



METRICS FOR MANAGEMENT

CASE STUDY: Maternal & Neonatal Healthcare Quality Measurement

Location: Bangladesh | **Funding:** Alchemy Foundation

THE CHALLENGE

Quality of maternal and neonatal healthcare is markedly poor in low- and middle-income countries (LMICs) globally, with significant variation across facilities. Recording quality data requires designated personnel, which most facilities lack. Successful strategies and policies for healthcare would also require regular training, equipment, supplies, medicines, facility space, and financial resources. In addition, bottlenecks in service delivery are common.

THE SOLUTION

The James P. Grant School of Public Health at BRAC University in Bangladesh (JPGSPH) and Metrics for Management (M4M) teamed up to determine whether indicators included in the World Health Organization's 2016 Quality of Care (QoC) Standards could feasibly be implemented in LMICs. In short, M4M and JPGSPH determined them not feasible. Through a series of stakeholder interviews,

participants informed the team that strategic documents and operational plans are helpful in establishing best practices but have to be implemented across the health system consistently to be effective.

Health policies should also take into account the realities of working in settings that have limited resources and space.



Using the WHO's QoC standards as a starting point, M4M and JPGSPH determined which indicators are likely to improve health outcomes and most relevant to clinic managers who collect and track these indicators on a regular basis in LMICs. The partnership then developed a 'how-to' guide for efficient, effective, and locally-validated data collection for routine use.

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