



Policy and Practice: A Partnership for Better Outcomes

"Accreditation and Patient Safety Right From the Beginning!"

Quality : Is It Missing Ingredient In UHC ?

Dr. Mohammed Rasoul Tarawneh
Secretary General / High Health Council
Jordan , 2019

1



Outline

- 1) What is UHC ? Health Insurance in Jordan, 2018-Facts**
- 2) Elements of Health Care Quality**
- 3) Actions to strengthen the convergence between UHC and Quality**
- 4) The link between UHC and Quality**
- 5) Take Home Key Messages**

**15
minutes**

2



What is Universal Health Coverage?

All people and **communities** receive the **quality** health services they need, without financial hardship.

Universal Health Coverage

UHC embodies **THREE** objectives



1. **Equity in access to health services** :every one who needs service should get them and not just those who can afford them.
2. The **quality of health service must be good** enough to improve the health of those receiving the service .
3. People should be **protected against financial risk** thus ensuring that cost of availing these services does not put them at risk of financial harm.

WHO Constitution

Preamble

The enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without distinction of race, religion, political belief, economic or social condition.

Governments have a responsibility for the health of their peoples which can be fulfilled only by the provision of adequate health and social measures"

UHC concept was generated in **2005** as commitment by member states . This commitment was reaffirmed in **2012** through a resolution of the UN .

3



Universal Health Coverage in the Sustainable Development Goals



Target 3.8:

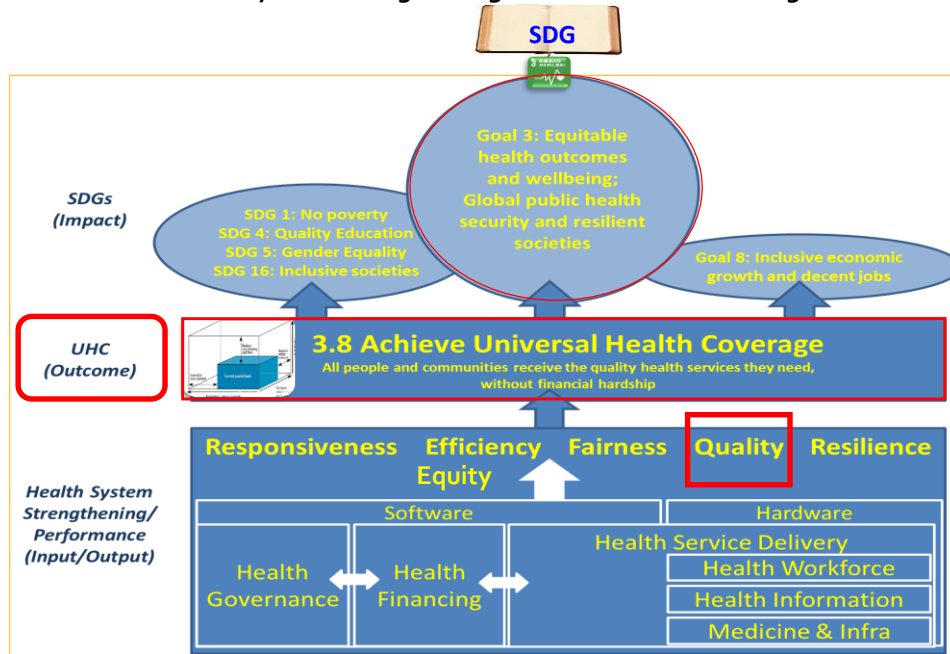
Achieve universal health coverage, including financial risk protection, access to **quality** essential health-care services and access to **safe, effective, quality** and **affordable** essential medicines and vaccines for all.



By 2030

4

How Health System Strengthening contribute to SDG through UHC ?

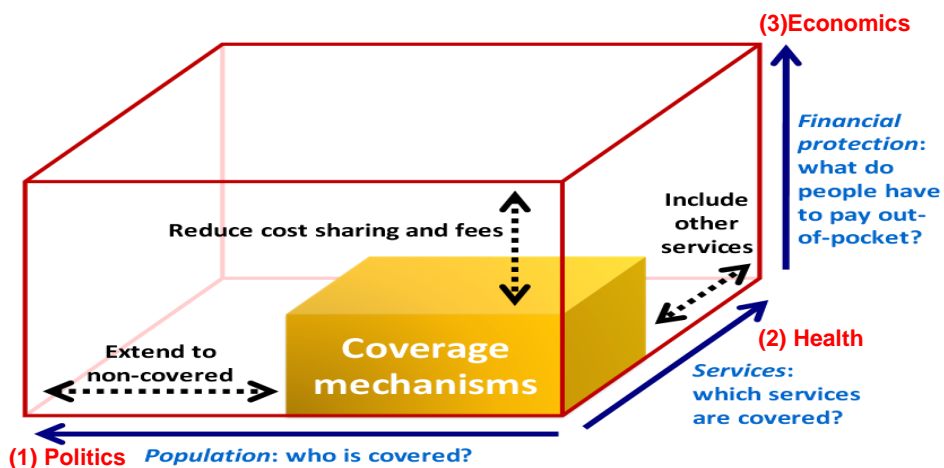


5



The Three Dimensions of UHC

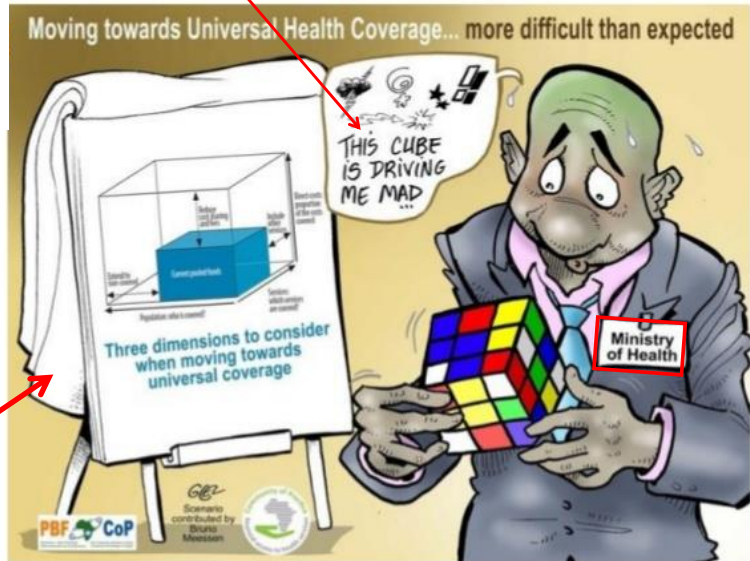
Towards universal coverage



Quality of care is relevant to each of the three dimensions of the classic "UHC cube"

Adapted from the World Health Report 2010.

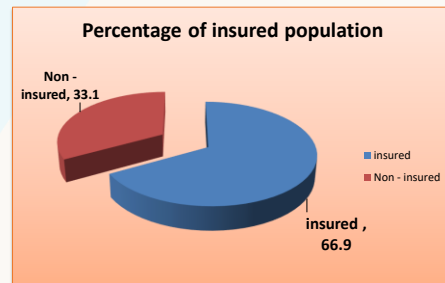
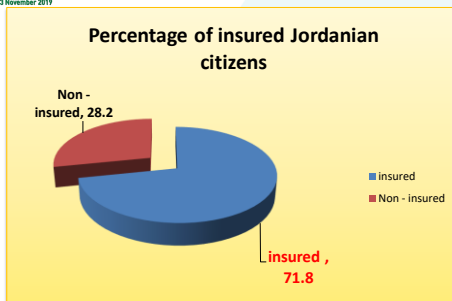
6



Source: <http://www.healthfinancingafrica.org/home/a-picture-is-worth-a-thousand-words-what-if-we-sketched-universal-health-coverage-together>

7

What is the status of Health Insurance in Jordan, 2018 ?

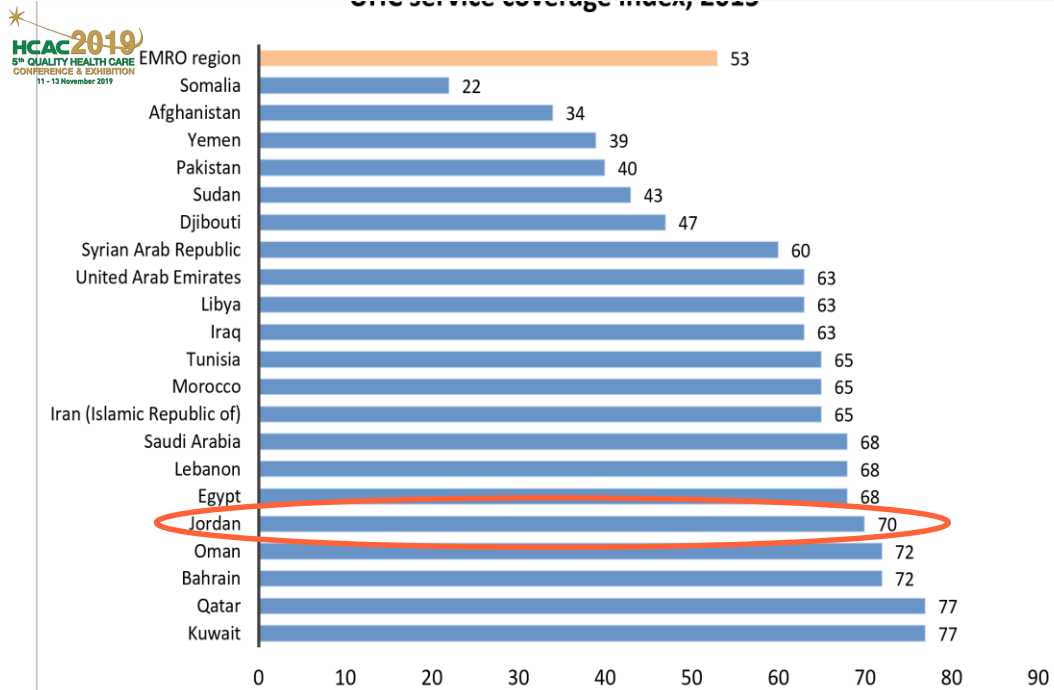


Coverage isn't the issue. Rather the issue is that **not everyone enjoyed the same depth of coverage**: people outside a "scheme" (often the less well) were liable for higher **out-of-pocket** payments than those inside a "scheme" (often the better).

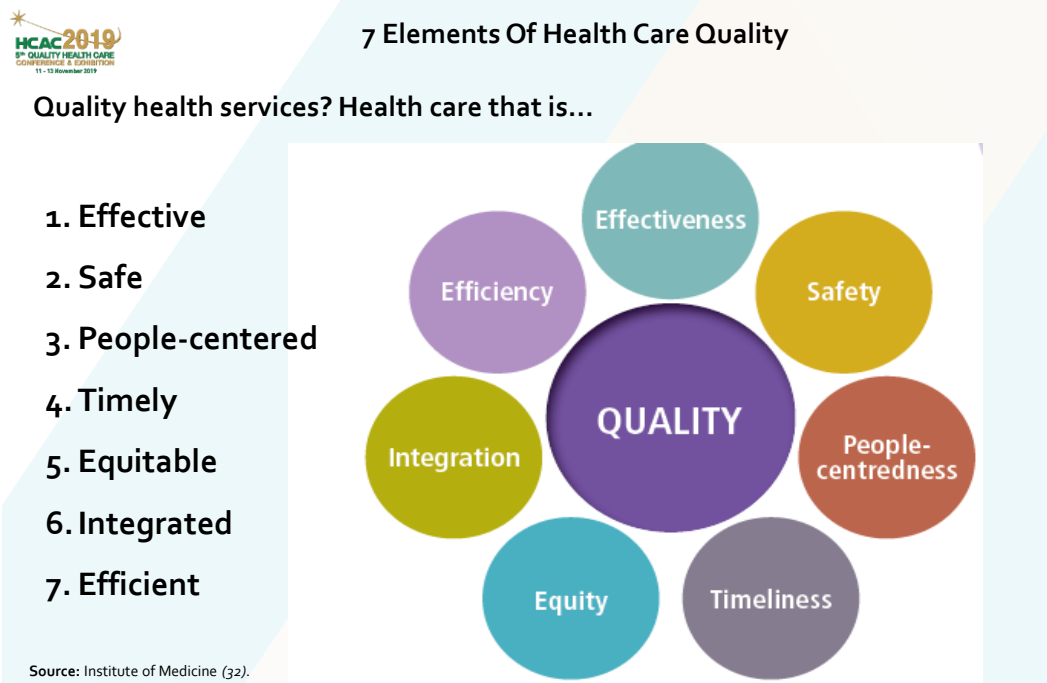
Are we talking about coverage on paper (de jure) or coverage in practice (de facto) ?



8



9



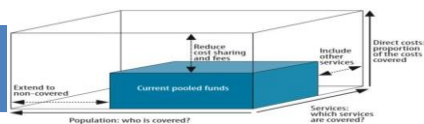
10



12 areas for action to strengthen the convergence between UHC and Quality of care.
Towards a comprehensive approach to Quality UHC.

1. UHC Dimensions

- Population covered .
- Quality services .
- Proportion of the total costs .



2. Integrated- People Centered

- Reorient HS from fragmented provider-centered models , towards people Centered.
- Redesign around the health needs and expectations rather than diseases.

3. Efficiency & effectiveness

- **expensive** .
- * Resources released from improved quality of care can potentially be harnessed to improve health systems in their path to UHC.
- Strategic purchasing based on **Quality** can improve patient outcomes ---and system efficiency

4. Patient Safety

- **First do no harm**” the basic guarantee of HS seeking to expand access to new services and new populations.
- **Patient safety** is a poignant aspect of high QS towards UHC.

Ref. Global Working Group Position Statement on UHC & Quality of Care October 2014

11



12 areas for action to strengthen the convergence between UHC and Quality of care.
Towards a comprehensive approach to Quality UHC.

5. Leadership governance

- Policy guidance, regulatory frameworks and accountability mechanisms are all necessary in ensuring quality of care is embedded into health system development towards UHC.
- Coalition building across all levels of government with active involvement of communities ,CS ,private sector = collaborative stewardship

6. Quality Meas.

Complex challenge

- There is a need to develop standardized mechanisms to monitor quality of care at all levels of a health system moving towards UHC, taking into account both a **results and process** oriented approach.

7. Health workers

- ✓ At the core of health system
- ✓ A key determinant of effective Quality service delivery as part of UHC
- Attention to the **retention**, adequate **distribution, training, motivation** and **performance** of health workers within health systems that seek to achieve UHC

8. PHC

- Delivering PHC-based preventive services.
- People's needs and expectations of promot., prev. cur. reh. palliative health service.
- Community-based health system

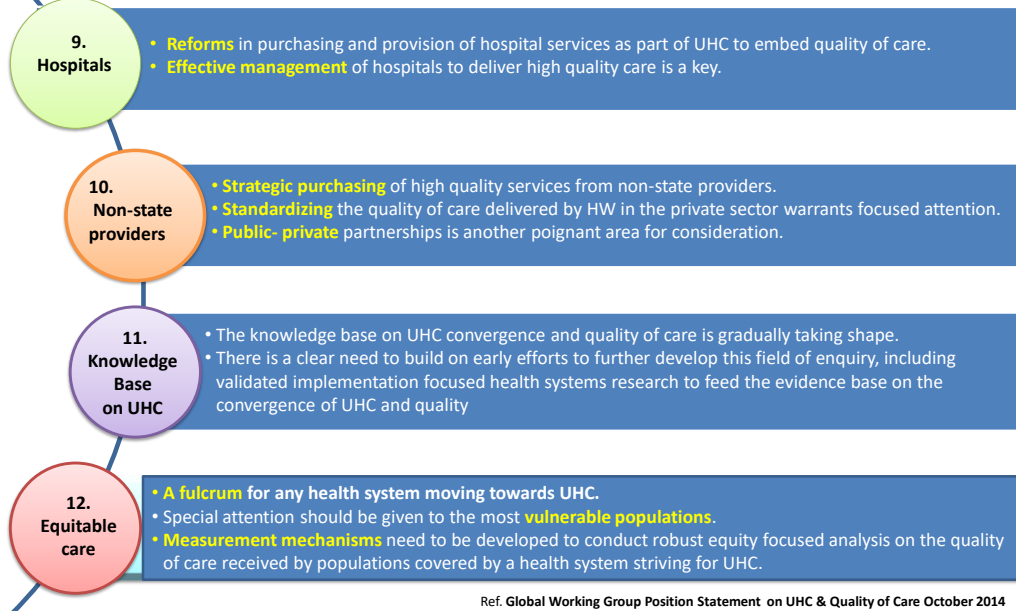
Ref. Global Working Group Position Statement on UHC & Quality of Care October 2014

12



12 areas for action to strengthen the convergence between UHC and Quality of care.

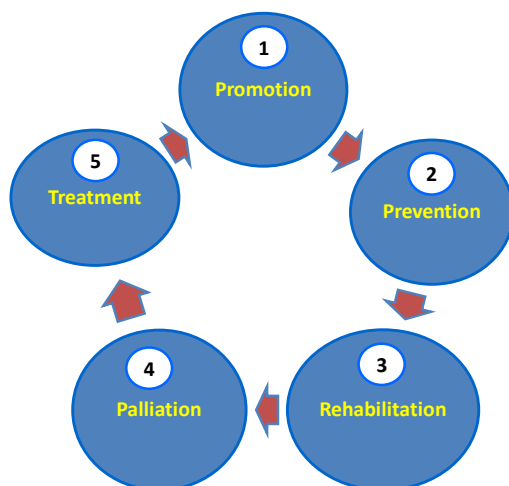
Towards a comprehensive approach to Quality UHC.



13



UHC is inclusive of service delivery in five areas:



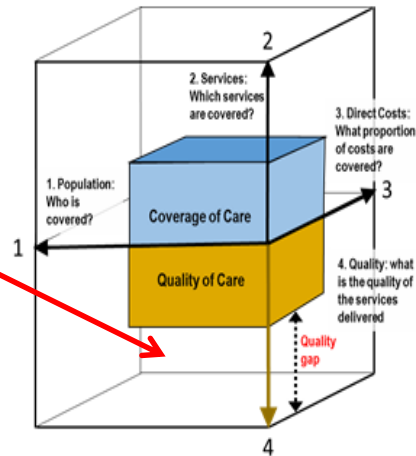
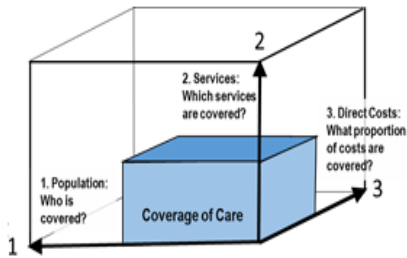
In each of these areas it is important to reflect on four specific “lenses” that are particularly relevant to patient safety and quality:



14

It's time to reframe the **2010 WHO UHC** "cube" that currently describes only three dimensions of UHC.

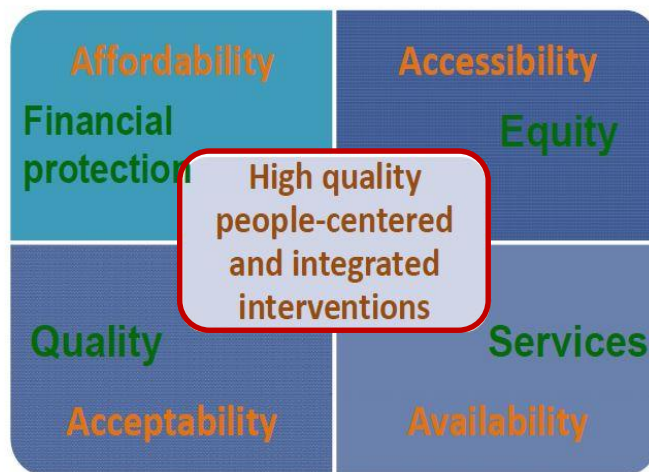
Making Universal Health Coverage Whole:
Adding **Quality** as the Fourth Dimension.



Pierre Barker | December 12, 2016

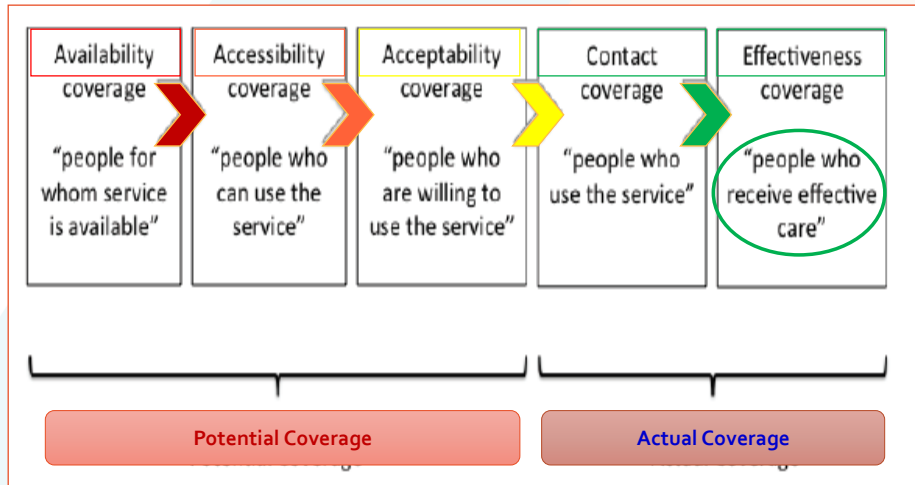
15

Universal Health Coverage (UHC)



16

5 Stages of Health Care Service Coverage



Source: Tanahashi 1978

17

The Necessary Link Between UHC and Quality

- Although **access** is a necessary condition for achieving high-quality care, however, *in no way does it guarantee quality*.
- Quality UHC is achievable with health care services that respond to people's **health needs**, taking into account emerging and varied health challenges within country's context.
- The interactions and interdependencies within UHC of :-
Access, Financial protection, and Quality
the missing link for ensuring effective UHC.

**Universal Health Coverage(UHC) :
is an Opportunity for Quality Improvement**

18



Why is Quality important to consider when moving toward UHC ?

- If it is simply about expanding access through better insurance or more insurance, what we're going to do is improve **access** to **poor** care , two things will happen from that:

First

government will have just spent a lot of money to subsidize insurance and what we will gain from that is more people using healthcare.

But we will see **paltry** returns on health

Second

even when people have insurance services, if the services don't meet their expectations of **quality**, they won't use them. They will go out of their way to find better services and pay **out of pocket** when they feel they need quality. We lose the people's confidence.

- There is major danger in pursuing Universal Health Coverage without **quality**.
- **UHC without quality is an insurance scheme.**
- What we want is a health scheme that includes **quality** as a key dimension.

19



In conclusion

5 Key Messages

1. Convergence of UHC and Quality work streams is **vital**.
2. Political will and direction to strengthen **"access"** with safety & quality is **critical**.
3. Need to strengthen **accreditation** and **regulation** to enhance system **performance**.
4. Patients are active participants in shaping UHC systems with Quality at its **heart**.
5. Focused attention on three axes – **credibility**, **accountability** and **efficiency** – form a key triad in UHC-Quality convergence.

No Universal Health Coverage without strong Health System with Quality at its heart.

Despite the current global and national momentum, **UHC could remain an empty promise unless it is focused on the provision of Quality Essential Services to everyone.**

And this, in turn, **will not happen without Strengthening Health System.**

20



Thank You