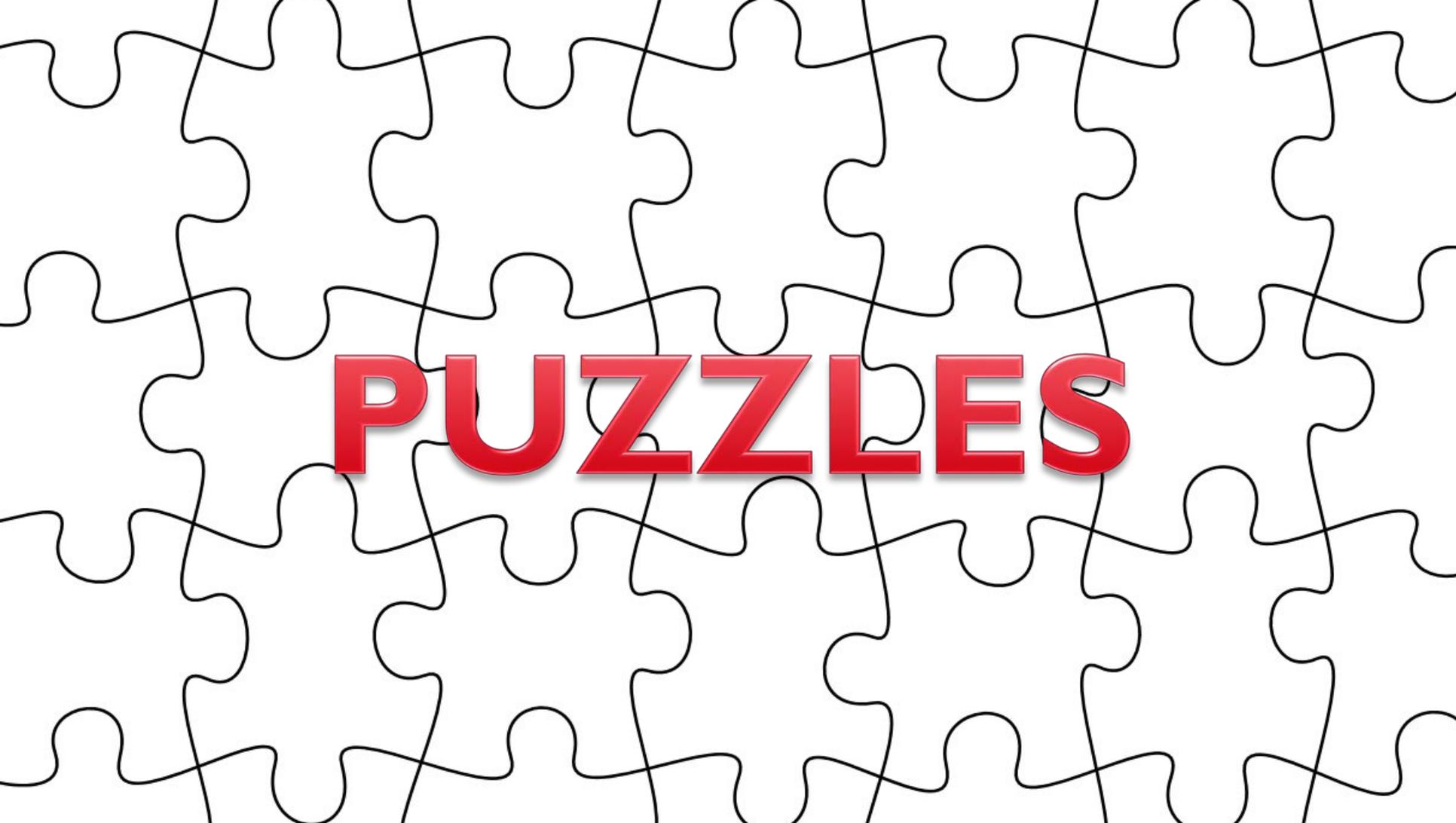




GOOD MORNING!  
TODAY WE'RE TALKING  
ABOUT QUALITY

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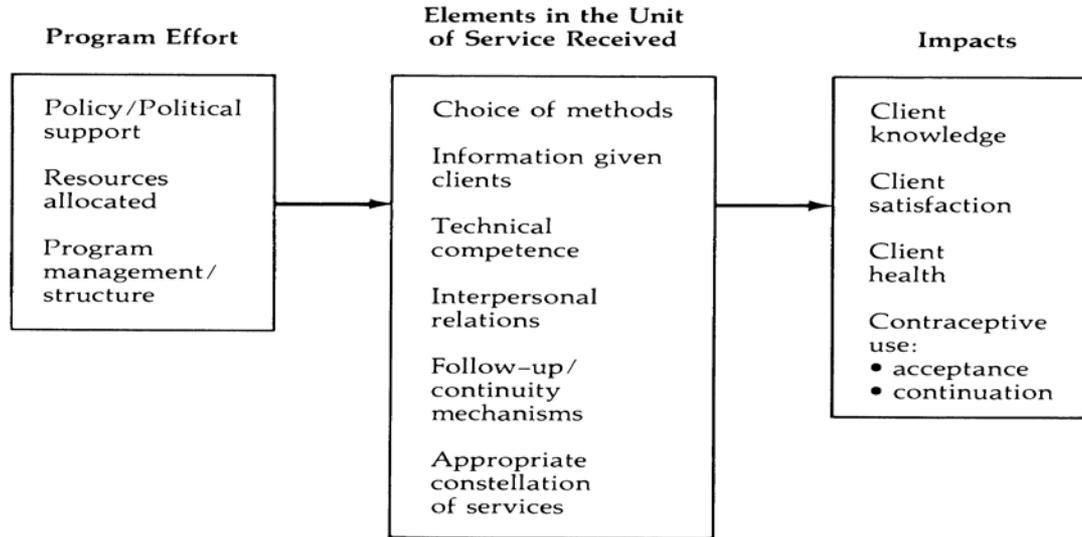
**PUZZLES**

# Fundamental Elements of the Quality of Care: A Simple Framework

Judith Bruce

**Figure 1** The quality of the service experience—its origins and impacts

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## Quality of care in family planning: clients' rights and providers' needs

C. HUEZO (1) and S. DIAZ (2)

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(2) *The Family Planning Clinic of the Instituto Chileno de Medicina Reproductiva, Chile*

### Abstract

Quality of care means that the needs of the clients in the context of their personal life should be the major determinant of the behavior of the providers and the goal of the programs. Since family planning has been recognized as a right of individuals and couples, quality of care can be focused as a right of the client. Ten rights of family planning clients have been outlined by the International Planned Parenthood Federation (IPPF) as follows. Rights to: information, access, choice, safety, privacy, confidentiality, dignity, comfort, continuity, and opinion.

The responsibilities for quality of care, and therefore fulfilling the rights of the clients, are distributed throughout the whole family planning program, but those who are actually seen as most responsible are the ones who are in direct contact with the clients - the service providers. A strategy for quality of care cannot be realistic without recognising that service providers have their own needs which can be outlined as: training, information infrastructure, supplies, guidance, back-up, respect, encouragement, feedback, and self-expression.

When fulfilling the rights of the clients and needs of the service providers, both technical and human aspects should be taken into account.

The main aim of family planning is to improve the quality of life. During the last decade we have observed a growing interest among service providers and international groups in the quality of family planning services, both in response to the needs of clients, and the understanding that quality of care leads to an increased demand for and acceptability of family planning. Analysis of the concepts, principles, strategies and activities related to quality of care has been taking place [1-4]. Frameworks for guiding discussions and activities on quality of care have been proposed. The emphasis has been on making the perspective of the client the foundation on which service providers and policy makers should focus their activities. This perspective has considerably enlightened a field where the demographic and

# SOCIAL FRANCHISING & QUALITY

# QUALITY MEASUREMENT IN FAMILY PLANNING:

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Past,  
Present,  
Future

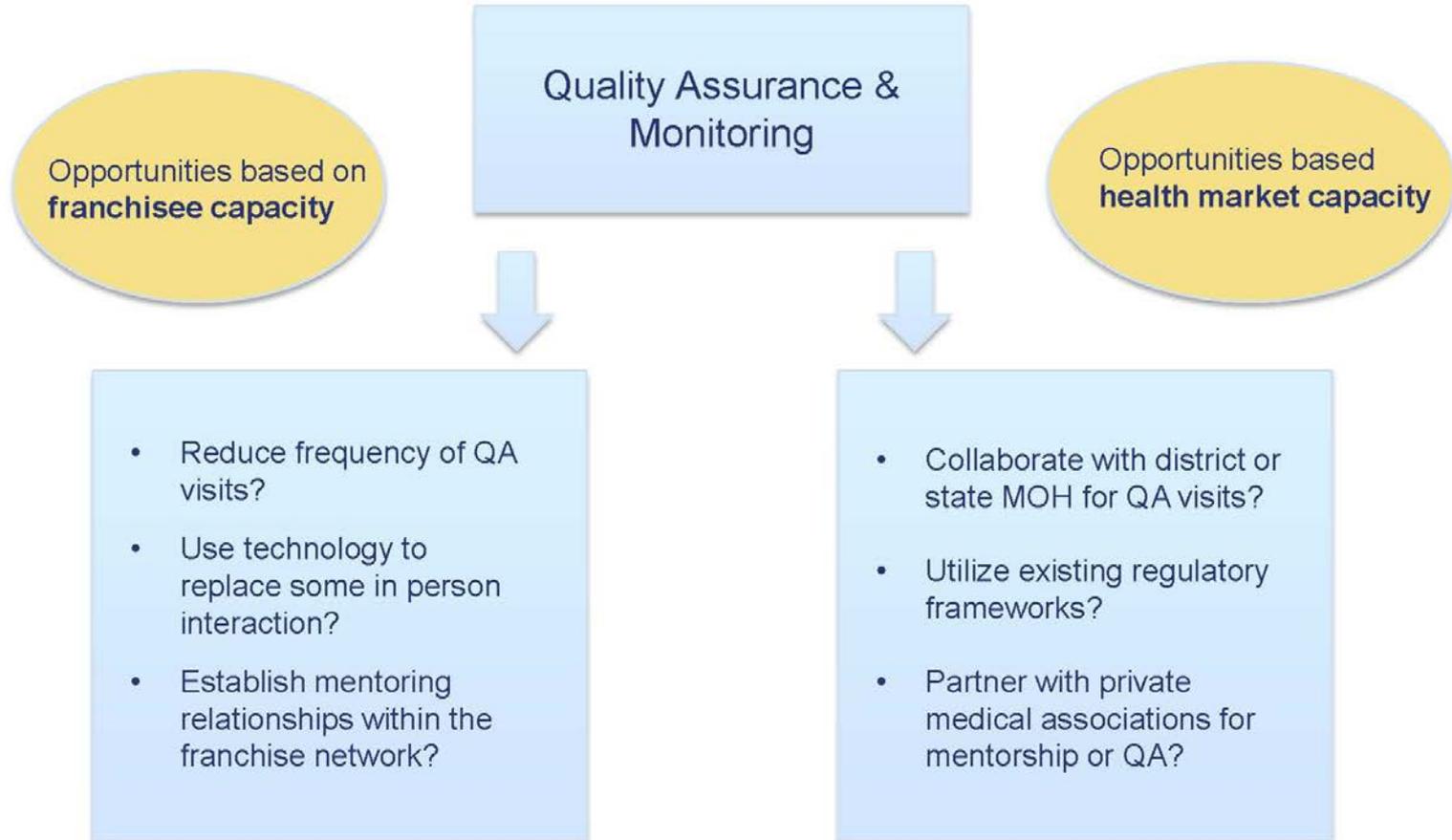
Papers from the  
Bellagio meeting  
on Family Planning  
Quality in October 2015

2016



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# Example: Quality assurance



## Vision

To enable all people to act freely on their sexual and reproductive health and rights by providing quality sexual and reproductive health services.

## Guiding Principle and Values

International Planned Parenthood  
Quality of Care Charter

*Rights of the Clients, Needs of the Providers*

Human rights  
Diversity  
Equity  
Social inclusion  
Accountability  
Stigma-free

## Cross-Cutting Themes

Youth

Gender

Underserved, vulnerable  
and marginalized

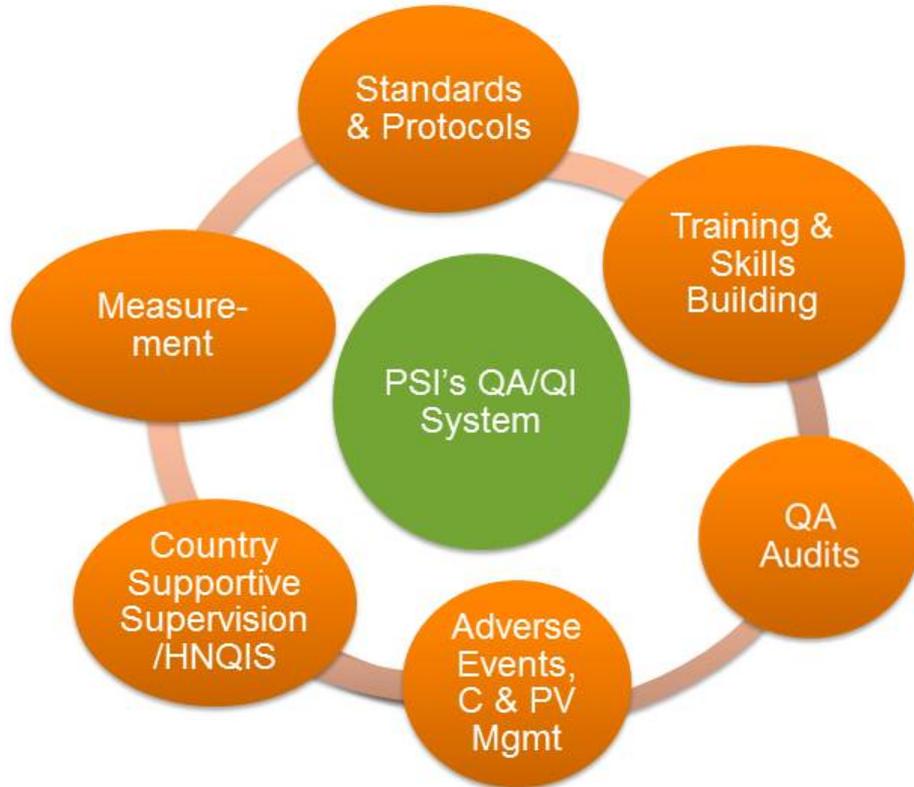
## Key Elements



Client-Centered Approach



## Six Components of PSI's QA System



## Continuous Quality Improvement

### Model for Improvement

What are we trying to accomplish?

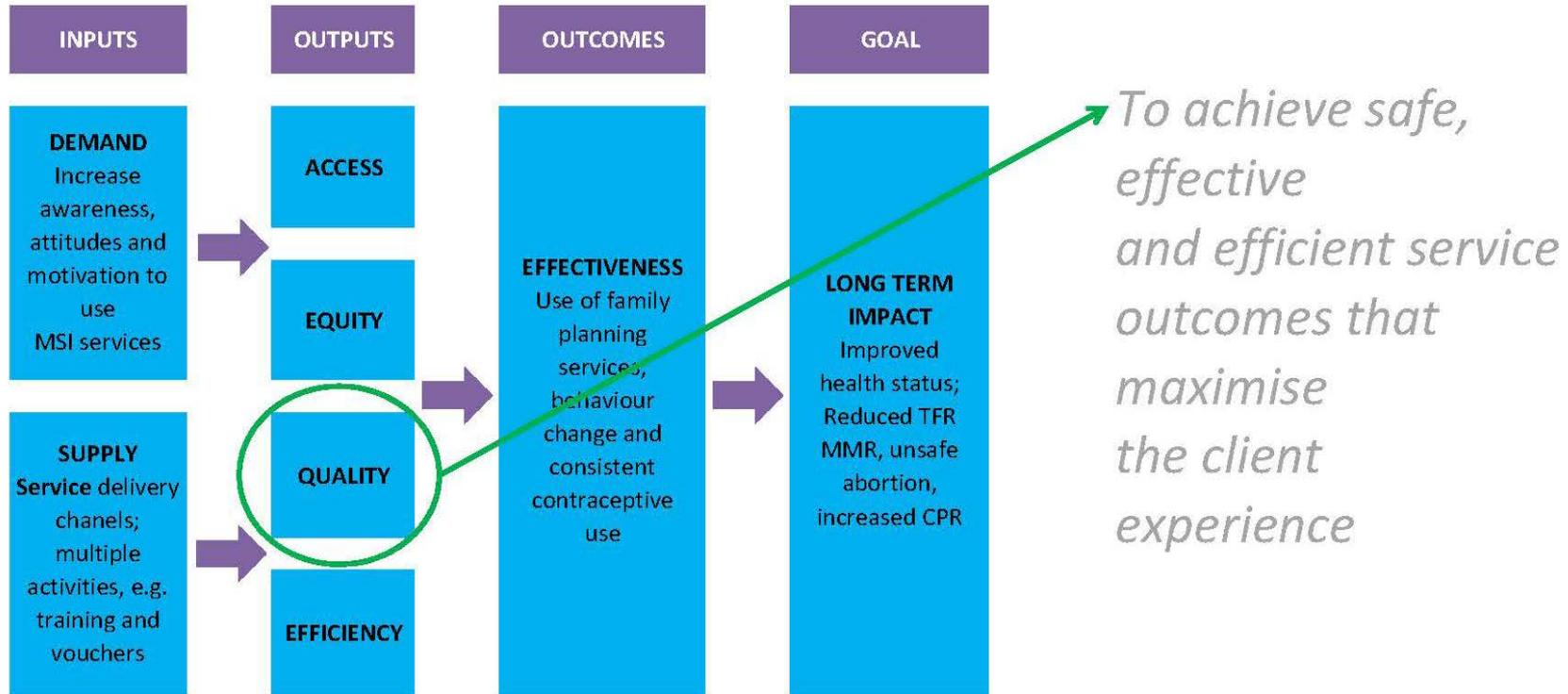
How will we know that a change is improvement?

What changes can we make that will result in improvement?



*Adapted from Associates in Process Improvement, 1996*

# Quality of Care at the centre



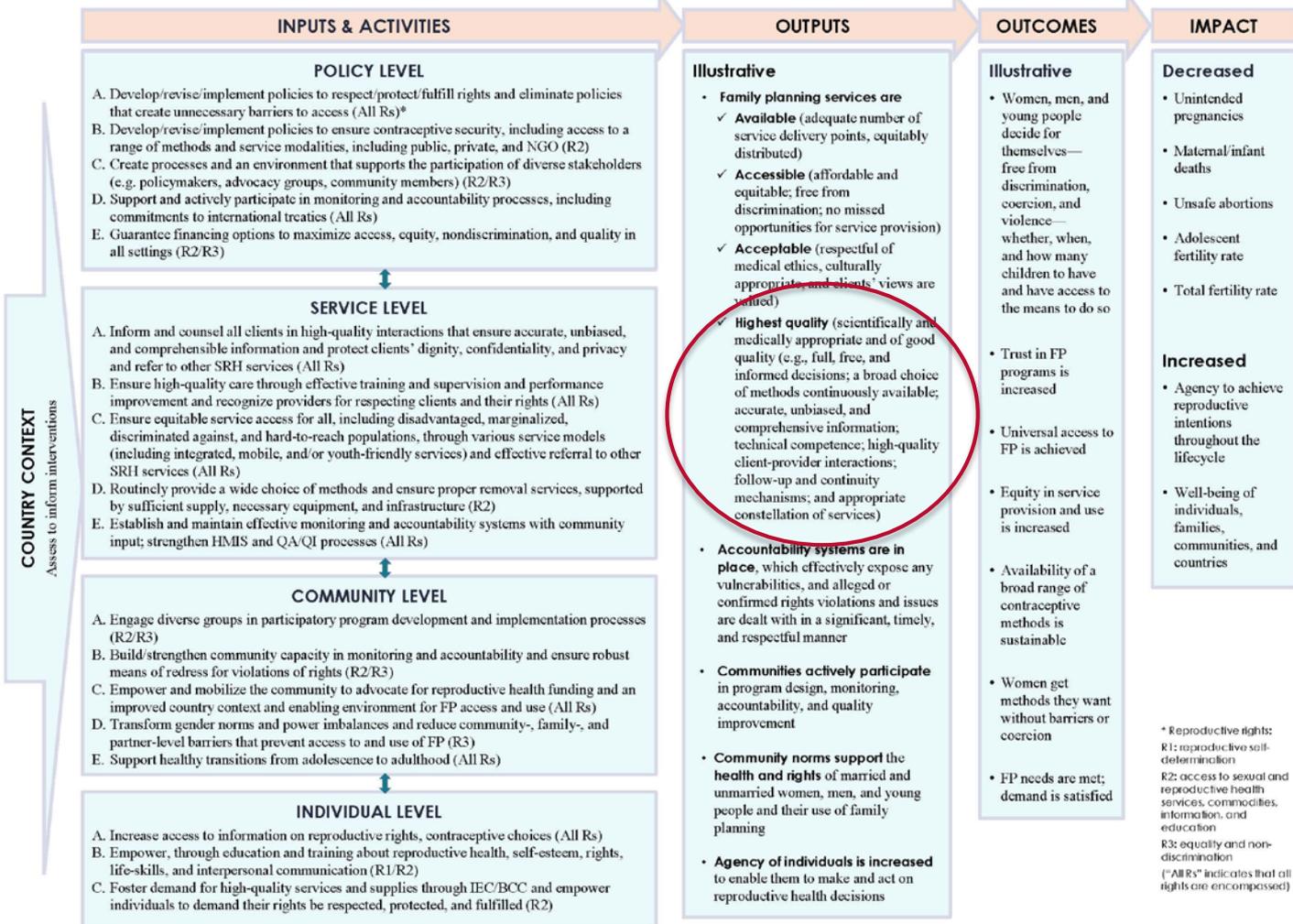
# THE SIX BUILDING BLOCKS OF A HEALTH SYSTEM: AIM AND DESIRABLE ATTRIBUTES

## SYSTEM BUILDING BLOCKS

## OVERALL GOALS / OUTCOMES



# Framework for Voluntary Family Planning Programs that Respect, Protect and Fulfill Human Rights



— Thank you!

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