

Course Number	TBC
Course Name	Global Quality of Care: From System Design to National Quality Plans and Strategies
Requirements	Course attendance is limited to 12 students. Masters students, PhD students and post-doctoral fellows are eligible to apply. Students interested in taking this course will have to send a short note (one page maximum) by to the course instructor. The note will explain their motivation and qualifications to attend the course. The note should be sent to jeremy.veillard@utoronto.ca . Students will be able to register for winter term classes as of October 16.
Delivery Format	2 hours virtual classes (x12) every Friday morning from 9 am to 11 am from September 25 to December 11
Semester Offered	Winter 2021
Instructor	Jeremy Veillard, PhD (University of Toronto, IHPME and Centre for Global Health, Dalla Lana School of Public Health, and World Bank Group)
Invited external speakers	Ross Baker (University of Toronto), Adalsteinn Brown (University of Toronto), Sheila Leatherman (University of North Carolina), Niek Klazinga (OECD), Ashish Jha (Harvard Global Health Institute), Don Berwick (Institute for Healthcare Improvement), Shams Syed (World Health Organization), Ben Chan (University of Toronto), Margaret Kruk (Harvard School of Public Health), Sacha Bhatia (Women's College Hospital, Toronto)

Description

The Sustainable Development Goals (SDGs) reaffirm a global commitment to achieving Universal Health Coverage (UHC) by 2030. This means that all people and communities, everywhere in the world, should have access to the high-quality health services they need – promotive, preventive, curative, rehabilitative, or palliative – without facing financial hardship. In addition to financial protection and access to an essential package of services covering most of the burden of diseases, populations need effective coverage – they need quality care.

Evidence shows that quality of care in most countries, particularly low- and middle-income countries, is suboptimal, as revealed by the following examples:

- A systematic review of 80 studies showed that suboptimal clinical practice is common in both private and public primary health care facilities in several low- and middle-income countries.
- Adherence to clinical practice guidelines in eight low- and middle-income countries was below 50% in several instances, resulting in low-quality antenatal and childcare and deficient family planning.
- The Service Delivery Indicators initiative in seven low- and middle-income countries showed significant variation in provider absenteeism (14.3–44.3%), daily productivity (5.2–17.4 patients), diagnostic accuracy (34–72.2%), and adherence to clinical guidelines (22–43.8%).
- Recently, the Lancet Commission on Quality Health Systems (HQSS, 2018) estimated that five million deaths a year were due to poor quality, unsafe care.

Improvement in health care delivery requires a deliberate focus on *quality* of health services, which involves providing effective, safe, people-centered care that is timely, equitable, integrated and efficient (WHO, OECD, World Bank, 2018). The COVID-19 crisis is requiring countries around the world to reconsider the foundations and design of public health and health systems to build back better, in ways that make systems resilient and sustainable. Quality is at the centre of an ambitious

global agenda to build back better in the aftermath of the pandemic. Around the world, lessons abound on what works and what does not in improving quality of care at scale globally, providing a rich foundation for this graduate course.

This highly interactive course analyzes issues related to quality of care in health systems globally, with a focus on low- and middle-income countries: the state of quality of care globally; key findings from three global reports on quality of care (2018); key interventions to improve quality of care at scale in health systems (evidence and limitations); innovation in service delivery and its impact on quality of care; better measurement of quality of care; approaches to develop national policies and strategies to improve quality of care at scale. The course builds on scientific literature in the health sector and direct experience from the World Bank, OECD and the World Health Organization to support countries in developing, financing and implementing quality of care strategies and policies at scale. The course includes direct exposure to policy practitioners and world class academics through virtual interviews and guest lectures followed by questions and answers. The course will build on a country in-depth case study (Colombia, available at: <https://www.worldbank.org/en/topic/health/publication/external-assessment-of-quality-of-care-in-the-health-sector-in-colombia>). Students will be tasked with preparing a national quality strategy for a country of their choice, which will be reviewed by leading experts in the field in the format of a virtual clinic for practitioners.

Objectives

Course learning outcomes:

- Depth and breadth of knowledge on policies and strategies to improve quality of care in health systems
- Application of knowledge at various levels of health systems
- Communication skills
- Awareness of limits of knowledge
- Autonomy and professional capacity

Evaluation

Participation	15%
Critique	20%
Final Essay	30%
Group Assignment & Presentation	35%

Recommended readings

1. World Health Organization, Organisation for Economic Co-operation and Development, World Bank. *Delivering Quality Health Services: A Global Imperative for Universal Health Coverage*. 2018.
<https://www.worldbank.org/en/topic/universalhealthcoverage/publication/delivering-quality-health-services-a-global-imperative-for-universal-health-coverage>
2. National Academies of Sciences, Engineering, and Medicine. 2018. *Crossing the Global Quality Chasm: Improving Health Care Worldwide*. Washington, DC: The National Academies Press
<https://doi.org/10.17226/25152>.
3. The Lancet Global Health Commission on High Quality Health Systems in the SDG Era. 2018. *High-quality health systems in the Sustainable Development Goals era: time for a revolution*.
[https://www.thelancet.com/journals/langlo/article/PIIS2214-109X\(18\)30386-3/fulltext](https://www.thelancet.com/journals/langlo/article/PIIS2214-109X(18)30386-3/fulltext)
4. Handbook for national quality policy and strategy: a practical approach for developing policy and strategy to improve quality of care. Geneva: World Health Organization; 2018.
http://www.who.int/servicedeliverysafety/areas/qhc/nqps_handbook/en/

Additional readings

1. Declaration of Astana. Global Conference on Primary Health Care.
<https://www.who.int/docs/default-source/primary-health/declaration/gcphc-declaration.pdf>
2. A Vision for PHC in the 21st Century
http://www.who.int/docs/default-source/primary-health/vision.pdf?sfvrsn=c3119034_2
3. Building the economic case for primary health care: a scoping review
http://www.who.int/docs/default-source/primary-health-care-conference/phc---economic-case.pdf?sfvrsn=8d0105b8_2
4. Bellagio Declaration on high-quality health systems: from a quality moment to a quality movement.
<https://www.thelancet.com/action/showPdf?pii=S2214-109X%2818%2930372-3>
5. The Commonwealth Fund. Quality of Health Care in the United States: A Chartbook. Sheila Leatherman Douglas McCarthy; 2002.
http://www.commonwealthfund.org/~media/files/publications/chartbook/2002/apr/quality-of-health-care-in-the-united-states--a-chartbook/leatherman_chbk_520-pdf.pdf
6. Institute of Medicine. Medicare: a strategy for quality assurance, volume I. Washington (DC): National Academies Press; 1990
<https://doi.org/10.17226/1547>
7. Institute of Medicine. Crossing the quality chasm: a new health system for the 21st century. Washington (DC): National Academies Press; 2001.
<https://doi.org/10.17226/10027>

8. Maternal, newborn, child and adolescent health: what is quality of care and why is it important? Geneva: World Health Organization http://www.who.int/maternal_child_adolescent/topics/quality-of-care/definition/en/
9. Deepening health reform in China: building high-quality and value-based service delivery. World Bank, World Health Organization, Ministry of Finance of China, National Health and Family Planning Commission of China, Ministry of Human Resources and Social Security of China; 2016.
<https://openknowledge.worldbank.org/bitstream/handle/10986/24720/HealthReformInChina.pdf?sequence=6&isAllowed=y>

Data Projects and Data Sources

1. PHCPI <https://improvingphc.org/>
2. Global Health Observatory data. World Health Organization www.who.int/gho
3. Data for measuring health care quality and outcomes: OECD Health Care Quality Indicators project. <http://www.oecd.org/els/health-systems/health-care-quality-indicators.htm>
4. DataBank: Service Delivery Indicators. World Bank <http://databank.worldbank.org/data/reports.aspx?source=service-delivery-indicators>
5. Demographic and Health Surveys. DHS Program <https://dhsprogram.com/>
6. The European Health Care Outcomes, Performance and Efficiency. EuroHOPE Project
7. European Collaboration for Healthcare Optimization <http://echo-health.eu>
8. Data for health and sustainable development. Health Data Collaborative <https://www.healthdatacollaborative.org>