

A new tool for monitoring quality of care: UNHCR's Reproductive Health Scorecard

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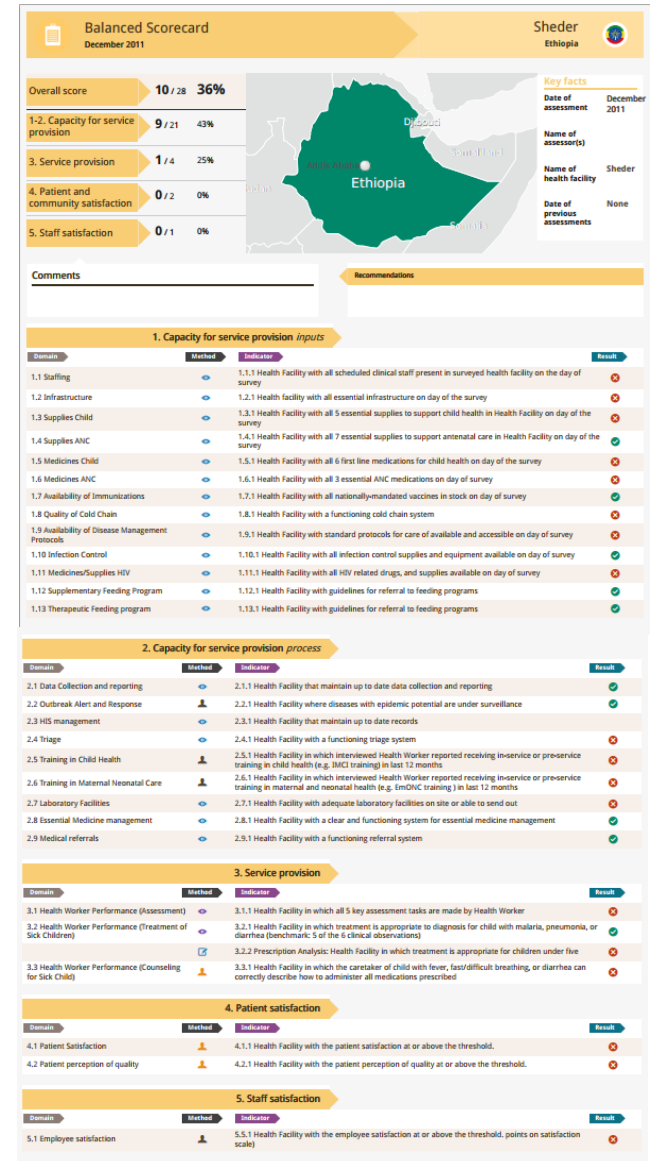
Overview

- Background
- Toolkit
- Results of field testing
- Recommendations for implementation

Background

Existing Quality of Care Assessment

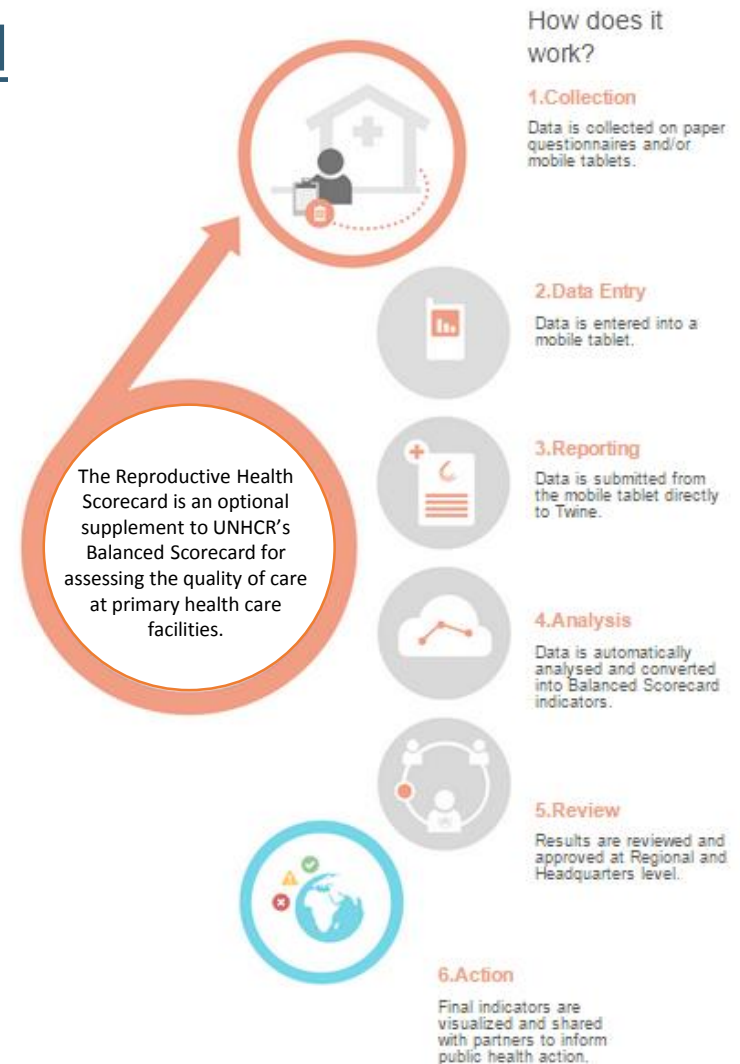
- UNHCR Balanced Scorecard in use since 2011
- Intended for use by UNHCR and implementing partner management, but can be adapted
- Designed to provide a multi-faceted measure of quality of care and identify areas for improvement



Background

New Reproductive Health Scorecard

- Optional supplement to existing tools
- Covers multiple RH service areas
- Can be conducted in <2 days
(including assessment of other primary health care services)
- User-friendly
- Provides actionable information to inform programming



Toolkit

Six Tools:

1. Health facility observation
2. ANC observation
3. ANC exit interviews
4. PNC observation
5. PNC exit interviews
6. Health worker interviews

Five Scorecard Domains:

- ❖ RH service capacity (inputs)
- ❖ RH service capacity (processes)
- ❖ RH service provision
- ❖ RH client satisfaction
- ❖ RH staff satisfaction

Field Testing in Thailand – Oct/Nov 2014

Partner: Malteser International

Locations: Mae La Oo,
Mae La Ra Luang

Data collectors: 4

Language: English/Karen

Data collection: 2 days per camp



Field Testing in Thailand – Oct/Nov 2014

INDICATORS

Camp #1

Camp #2

CAPACITY FOR REPRODUCTIVE HEALTH SERVICE PROVISION - INPUTS

1.1 Skilled birth attendant available 24/7 (1 item)	✓	✓
1.2 Health facility with essential family planning commodities available (4 items)	✗	✗
1.3 Health facility with essential ANC supplies and medicines available (8 items)	✗	✗
1.4 Health facility with essential medicines, supplies and equipment for labor and delivery available (6 items)	✗	✓
1.5 Health facility with essential medicines and supplies for newborn care available (5 items)	✓	✓
1.6 Health facility with essential HIV related medicines and supplies available (4 items)	✗	✗
1.7 Health facility with essential maternal and newborn care guidelines available (7 items)	✓	✓
1.8 Health facility with guidelines for HIV counseling/testing and PMTCT available (2 items)	✓	✓
1.9 Health facility with guidelines for syndromic management of STIs (1 item)	✓	✓
1.10 Health facility with guidelines for clinical care of sexual assault survivors (1 item)	✓	✓
1.11 Health facility with infection control resources available in the delivery room (5 items)	✓	✓

CAPACITY FOR REPRODUCTIVE HEALTH SERVICE PROVISION - PROCESSES

2.1 Health facility with functional maternal health record keeping system (5 items)	✓	✓
2.2 Health workers report receiving pre-service or in-service training on maternal and newborn health in last 12 months	✓	✓
2.3 Health facility with functioning EmONC referral system (5 items)	✓	✓
2.4 Health facility with functioning syndromic STI case management system (3 items)	✓	✓
2.5 Health facility has supplementary feeding program for pregnant and lactating women (2 items)	✓	✓

GAPS IDENTIFIED

Camp 1: FP commodities, fetoscope, syphilis test kit, MVA, ARVs, PEP kit

Camp 2: FP commodities, fetoscope, ARVs, PEP kit

Field Testing in Thailand – Oct/Nov 2014

INDICATORS

	Camp #1	Camp #2
REPRODUCTIVE HEALTH SERVICE PROVISION		
3.1 Health facility in which key antenatal care components are provided (7 items)	x	✓
3.2 Health facility in which ANC clients can identify at least 3 danger signs of complications during pregnancy (1 item)	✓	x
3.3 Health facility in which key postnatal care components are provided (7 items)	x	x
3.2 Health facility in which PNC clients can correctly identify at least 3 danger signs of complications during pregnancy	✓	✓
REPRODUCTIVE HEALTH CLIENT SATISFACTION		
4.1 Health facility with ANC client satisfaction at or above threshold (1 item)	✓	✓
4.2 Health facility with ANC perception of quality at or above threshold (10 items)	✓	✓
4.3 Health facility with PNC client satisfaction at or above threshold (1 item)	✓	✓
4.4 Health facility with PNC client perception of quality at or above threshold (10 items)	✓	✓
REPRODUCTIVE HEALTH STAFF SATISFACTION		
5.1 Health facility with reproductive health service provider satisfaction at or above threshold (18 items)	✓	✓

GAPS IDENTIFIED

Camp 1: ANC: blood testing, urine testing, TT

PNC: checking temperature, breathing and eyes, counseling on thermal care

Camp 2: ANC: client recognition of danger signs

PNC: checking temperature and breathing, counseling on thermal care,

Field Testing in Rwanda – Nov 2014

Partners: Africa Humanitarian Action
American Refugee Committee

Locations: Kiziba, Gihembe

Data collectors: 6

Language: English/French

Data collection: <2 days per camp



Field Testing in Rwanda – Nov 2014

INDICATORS

	Camp #1	Camp #2
CAPACITY FOR REPRODUCTIVE HEALTH SERVICE PROVISION - INPUTS		
1.1 Skilled birth attendant available 24/7 (1 item)	✓	✓
1.2 Health facility with essential family planning commodities available (4 items)	✓	✓
1.3 Health facility with essential ANC supplies and medicines available (8 items)	✓	✗
1.4 Health facility with essential medicines, supplies and equipment for labor and delivery available (6 items)	✗	✗
1.5 Health facility with essential medicines and supplies for newborn care available (5 items)	✓	✗
1.6 Health facility with essential HIV related medicines and supplies available (4 items)	✓	✓
1.7 Health facility with essential maternal and newborn care guidelines available (7 items)	✓	✗
1.8 Health facility with guidelines for HIV counseling/testing and PMTCT available (2 items)	✓	✓
1.9 Health facility with guidelines for syndromic management of STIs (1 item)	✓	✓
1.10 Health facility with guidelines for clinical care of sexual assault survivors (1 item)	✓	✗
1.11 Health facility with infection control resources available in the delivery room (5 items)	✓	✗
CAPACITY FOR REPRODUCTIVE HEALTH SERVICE PROVISION - PROCESSES		
2.1 Health facility with functional maternal health record keeping system (5 items)	✓	✗
2.2 Health workers report receiving pre-service or in-service training on maternal and newborn health in last 12 months (1 item)	✗	✗
2.3 Health facility with functioning EmONC referral system (5 items)	✓	✗
2.4 Health facility with functioning syndromic STI case management system (3 items)	✓	✓
2.5 Health facility has supplementary feeding program for pregnant and lactating women (2 items)	✓	✓

GAPS IDENTIFIED

Camp 1: MgSO₄, recent training on MNH services

Camp 2: MgSO₄, antenatal corticosteroids, EmONC guidelines, CCSAS guidelines, handwashing soap in delivery room, EmONC referral protocols, maternal death review system

Field Testing in Rwanda – Nov 2014

INDICATORS

REPRODUCTIVE HEALTH SERVICE PROVISION

3.1 Health facility in which key antenatal care components are provided (7 items)

✓

✗

3.2 Health facility in which ANC clients can identify at least 3 danger signs of complications during pregnancy (1 item)

✓

✗

3.3 Health facility in which key postnatal care components are provided (7 items)

✓

✗

3.2 Health facility in which PNC clients can correctly identify at least 3 danger signs of complications during pregnancy (1 item)

✗

✗

REPRODUCTIVE HEALTH CLIENT SATISFACTION

4.1 Health facility with ANC client satisfaction at or above threshold (1 item)

✓

✓

4.2 Health facility with ANC perception of quality at or above threshold (10 items)

✓

✓

4.3 Health facility with PNC client satisfaction at or above threshold (1 item)

✓

✓

4.4 Health facility with PNC client perception of quality at or above threshold (10 items)

✓

✓

REPRODUCTIVE HEALTH STAFF SATISFACTION

5.1 Health facility with reproductive health service provider satisfaction at or above threshold (18 items)

✗

✗

GAPS IDENTIFIED

Camp 1: PNC: client ability to identify danger signs
RH staff satisfaction

Camp 2: ANC: client recognition of danger signs
PNC: checking temperature and breathing, counseling on thermal care,

General Findings

	Thailand		Rwanda	
	Camp 1	Camp 2	Camp 1	Camp 2
Reproductive health service capacity - inputs	●	●	●	●
Reproductive health service capacity - processes	●	●	●	●
Reproductive health service provision	●	●	●	●
Reproductive health client satisfaction	●	●	●	●
Reproductive health staff satisfaction	●	●	●	●

- The Reproductive Health Scorecard is an effective and acceptable method for assessing the quality of services in protracted refugee settings.
- Overall service quality is good, but areas needing attention vary across and within countries.
- Detailed results (sub-items for each indicator) may not be reported in the scorecard, but are important for programming

Recommendations for Implementation

- Take time to review tools in advance
- Carefully consider selection of data collectors to minimize bias and maximize learning opportunities
- Practice observations!
- Encourage data collectors to work in pairs
- Consider including assessment as part of routine program review (1x/year or more)



Thank you

UNHCR

- Sathya Doriaswamy
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- Eugene Paik

Partners

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- American Refugee Committee
- Africa Humanitarian Action

JHSPH

- Shannon Doocy
- Catherine Lee
- Yasmina Aules
- Ko Myo
- Jonathan Akuoku

Other

All health facility staff and client participants

For additional information about the UNHCR Balanced Scorecard Toolkit,
please visit <http://twine.unhcr.org>

(Reproductive Health Scorecard details coming soon)

Sign In



Using Data
to improve Humanitarian Decision Making



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