

# QUALITY OF CARE IN ABORTION

**Beyond safety**

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DATE: Sat. Sept. 15, 2018 Session 13 FIAPAC

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# What is quality healthcare?



# ELEMENTS OF QUALITY OF HEALTHCARE

<b>SAFE</b>	delivering health care which minimizes risks and harm to service users, including avoiding preventable injuries and reducing medical errors
<b>EFFECTIVE</b>	providing services based on scientific knowledge and evidence-based guidelines
<b>EFFICIENT</b>	delivering health care in a manner which maximizes resource use and avoids waste
<b>TIMELY</b>	Accessible; reducing delays in providing/receiving care
<b>EQUITABLE</b>	delivering health care which does not vary in quality because of personal characteristics such as gender, race, ethnicity, geographical location or socioeconomic status
<b>PEOPLE-CENTERED</b>	Acceptable; providing care which takes into account the preferences and aspirations of individual service users and the cultures of their communities

- **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

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## 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?

<http://www.qualitymeasures.ahrq.gov/tutorial/attributes.aspx>

Providing Quality Family Planning Services: Recommendations of CDC and the U.S. Office of Population Affairs. 2014

# Quality of care and abortion: beyond safety

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**BMJ Sexual &  
Reproductive  
Health**

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

# ASQ Initiative

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**METRICS FOR MANAGEMENT**



# THANK YOU!

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