Program

1. Establish Standards
2. Obtain Buy-in of Facility Management
3. Conduct External Baseline Assessment
4. Select and Orient Infection Prevention Committee
5. All-Site Infection Prevention Training
6. Incorporate into Facilitative Supervision
7. On-going Coaching of IP Committee
8. Establish Standards
Key Activities

• Development of committees
• Conduct training
• Conduct infection assessments
Key Indicators

- General Housekeeping
- Universal Precautions (hand-washing, gloving)
- Sharps Disposal
- Clinical Practice (IVs, urinary bags)
- Decontamination
- Waste Management
Overall Improvement

- Overall 32% improvement in infection prevention practices across all hospital patient care wards
Noteworthy Improvements

• Pre-operative bathing of surgical patients
• Screens dramatically decreased flies
• Waste management program
• Use of sharps disposal
• Improvement in hand washing
  • Water containers placed strategically to increase hand washing
  • Staff carrying own hand towels rather than using community towels to dry hands
Noteworthy Improvements continued

• Urine bags off floors
• Kitchens dramatically improved - food off floors, cleaning & disinfecting
• Sharps containers implemented
• Bathrooms cleaned
• Medical waste containers implemented
• Clean and dirty linen & supplies separated
Collaborating to Improve the Quality of Maternity Care

Eritrea 2004
Goals

• To improve the quality of care for pregnant women during antenatal visits, labor and delivery by increasing compliance with the Life Saving Skills standards of care, resulting in decreased still births and maternal mortality

• Improve client self-management, knowledge and skills of staff, counseling, and community relationships
Participants

Maternity quality improvement teams
- Doctors
- Nurses and associate nurses
- Other health care providers involved with maternity care
- Community

Leaders/management
- Primary Health Care/MOH
- Zonal health leaders
- Life-Saving Skills trainers
- Health facility managers

Technical Advisory Group: MOH, UNFPA, USAID, WHO, TASC2
Measures

• Numbers of antenatal visits made by pregnant women (target 4)
• Percent of pregnant women treated according to Life Saving Skills standards of care
• Number of pregnant women who can state all six danger signs and what action to take
• Number of pregnant women who can describe their birth preparedness plan
• Number of correctly filled out partographs
Key Changes

For pregnant women:

- Pregnant women know danger signs and take action
- Pregnant women have a birth preparedness plan
- Pregnant women complete at least four antenatal visits
- Partographs are used for delivery
Other Projects

- Development of Peer Education and Outreach Standards for Sex Workers – Kenya 2010, USAID funded
- Strengthening Pharmaceutical Services
  - Management Sciences for Health
  - Develop standards, potential for accreditation
- Development of Standards for Quality HIV Care – 2004 WHO
- Quality Assurance Project in Zambia
  - USAID funded
  - Accreditation initiative
Lessons Learned by JCI

- Each project needs resources to make the project successful
- Each project draws from the tremendous human resources on the ground in country
- Demonstrations are helpful
- Standards are critical to sustainability
- Incremental progress must be recognized