Facility and Community Data Working Group:
Measurement of Quality of Care Sub-group
DRAFT Terms of Reference

Aim
1. Strengthen and harmonize measurement of technical and experiential quality of care across health service delivery in order to improve quality of services and health outcomes
2. Integrate a quality of care lens within all relevant HDC working groups

Objectives
1. Identify core domains of quality in frameworks and measures/indicators recommended or in use through global initiatives and explore optimal methodologies to assess quality of care
2. Support incorporation of quality of care measurement in HDC work and in work at the national and sub-national levels through HDC efforts
3. Develop guidance from HDC QoC-related work on improving national and subnational QoC measurement.
   Details TBD following Objectives 1 and 2

Scope of work
1.1 Inventory of Quality of care domains and global indicators focused on measurement of quality of care delivery
1.2 Identify gaps in quality of care measures/indicators and measurement methods support/advocate for needed research
2.1 Support Quality of care assessments in 2 countries through HDC work and provide additional input into HDC work in up to 3 more countries
3.1 Guidance document (details TBD)

Deliverables 2016-2017

Global
1. Domain inventory, indicator inventory and identified areas for implementation research to meet identified priority gaps in assessment of QoC
2. Provide support and input into other HDC Working groups to strengthen QoC measurement focusing on technical and experiential quality
3. Quality of care assessment guidance document details TBD

Country
- Participation in Health Data Collaborative missions to up to 2 countries to strengthen quality of care assessment within the country-led ME and quality platform, based on country-specific priorities and feasibility

Approach and organizational arrangements
- Commitment to harmonized approach (methodologies and tools) for assessment of technical and experiential quality of care to increase efficiency and value of measurement
- Support coordination and links with other relevant HDC working groups through building liaisons system with
  - Representatives from QoC working group participating in routine meetings of other working groups.
  - Participants from other working groups participating in routine QoC working group meetings.
  - Respond to targeted requests for inputs from these WGs
- Leverage and strengthen existing efforts of partners in the above technical areas
- Collaborate with relevant stakeholders beyond HDC to facilitate
  - alignment of quality of care measurement efforts, and
  - linkage to ongoing or planned quality improvement
- Communities of practice actively involved in quality of care measurement and associated quality improvement (Joint learning network, Health Harmonization for Africa Service Delivery, IntegratedCare4People).
- Establish a schedule for regular meetings by phone/video and face-to-face meetings as feasible and needed.
# Measurement of Quality of Care Sub-Group Workplan

**Objective 1:** Identify core domains of quality used in frameworks in use at the national and global levels and measures/indicators and optimal methodologies (i.e. qualitative methods) to assess quality of care.

**Deliverable 1:** Domain inventory, indicator inventory and identified areas for implementation research to meet identified priority gaps in assessment of QoC and strengthen HDC QoC measurement work

<table>
<thead>
<tr>
<th>Products</th>
<th>Lead Agency(ies) (All TBC)</th>
<th>Responsible</th>
<th>Accountable</th>
<th>Consulted/Support from WG</th>
<th>STATUS (as of April 2017)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1. Inventory of Quality of care domains</td>
<td>PHCPI, WHO, WB</td>
<td>Sunny, Shannon</td>
<td>Lisa, Sun, Jeremy</td>
<td>Sheila Leatherman, N Klazinga and Ian Forde, other WG members</td>
<td>Done</td>
</tr>
<tr>
<td>1.2 An inventory of existing QoC indicators across domains, levels of health system and process, outcomes focusing on service delivery and short term outcomes</td>
<td>Sunny, Shannon, Meredith, Asif, Jeremy, Lisa</td>
<td>Lisa, Sun, Jeremy</td>
<td>Sheila Leatherman, N Klazinga and Ian Forde, Katie O’Conner, Anne Schwartz, Asif Bitton, input from WHO Units</td>
<td>Done</td>
<td></td>
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</tbody>
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**Objective 2:** Support incorporation of quality of care measurement in HDC work

**Deliverable 2:** Input into other HDC work; Participation in Health Data Collaborative missions to up to 2 countries to strengthen quality of care assessment within the country-led ME and quality platform, based on country-specific priorities and feasibility

| 2.1 Provide input into other HDC work                                   | PHCPI, WB, WHO             | WG leads               | Provided in depth review and feedback on technical and experiential QoC to HFA group |
|                                                                         |                            |                        | Reach out again to other relevant groups (community health, RHMIS, data use) next quarter |
| 2.2 Support Quality of care assessments in 2 countries and provide input into HDC work in up to 3 more countries | Country Engagement liaisons, country partners (Shannon and Rhea Bright) | Lisa, Sun, Jeremy, Kavitha | The Global Fund, Ariadne Labs, UNICEF, MoH Kenya, JHU, JLN, WHO regional offices |
|                                                                         |                            |                        | Started-discussion with Malawi, Kenya (JLN and WHO), attended initial meeting in Malawi |

**Objective 3:** Develop guidance from HDC QoC-related work on improving national and subnational QoC measurement. Details TBD following Objectives 1 and 2 and input from countries and stakeholders

**Deliverable 3:** Guidance document details TBD