

C3 Quality improvement through outcome-based assessment: Effective coverage of quality health care interventions.

Leader: Itziar Larizgoitia

Rationale: Health service provision is one of the key functions of health systems that significantly contribute to the attainment of health systems' main social goal - the health of population. However the extent of that contribution is not yet well understood and quantified. With the aim to advance in this direction, the World Health Organization (WHO) has embarked on the development of methodology and tools to evaluate the outcomes of health service provision; these are conceptualized as Effective Coverage and Provider's Performance.

WHO has newly conceptualized coverage as a measure of health service provision. Coverage is defined as the probability of receiving an effective health intervention when needed. It provides an indication of the extent of population benefits attributable to health interventions. Effective Coverage is operationally defined as the ratio of the actual health gain from health care interventions over the maximum potential health gain achievable from the same intervention(s). Effective coverage incorporates the notions of availability of resources, accessibility (through various dimensions), adherence, and provider performance.

The concept of provider performance relates to the quality and efficiency of health services provision. Quality is conceptualized by the gains in both, health and responsiveness, attributable to health care interventions. Health gains are related to the technical dimension of the quality of care, whereas responsiveness gains are associated with the interpersonal aspect of care, or the patient-carer experience. The operational definition of the Technical Quality of health care is the fraction of the potential health gain delivered by the provider.

Objective: The goal of the session is to provide a stage for a constructive discussion on the concepts and measurement tools proposed by WHO; to review other related concepts; and to facilitate international collaboration and exchange of information.

The activity is intended to:

- Increase awareness of the need for a common understanding of concepts, terminology and methods used in the assessment of the performance of health service provision
- Share WHO understanding with various stakeholders in the field of Quality Improvement
- Obtain constructive feedback from the audience that will help improve the conceptual models for the assessment of the performance of the provision function
- Share information on the models and measures of the performance of health service provision function used by other organizations and countries
- Contribute to building consensus around the process that would lead to common working definitions in the assessment of performance of health service provision function.

Outline: The session will consist of a round table discussion, with two presentations on WHO's work on coverage and the technical quality of care. The presentations will be followed by three structured discussions provided by experienced professionals. The session will be finalised by a general discussion.

Leadership:

Moderator: Andrei Issakov, Coordinator, Dept. of Health Service Provision, World Health Organization

Speakers:

1. Itziar Larizgoitia. Dept of Health Service Provision, World Health Organization
2. Claudia Travassos. Dept of Information. Fundação Osvaldo Cruz. Brazil
3. Dr. Abu Bakar Suleiman. International Medical University, Kuala Lumpur; Malaysia
4. Niek Klazinga. Dept. of Social Medicine, University of Amsterdam. The Netherlands