

QUALITY OF CARE IN ABORTION

Beyond safety

DATE: Sat. Sept. 15, 2018 Session 13 FIAPAC PRESENTED BY: Blair G. Darney, PhD, MPH





What is quality healthcare?



ELEMENTS OF QUALITY OF HEALTHCARE

S	A	F	E
	_	-	

delivering health care which minimizes risks and harm to service users, including avoiding preventable injuries and reducing medical errors

EFFECTIVE

providing services based on scientific knowledge and evidencebased guidelines

EFFICIENT

delivering health care in a manner which maximizes resource use and avoids waste

TIMELY

Accessible; reducing delays in providing/receiving care

EQUITABLE

delivering health care which does not vary in quality because of personal characteristics such as gender, race, ethnicity, geographical location or socioeconomic status

PEOPLE-CENTERED

Acceptable; providing care which takes into account the preferences and aspirations of individual service users and the cultures of their communities

IOM, 2001; WHO 2006

- Technical quality
 - -Doing the right thing; doing it well
 - -Evidence-based practice
- Interpersonal quality
 - -Healthcare interaction

- Patient/client experience of care
 - Can assess both interpersonal and technical quality
 - -linked with other elements of quality in other fields
 - -Impacts patient behaviors (e.g. follow-up, adherence)

- Distinct from satisfaction
- Limitations of satisfaction as a measure of quality
 - -Global measure
 - –Ceiling effect
 - No information on where to intervene or improve to improve quality



How do we measure quality? What type of information do we need?

- Information about
 - -Structure
 - -Process
 - -Outcomes of care



Identifying indicators for quality abortion care: a systematic literature review

Amanda Dennis, 1 Kelly Blanchard, 1 Tshego Bessenaar 2

COMMON MEASURES

availability of trained staff

whether appropriate pain management is in place

whether staff offer respectful care and ensure client privacy

whether counseling meets standards of care

whether staff explain all aspects of care

admissions for abortion complications

deaths due to abortion



What makes a good measure?

- Important: does it address a priority aspect of health care, and is there opportunity for improvement?
- Scientifically sound: What is the level of evidence for the measure (e.g. that a change in the measure is likely to represent a true change in health outcomes)?
- Feasible: Can it be implemented without undue burden?



Quality of care and abortion: beyond safety

Blair G Darney, 1,2,3 Bill Powell, Kathyrn Andersen, Dominic Montagu, 7,8 Sarah E Baum, Kelly Blanchard, Caitlin Gerdts, Dominic Montagu, Nirali M Chakraborty, Nathalie Kapp

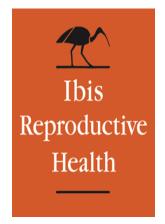
BMJ Sexual & Reproductive Health

Darney BG, et al. 2018;0:1–2. doi:10.1136/bmjsrh-2018-200060

ASQ Initiative

www.ASQ-Initiative.org

communications@m4mgmt.org @metrics4mgmt





METRICS FOR MANAGEMENT





THANK YOU!

Blair Darney darney@ohsu.edu

