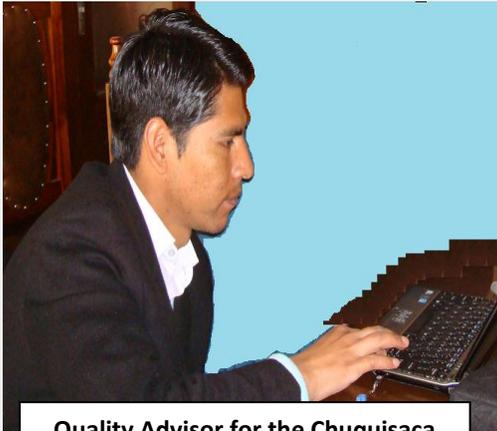


SUCCESS STORY: Improved Quality of Care in Chuquisaca



Quality Advisor for the Chuquisaca
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In the department of Chuquisaca, there are over 400 health facilities providing services at the primary, secondary and tertiary levels of care; however, only 23% of facilities across the region have received accreditation, based on a set of 246 standards developed by the Ministry of Health and Sport. Dr. Edgar Yucra, general practitioner and Accreditation and Quality Advisor for the Chuquisaca Departmental Health Service, has a vision of seeing the percentage of accredited facilities in Chuquisaca reach 100%. Accreditation is an important achievement for health facilities in Bolivia, increasing the community's confidence in the quality of care provided, as well as providing social recognition and intrinsic motivation for the hard work of its providers and staff.

In 2012, USAID initiated a new health strategy, FORTALESSA (*Fortalecimiento a los Sistemas de Salud*), which focuses on strengthening the Bolivian health care system. USAID's flagship Maternal and Child Health Integrated Program (MCHIP), led by Jhpiego, provides key support in improving the quality of care in maternal and neonatal health, emergency obstetric and neonatal care, and family planning, including post-abortion care, in FORTALESSA's prioritized regions of Chuquisaca and La Paz. As a platform for its quality improvement activities, MCHIP introduced the Standards Based Management and Recognition (SBM-R)[®] methodology, pioneered by Jhpiego, which encourages participation from not only health facilities but also from regional and municipal authorities and the community at large. MCHIP has worked with the Ministry of Health and Sport and the Departmental Health Services to adapt the approach to the Bolivian context, and the resulting Cycles of Continuous Quality Improvement (CCQI) process, based on SBM-R, has emerged.

After participating in an MCHIP-led workshop on the CCQI methodology, Dr. Yucra realized he had found the perfect tool for operationalizing the Ministry's standards, moving Chuquisaca's health facilities toward the goal of 100% accreditation. He noted the success of CCQI implementation at secondary level Camargo Hospital, where the staff has benefited greatly from group trainings in CCQI, identifying problem areas for targeted improvement within the hospital. By addressing key weaknesses, the staff was able to implement measures to address those gaps, document the results, and recognize their achievements. According to Dr. Yucra, "The methodology has a great influence on the health care providers and staff, providing a strategy that paves the road toward national accreditation."

The CCQI approach in Chuquisaca also owes its success to the participation of the communities, municipalities and civil society. CCQI demands this level of joint collaboration, as the seven sets of standards include not only clinical areas such as infection prevention, maternal and neonatal health, emergency obstetric and neonatal care, and family planning, but also non-clinical areas such as management, material resources and support systems. The collaborative effort contributes to the sustainability of the quality improvement process in Chuquisaca, making it a model for other regions across Bolivia. Under MCHIP's direction and with its champion in Dr. Yucra, and increasing numbers of health facilities actively striving for national accreditation in quality of care, the department of Chuquisaca is a leader in making strides to improve the health of Bolivian women and families.



Hospital San Juan De Dios
Camargo