Quality Assurance Assessments at Voluntary Medical Male Circumcision Sites
Outline of the Presentation

- Why Quality Assurance (QA)
- Why External Quality Assurance (EQA)
- EQA Toolkit
- Expected Outcomes of EQA
- EQA Experience to Date
- PEPFAR EQA Process
Why Quality Assurance (QA)

• QA is the process of evaluating a program or system against known and accepted standards
  – Define quality
  – Provide basis for measuring – and recognizing – quality
  – Provide guidance for improving quality

• Goals of quality with MC include:
  – Safety
  – Efficiency and productivity to achieve health impact
  – Provision of a minimum package of services + surgery
WHO Toolkit for Quality Assurance

• One of the first tools developed after the surgical manual
• WHO and consultant participatory process
• Designed for internal program assessment by site, local or national staff
• Available at http://www.malecircumcision.org
Why External QA (EQA) for VMMC

• Provides objective assessment to guide improvements
• Motivates sites to align services with national standards and international guidelines
• Facilitates achievement of service targets
• Complements WHO and/or national QA self-assessment tools
• Promotes public recognition and confidence in the services provided
EQA Toolkit

• The current VMMC EQA Toolkit based on the WHO document, has evolved over several years of experience, and assesses:
  – SOPs and Guidelines
  – Facilities, Supplies and Equipment
  – Client Record Review
  – Emergency Management
  – Adequacy of Staffing
  – Surgical Procedure and Post-operative Care
  – Communication to Clients
  – Public health impact (Site Characteristics)
Expected Outcomes

• The VMMC EQA assessments are a transparent method for identifying and addressing implementation strengths and weaknesses that may influence program safety, resource use and public health impact.

• The EQA assessments complement existing normative guidance, routine monitoring, and can easily be adapted to differing local and health contexts.
Experience to Date

• Eleven EQA assessments conducted in 6 countries.
• Clear documentation of progress in meeting standards in all programs at follow-up assessments.
• Some countries doing self-assessments which complement external assessments.*
• Evolving tools and standards as we all learn more about VMMC program best practices.

* PEPFAR Technical Consideration: Internal QA process encouraged.
PEPFAR EQA Process in Country

- Three teams composed of WHO, USG, and contractor staff (the externals) along with MOH, local health dept, and implementing partner staff.
- Review 10-17 sites over 3-4 days.
- **ALWAYS** travel long distances to include the most geographically diverse programs.
- Teams meet to review findings at end of week.
EQA Process

- Upon completion of site assessments, EQA team holds exit meeting with the MOH, regional and district health departments, USG agencies, and implementing partners to present overall preliminary findings.
- Within 1-2 months, the EQA team provides a written report to the MOH with the findings and specific recommendations for each individual site visited.
- Follow-up EQA usually scheduled for 6 to 12 months later.
Thank You!

Current PEPFAR EQA Tools on meeting flash drive or available from:

MQUALLS@CDC.GOV