

# Mozambique MCHIP Technical Briefs

## Humanization and Quality Improvement

### Introduction

Since the late 1990s, the Ministry of Health (MOH) has promoted humanization and quality improvement (H&QI) of health care services in the context of health sectorial reforms and towards the achievement of the Millennium Development Goals. In 2004, the MOH, with technical support from Jhpiego, introduced the Standards-Based Management and Recognition (SBM-R) approach to improve quality in Infection Prevention and Control and later in Model Inpatient Wards. Progress in these areas informed the development and implementation of the National Plan to Humanize and Improve Quality of Care in Reproductive Health and Maternal, Neonatal and Child Health Services (2009), including the Model Maternities Initiative. In March 2011, the MOH launched the National Strategy for Humanization and Quality Improvement of Health Care, with the aim to deliver client-centered health services based on scientific evidence. SBM-R was adopted as the main approach under this national strategy.

MCHIP/Mozambique provides technical assistance to the MOH to build and strengthen partnerships to enable the implementation of the National Strategy, and to promote the standardization of practice within priority service delivery areas, including maternal, newborn and child health (MNCH), reproductive health (RH), family planning (FP), and cervical cancer prevention (CECAP).

### MCHIP Intermediate Results and Program Activities

#### **Objective 7: Partnerships developed and strengthened (MOH and all USG partners) at the national level to promote high-impact integrated MNCH services**

Through the Associate Award, MCHIP has provided technical assistance to the MOH to establish structures for the implementation of the National H&QI Strategy (2011-2014) and to actively promote coordination and participation of USG and non-USG partners and communities.

#### ***IR7.1 Partnerships strengthened with the MOH and USG implementing partners for key MNCH/SRH/FP activities, including quality improvement and community mobilization.***

- a) **Establishment of the H&QI committees – MCHIP works with the MOH to build a national infrastructure of committees (functioning at the central, provincial, district and health facility levels) to promote and facilitate the participation of clients, community, health workers and partners in the H&QI process. Key results include the following:**
- National H&QI committee chaired by the Minister of Health with 60 members, including community leaders, NGOs, CBOs, donor agencies, professional and non-professional associations, health workers and managers, representatives from the medical and nursing training institutions and government. The committee oversees the implementation, monitoring and evaluation of the National Strategy.
  - Technical Secretariat, the acting body of the national committee for H&QI, composed of focal points from MOH health programs, clinical experts from the main country referral hospital, and USG and non-USG partners.
  - 11 provincial, 79 district and 155 health facility H&QI committees, with over 2,500 members, 60% of which are community and civil society representatives.
- b) **Institutionalization – MCHIP has supported the MOH to institutionalize and sustain efforts on H&QI of health care with the following results:**
- Development and dissemination of the National Strategy for H&QI (2011 - 2014) and QI Standards in the priority MOH areas;
  - Ongoing support to develop the National Strategy for H&QI (2015-2019)

- Incorporation of H&QI in the 2014-2019 Health Sector Strategic Plan and the annual Economic and Social Plan to ensure governmental financial support;
- National and regional H&QI meetings conducted to evaluate progress, share lessons learned, and recognize good performance;
- Bimonthly meetings are held to coordinate and track progress in H&QI by the Technical Secretariat;
- Sharing of Mozambique's experience and lessons learned in regional and international conferences;
- Regular dissemination of H&QI progress through the quarterly MMI Bulletin, which is published in the MOH Portal (<http://www.misau.gov.mz/index.php/humanizacao>); and
- Finalization of a database for monitoring key H&QI indicators in process.

### ***IR7.2 Strengthened partnerships with key national stakeholders to disseminate best practices in MNCH/RH/FP***

In order to sustain the MOH's efforts to improve quality in MNCH/RH/FP/CECAP services and community outreach initiatives, and to promote the adoption of the H&QI agenda, MCHIP has been working with the principal health professionals associations in country, including the Mozambican Association of Obstetricians and Gynecologists (AMOG), the Mozambican Association of Pediatricians (AMOPe), and the Mozambican Association of Nurse-Midwives (APARMO). In this context, technical and financial support has been provided for one AMOPe national meeting, two AMOG national meetings, and three APARMO national assemblies. In addition, MCHIP supported USAID and the MOH to conduct a meeting for the new Survive and Thrive Global Development Alliance in August 2013.

## **Objective 8: Work with the MOH and all USG partners to define, implement and monitor standards of care at the point of service in essential areas**

### ***IR8.1 Performance standards produced and applied in all areas of integrated MNCH/RH/FP services***



MCHIP/Mozambique has provided technical support to the MOH to organize and facilitate Technical Working Groups with USG partners and clinical experts to develop/update, test, and finalize H&QI Standards in the following areas: MNCH including PMTCT, Malaria, IMCI, Nutrition and RH/FP/CECAP.

As part of the implementation of these standards, as of December 2014, 1,661 Health Professionals have been trained in SBM-R to implement the Model Maternity Initiative, Family Planning, and CECAP programs, and 265 health program managers from the provincial and central-level were trained to implement, supervise, monitor, and evaluate H&QI initiatives. Onsite technical assistance is provided by MCHIP to strengthen the capacity of the local teams to implement the H&QI

standards, including the development of action plans to address identified gaps.

In addition, MCHIP also developed the "Guidelines for SBM-R Implementation" and "Guidelines for Recognition of HF in the Quality Improvement Process". Currently more than 200 health facilities are implementing SBM-R standards.

### ***IR8.2 Partners trained and applying SBM-R quality improvement method to other health services***

To promote and support the implementation of the H&QI initiatives, particularly the MMI and the National Cervical Cancer and Breast Cancer Prevention and Control Program, MCHIP trained 25 health professionals from USG partners (EGPAF, Pathfinder, FHI-360, CHAS-SMT, FGH, and ICAP) on SBM-R. MCHIP has also finalizing an MOU with EGPAF for collaboration in the area of Performance Based Incentives within select Model Maternity facilities.

## Upcoming Plans

### **MCHIP will continue to work with MOH and USG partners to:**

- Strengthen the role of the H&QI teams within the health facility and promote cross-learning/exchange visits as an incentive to support the process of change in clinical practices in the targeted HF/services;
- Strengthen health managers' skills to articulate /coordinate, supervise, monitor and evaluate health initiatives for H&QI with emphasis on the technical areas (e.g., MNH, RH,FP and CECAP) supported by MCHIP;
- Promote harmonization and implementation of recognition/reward mechanisms at all levels of service delivery to motivate high performance among health workers; and
- Promote and support the MOH and Provincial Health Directorates to develop and conduct operational research, document and share progresses, best practices and innovations and lessons learned through the MOH Portal and other existing mechanisms.
- Support MOH-National Department of Humanization and Quality Improvement to finalize its 2015-2019 National Strategy