



# QUALITY

## assuring quality in FP service delivery

Metric: Measures the aspects of facility readiness to provide high quality care and provider practices that are associated with reduced contraceptive discontinuation.



### **Purpose of this briefing note:**

*This is a call to action for all programs to measure quality using a standardized measurement approach.*

**Intended audience:** *Implementers, researchers, funders, or partners of programs that provide health services*

## **BACKGROUND**

Social franchising is a model for organizing networks of private providers that deliver quality-monitored health services known to improve health or avert disease or disability. There are more than 70 social franchises offering health services in at least 40 countries.

There is no universally accepted standard measure for estimating the quality of a program providing family planning services.

Family planning quality is one of six essential goals put forward by the Metrics Working Group.

To learn more, visit [m4mgmt.org](http://m4mgmt.org).

### **Why measure quality?**

Family planning programs work to convey certain values to consumers. Most important among these is quality. In order to maintain that quality, programs invest significant time, expertise, personnel and materials into monitoring and advising staff and clinics, and managing commodity supply and logistics.

Measuring quality will help programs know if those investments are yielding results or not, and to what extent, and can inform prioritization of future efforts.

### **Why measure quality using a standardized metric?**

Consistent use of the same metrics will permit comparison across years, and across programs. This type of analysis can lead to better programmatic decision making.

### **How can family planning quality be measured?**

Many programs are already measuring family planning quality, but in various ways, including assessment of client satisfaction, providers' adherence to protocols, and site readiness. The Metrics Working Group (MWG) advocates for the measurement of family planning quality through the use of metrics that address three critical dimensions of care: readiness to provide high quality care, which includes structural preparedness, commodity availability, and provider capacity; process of giving and receiving FP services; and outcomes, defined as discontinuation of FP method.

Measurement tools are being developed and piloted.

### **Are there resources to support you in measuring quality?**

Yes! Visit [M4Mgmt.org](http://M4Mgmt.org). Quality assurance tools are available for download.



## Measure quality at little cost

The MWG advocates for a selective quality measurement approach: the measurement of compliance with basic standards, and the strategic measurement of critical events or processes.

Many programs are already measuring performance in one or more of these areas. The MWG is developing measurement tools that are in line with these pre-existing approaches. The MWG is also testing different methods to identify the least burdensome and intrusive approaches for data collection.

## Set minimum measurement standards

The MWG is piloting measurement approaches that can inform minimum standards for assessing quality in programs providing FP services. This will enable programs to rate facilities comparably, and to target areas for improvement appropriately.

**Recommendation: Measure family planning quality across programs using a consistent set of metrics**

*Updated information about our work, led by Metrics for Management, to develop a FP quality metric is available at [M4Mgmt.org](http://M4Mgmt.org).*

### USE QUALITY DATA TO:

- Set baseline standards and track performance against them
- Identify areas for quality improvement
- Understand if quality improvement initiatives are producing the intended results
- Make evidence-informed program decisions
- Report to donors and policymakers
- Compare quality of care against national/district level benchmarks and standards

### ADDITIONAL RESOURCES

- Comprehensive FP summary at [tinyurl.com/FPQualityBook](http://tinyurl.com/FPQualityBook)
- A directory of quality assurance protocols, frameworks and tools already in use by social franchise programs around the world is available at [M4Mgmt.org](http://M4Mgmt.org).
- Visit [M4Mgmt.org](http://M4Mgmt.org) to learn more about each of the six goals, the recommended metrics and how to measure performance.



The Metrics Working Group is supported by Metrics for Management. Visit [www.m4mgmt.org](http://www.m4mgmt.org) to learn more.