

QUALITY ASSURANCE

# Strengthening Systems to Ensure Quality Family Planning to Clients

## Why use this approach?

Continuous assessment of quality services provided by healthcare providers is fundamental to ensuring client satisfaction and in the provision of providing quality family planning services to the clients.



### STEP 1: Identify if District Quality Assurance Committee exists

at the district level. If one does not exist, form one by nominating members from the following list:

- District Magistrate (Chairperson)
- Chief Medical Officer/District Health Officer (Convener)
- District Family Welfare Officer/RCHO/ACMO/equivalent (Member Secretary)
- Empaneled gynecologist from public institutions
- Empaneled surgeon from public institutions

Orient the members on their roles and the national family planning standards.



### STEP 2: Develop a plan of action

per terms of reference of the District Quality Assurance Committee. The plan should include the frequency of visits, quarterly meetings of District Quality Assurance Committee, facility visit, client exit interview and observation of services procedures.



### STEP 3: Ensure implementation of the plan

and follow-up, involving development partners working in the district in the quality assurance process.



### STEP 4: Conduct sensitization sessions

with all facility service providers, including public and private doctors. The quality assurance sensitization sessions should have a focus on family planning services.



### STEP 5: Plan and coordinate interface meetings

with private providers and key stakeholders in the government, including the District Quality Assurance Committee (DQAC) members.



## STEP 6: Conduct a baseline assessment

based upon the standard tool/checklist developed by the government. DQAC can facilitate or conduct base line assessment. Quality team at the facility is supposed to do baseline self-assessment.



## STEP 7: Organize DQAC meetings and visits

with a defined agenda, an action plan for structured visits of DQAC to the facilities and develop plans for other quality assurance activities. During the facility visits, ensure a regular facility audit is conducted by DQAC members related to infrastructure, supplies, record review, procedure observation and client exit interview. If a facility meets the quality standards, then it is scored or certified/accredited.



## STEP 8: Regularly monitor the action plan

to see whether meetings, DQAC visits and client exit interviews are occurring. Analyze the checklist completed by DQAC members to assess accuracy of steps being followed.



## STEP 9: Regularly share observations

of the visit and audit findings in DHS or DQAC meetings.