

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 health 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

Products	Lead Agency(ies) (All TBC)	Responsible	Account able	Consulted/Support from WG	STATUS (as of April 2017)
1.1. Inventory of Quality of care domains	PHCPI, WHO, WB	Sunny, Shannon	Lisa, Sun, Jeremy	Sheila Leatherman, N Klazinga and Ian Forde, other WG members	Done
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		Sunny, Shannon, Meredith, Asif, Jeremy, Lisa	Lisa, Sun, Jeremy	Sheila Leatherman, N Klazinga and Ian Forde, Katie O'Conner, Anne Schwartz, Asif Bitton, input from WHO Units	Done

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			<p>Provided in depth review and feedback on technical and experiential QoC to HFA group</p> <p>Reach out again to other relevant groups (community health, RHMIS, data use) next quarter</p>
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

3.1 Guidance document TBD		TBD	Lisa, Sun, Jeremy	The Global Fund, US DHHS/HRSA, Ariadne Labs, MoH Kenya, UNICEF, USAID, Universiadade Federal do Rio Grande do Sul, LSHTM, R4D, country partners	Started to identify needs -- based on M and E guidance document from HDC, PHCPI assessment guides, IPCHS assessment guide and inventories. Potential guide is how to integrate QoC into measurement areas. Need to plan a call and identify a resource who can do a review to identify gap in guides and move accordingly.
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