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# Measuring quality of care in low- and middle-income countries

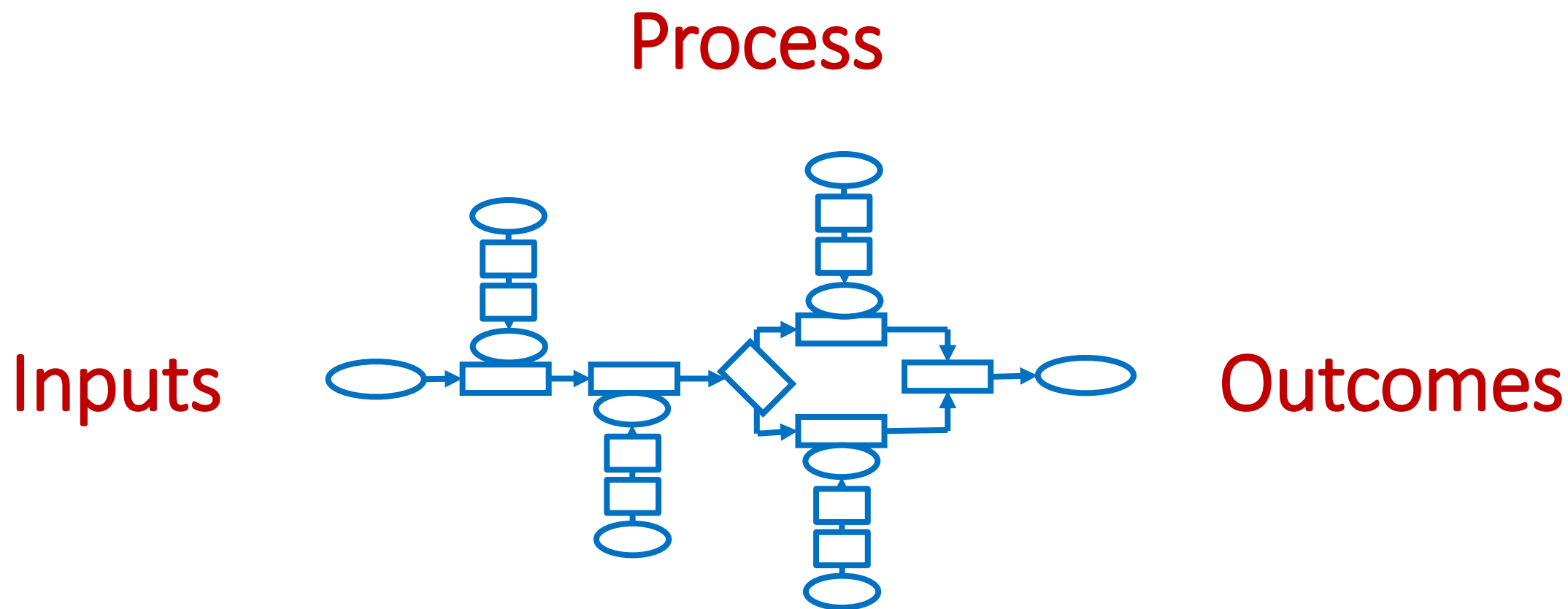






LGM-25C USAF Titan-II missile in silo (Photo: jonkeegan)

source: <https://euobserver.com/foreign/114830>



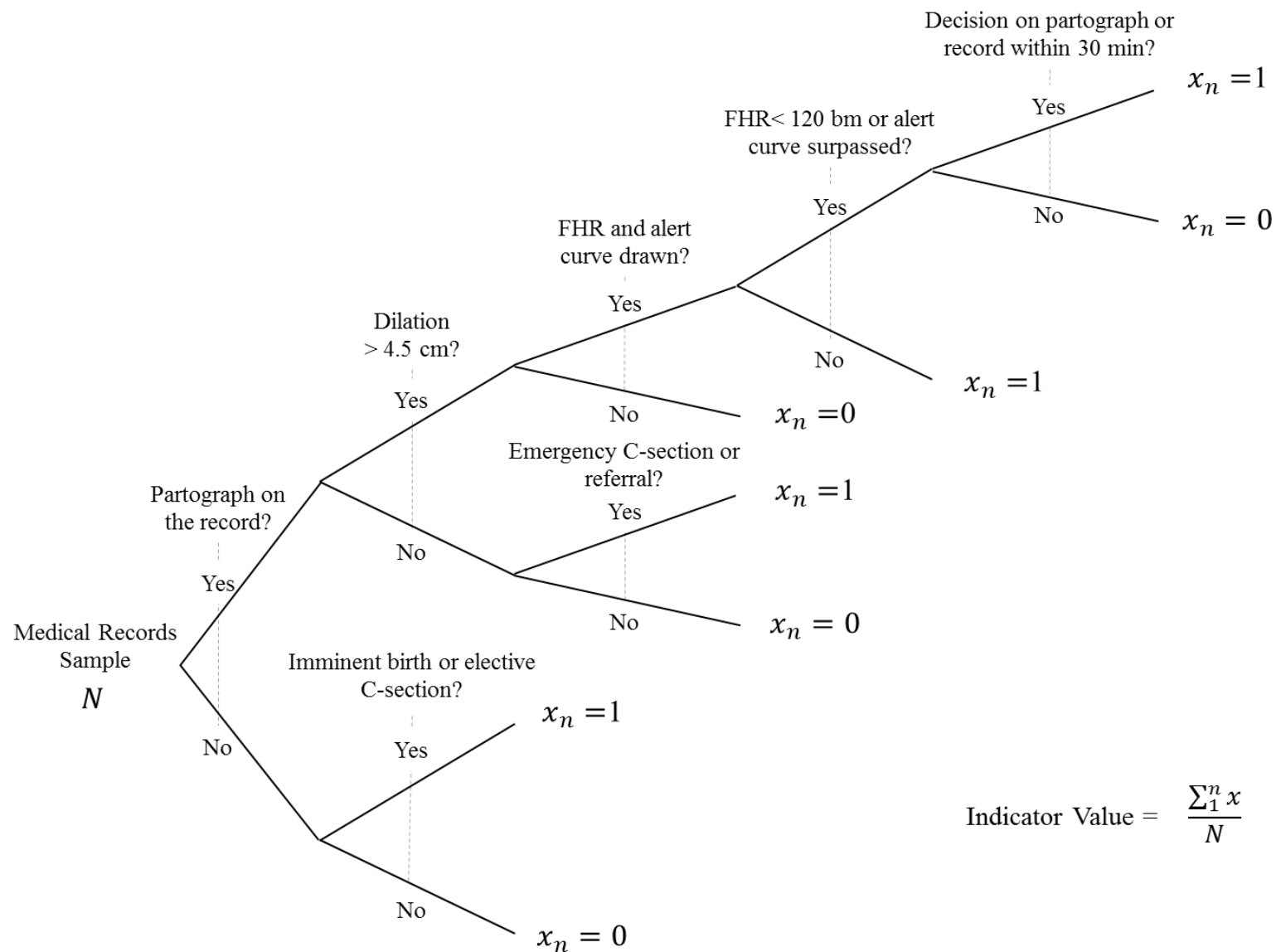


# Quality indicators by life-cycle



Life Cycle	Quality Indicators
Pregnancy	Antenatal care before 13 weeks gestation
	Quality antenatal care
Delivery	Use of partograph according to standards
	Oxytocin administration after birth
Complications	Obstetric complications managed according to standards
	Neonatal complications managed according to standards
Newborn	Immediate neonatal care with quality
Postpartum	Immediate postpartum care with quality
	Postpartum contraception
Children	Children who received two deworming doses
	Diarrhea in children treated with oral rehydration salts and zinc
	Follow-up for children with pneumonia within 2 days

# Sample Algorithm



# Results by Country: Antenatal Care with Quality

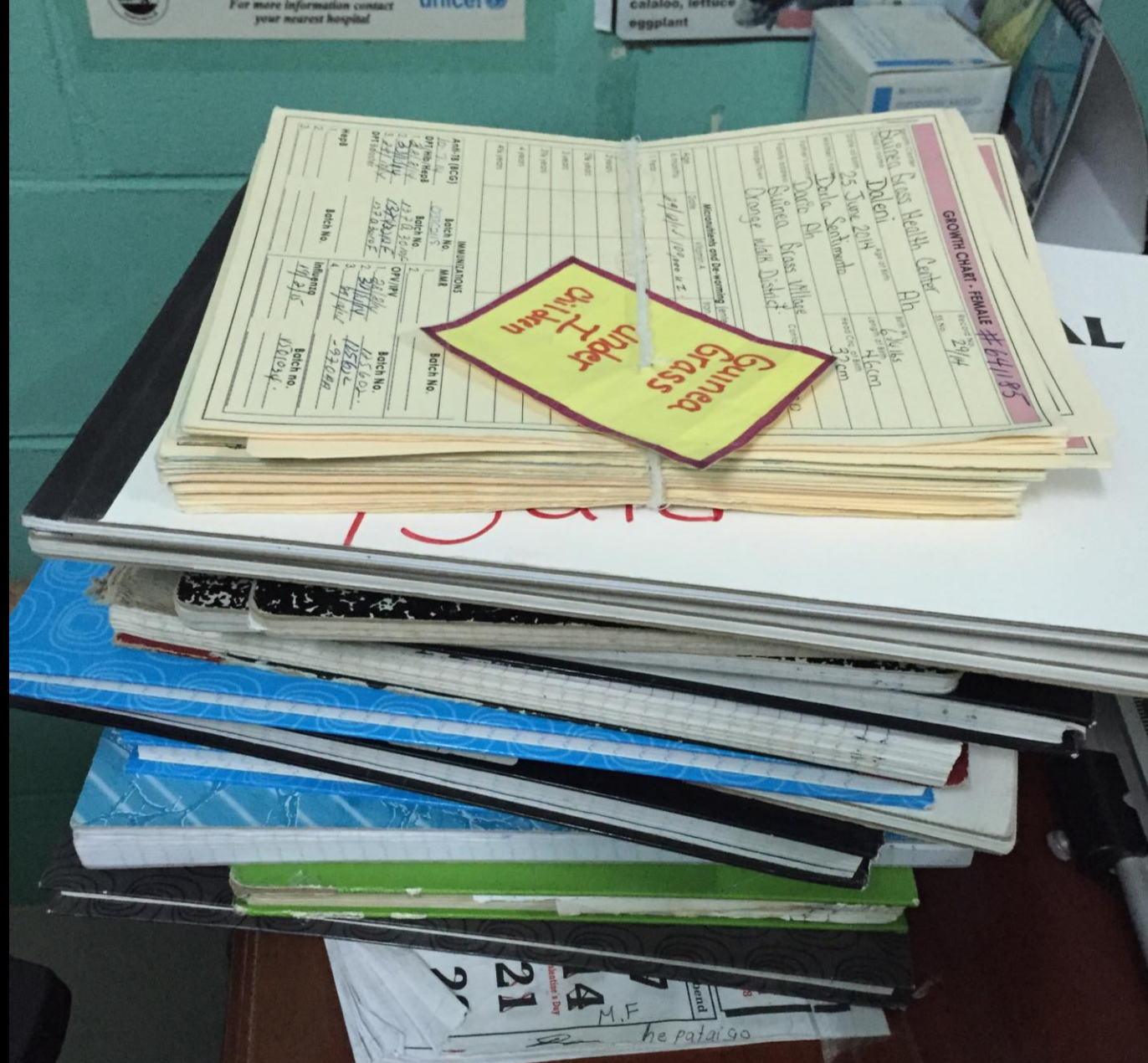


	Belize % [IC 95%]	Costa Rica % [IC 95%]	El Salvador % [IC 95%]	Guatemala % [IC 95%]	Honduras % [IC 95%]	Chiapas, Mexico % [IC 95%]	Nicaragua % [IC 95%]	Panama % [IC 95%]
Observations	206	487	271	558	522	475	517	367
4+ ANC visits	92.2%	77.2%	66.8%	22.8%	67.8%	67.8%	30.2%	58.3%
Doctor or nurse at each visit	86.9%	77.2%	66.8%	12.5%	67.8%	66.3%	29.4%	53.4%
Vital signs checked at each visit	92.2%	77.2%	66.4%	19.7%	67.4%	66.7%	30.2%	56.9%
Fundal height if gestational age > 13 weeks	90.3%	73.7%	92.6%	18.6%	64.4%	65.1%	27.5%	55.6%
Fetal checks if gestational age > 20 weeks	88.8%	72.3%	97%	17.9%	65.9%	57.5%	28.6%	55.3%
Lab tests performed at least once	40.3%	92.8%	69.7%	48.4%	87.7%	26.1%	73.7%	56.9%
<b>Quality ANC</b>	<b>35.4%</b>	<b>68.8%</b>	<b>48%</b>	<b>5.7%</b>	<b>62.1%</b>	<b>20%</b>	<b>17.8%</b>	<b>38.1%</b>

# Methods Advantages

- Indicators are comparable, standardized and replicable
- It is possible to collect data in large scale
- Indicators can be easily adapted to the local context of any country
- The methods are highly versatile and can be used either in surveys, monitoring measurements by ministries of health, and self-monitoring of quality improvement teams
- Emphasis on identifying process problems instead of individual errors





Antenatal and postnatal care records



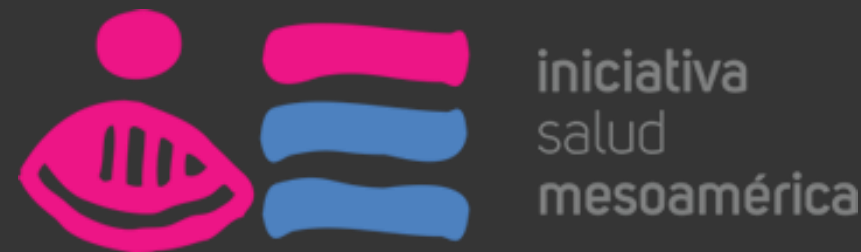


Quality Innovation Fund, Belize



# Limitations

- Are we measuring quality of the record or quality of care?
- We cannot measure the warmth of health personnel or the proficiency performing procedures
- It is difficult to determine if a woman received care in multiple health facilities
- Nevertheless, all methods to measure quality have limitations
- When possible, we recommend using more than one method to measure quality of care



# Conclusions



- It's critical to start measuring quality of care routinely in national health surveys
- Our methods are technically sound both from a medical perspective, as well as from a statistical and scientific perspective
- Salud Mesoamerica has showed that it is possible to measure quality at scale

**We are happy to support anyone wanting to use these methods!**

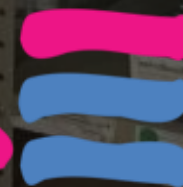






Thank you!

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