



USAID
FROM THE AMERICAN PEOPLE

PSP-One

PSP-One AND QUALITY IMPROVEMENT

Quality improvement in the provision of private-sector reproductive health, family planning, and other health products and services is essential to achieve improved health outcomes. In the health field, quality means providing the appropriate service the right way, the first time.

Many approaches and tools have been developed in the health field to ensure quality in the public sector, but they have not been applied to the private one—despite the private sector delivering 60 to 80 percent of health care services in many developing countries. Development assistance has not focused on ensuring the quality of these private-sector services. One of Private Sector Partnerships-

One's goals is to encourage and guide the private sector to use the appropriate approaches and tools to expand and improve the quality of its services.

PSP-One Technical Assistance: PSP-One offers technical assistance to private sector professional associations, networks, and franchises to help them improve the quality of services their members provide. Based on their identified needs, PSP-One develops an approach and designs tools to improve services using self-assessments, peer reviews, and supportive supervision techniques adapted for the private sector. Assistance is tailored for an umbrella organization (such as professional organizations and commercial networks) or for private providers (such as midwives, general practitioners, and pharmacists).

PSP-One worked with the Uganda Private Midwives Association (UPMA) to review and pilot test quality-improvement materials. This innovative approach relies on self-assessment that is key for providers with limited access to supervision. The package includes a self-assessment tool and statistics form and an action plan guide to be used by the midwife (and supervisor, if available). The midwives said that the self-assessment tool was easy to use and helped them identify their strengths in the way they deliver services, as well as areas that needed improvement. They liked that it relied on them and not external people to perform the assessment. The supervisors, referred to as Regional Representatives, felt that now they had a way to know the problems midwives were having and could mobilize resources to help them respond to the identified gaps in their practices as well as provide short training session to update knowledge in identified areas. The approach is ready for adaptation with other service providers, for example, general practitioners and pharmacists, through working with a professional association or a network.



PSP-One

PRIVATE SECTOR PARTNERSHIPS FOR BETTER HEALTH

For umbrella organizations or at the national level, PSP-One

- assesses providers' needs to improve the quality of their services
- works with professional associations to implement a quality improvement program to help its members provide quality care
- identifies consumer expectations, perceived need, and willingness to seek and pay for care from the private sector
- assesses accreditation readiness
- facilitates developing sustainable physician recognition programs for physicians in private practice
- facilitates discussions to analyze problems affecting quality in the private sector; reach a consensus among stakeholders about issues and proposed ways of working together, and develop an action plan for resolving issues

For individual private health providers, PSP-One

- facilitates clinical training to improve the quality of services
- adapts and implements the PSP-One Quality Improvement Package for different private-sector providers
- collaborates with PSP-One's sister project, Banking on Health, on providing access to credit and business-skills training for private providers

About PSP-One

The PSP-One project is USAID's flagship project, funded under Contract No. GPO-I-00-04-00007-00, to increase the private sector's provision of high-quality reproductive health and family planning (RH/FP) and other health products and services in developing countries. PSP-One is led by Abt Associates and implemented in collaboration with nine partners:

Banyan Global

Data Management Services, Inc.

Dillon, Allman and Partners, LLC

Family Health International

Forum One Communications

IntraHealth International

O'Hanlon Health Consulting

Population Services International

Tulane University School of Public Health and Tropical Medicine

For more information about PSP-One or current publications (available for download) please contact:

Private Sector Partnerships One

Abt Associates

4800 Montgomery Lane, Suite 600

Bethesda, MD 20814 USA

Tel: (301) 347-5646

Fax: (301) 347-5601

E-mail: info@psp-one.com

<http://www.psp-one.com>

DISCLAIMER

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development (USAID) or the United States Government.