### **Driving Change through Quality UHC**

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Coordinator (ad interim)

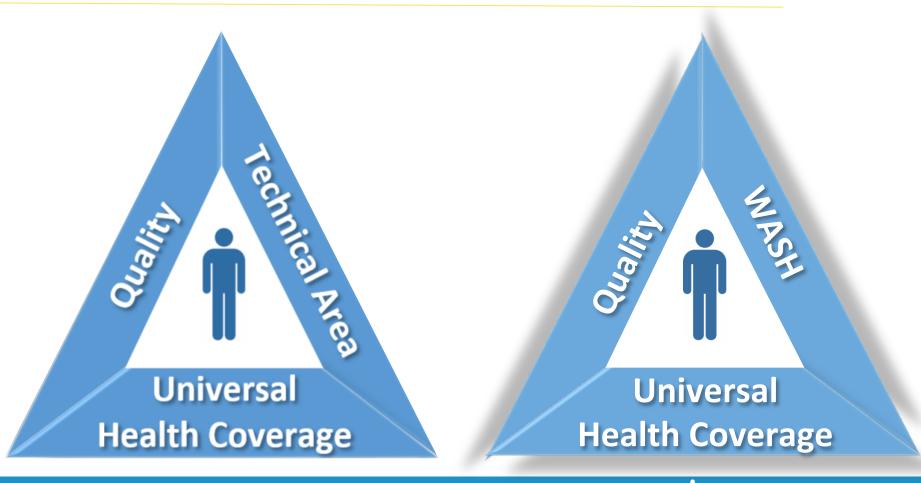
UHC & Quality Unit
Department of Service Delivery & Safety
WHO Headquarters

Strategic Review & Planning
Water, Sanitation & Hygiene in Health Care Facilities
London

March 23, 2016

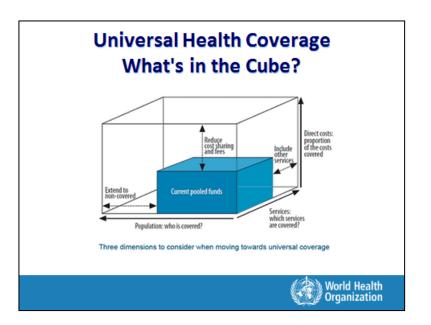


## Triangulation for Change



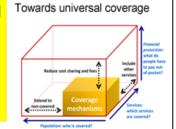


# Point 1: Ensure quality in the UHC equation



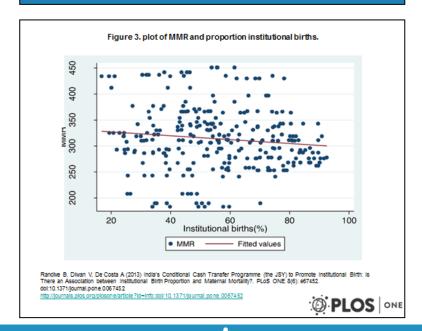
#### But look at the cube again...

"What good does it do to offer free maternal care and have a high proportion of babies delivered in health facilities if the quality of care is sub-standard or even dangerous?"



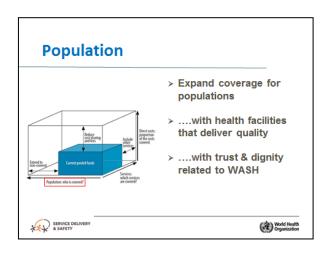
Margaret Chan, World Health Assembly - May 2012

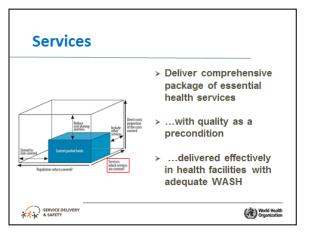


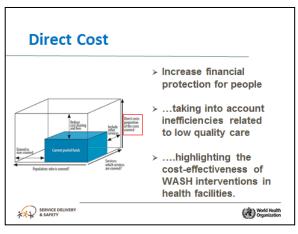


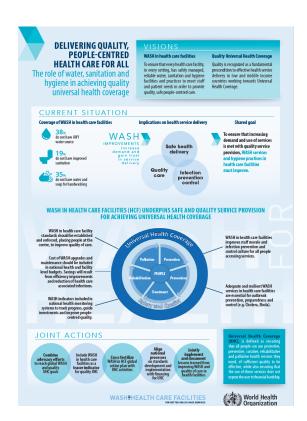


### Point 2: Stay concrete!





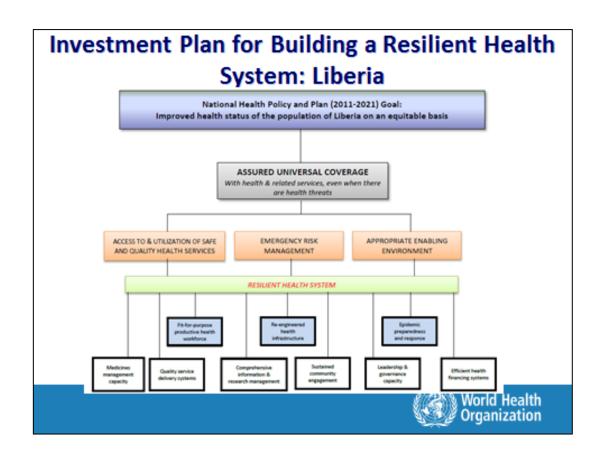






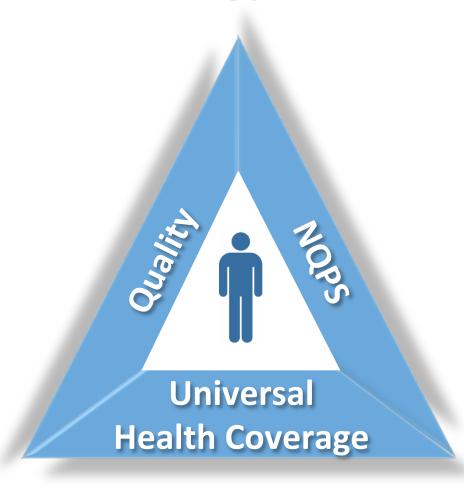
#### Point 3: Link Global Drive with Local Action







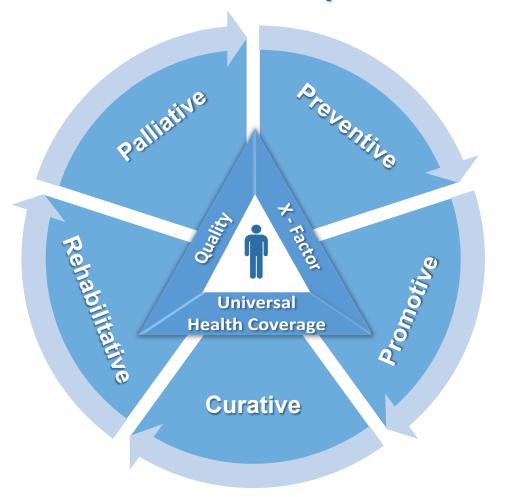
# Point 4: Support National Quality Policy & Strategy Informed by the Front Line



- ➤ **Encourage** Member States to embed quality within national efforts to move towards UHC.
- **Build** the global knowledgebase for national quality policy & strategy development.
- Cooperate with Member States to activate quality policy & strategy.



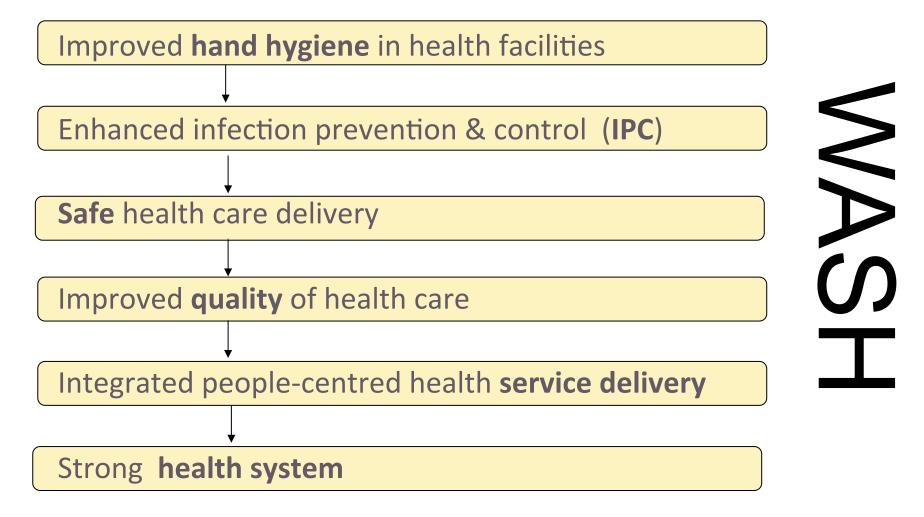
#### **Point 5: Develop a Global Learning Laboratory**



- Capture, share and activate best approaches in achieving quality UHC from front-line.
- Co-develop thinking within and across countries for "knowledge activated systems".
- Engagement of front line providers, administrators, advocates & experts.
- "Learning Pods" on specific triangulations e.g. UHC-quality-WASH



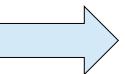
## The improvement continuum...focused clinical intervention to strong health systems





## **UHC & Quality at WHO**







#### **New WHO Unit on UHC & Quality**

Within the WHO Department of Service Delivery & Safety in the Health Systems & Innovations Cluster

#### To work on three technical areas:

Area 1:

Country engagement & global frameworks

Area 2:

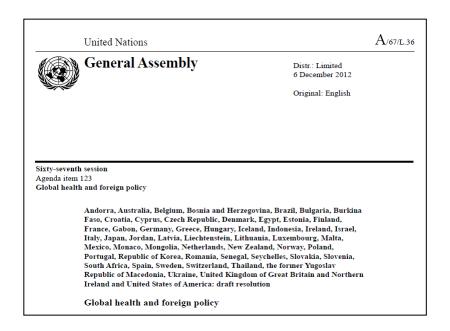
Health service resilience

Area 3:

Partnerships for improvement



### ....utilizing political will at the highest level



21. Encourages Member States, in collaboration with other stakeholders where applicable, to plan or pursue the transition of their health systems towards universal coverage, while continuing to invest in and strengthen health-delivery systems to increase and safeguard the range and quality of services and to adequately meet the health needs of the population;









