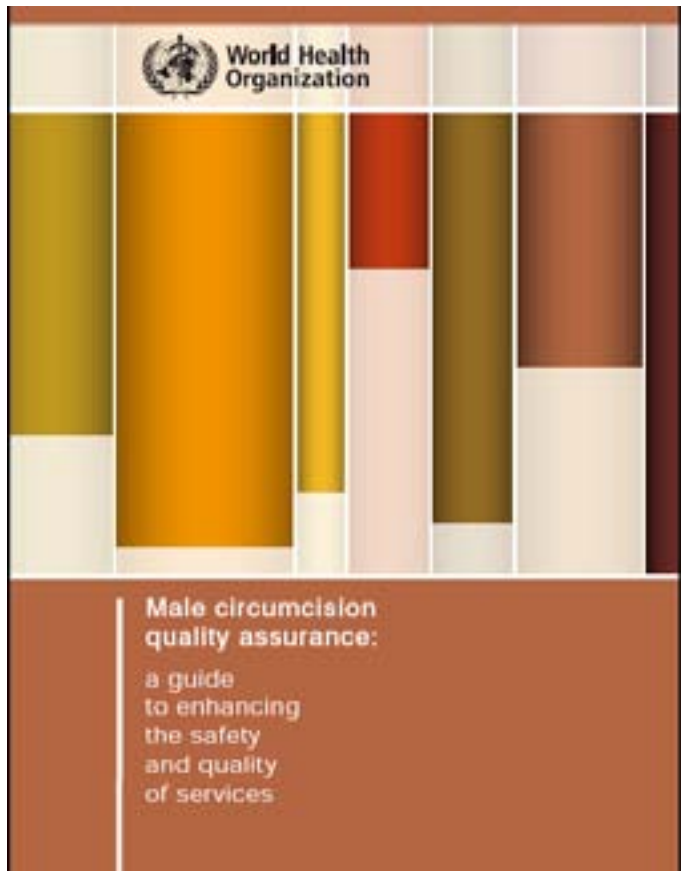

Male Circumcision Quality Assurance Workshop

World Health Organization



DAY 2





WHO
*Male Circumcision Quality Assurance:
A guide to enhancing the safety and quality of services*



Purpose of Guide

- To assist national and district programme and health facility managers and providers
- to set up and implement male circumcision services
- that meet an internationally agreed level of safety and quality.



Section 1: National & District Programme Managers

Roles and responsibilities:

- Strategic planning
- Establish committee
- Establish aims, objectives, principles
- Policy, guideline development
- Standards including minimum package of services
- Selecting facilities
- Monitor & evaluate



Section 1: National & District Programme Managers

Competence of providers:

- Level of provider
- Essential competences
- Competency based training
- Assessment
- Certification
- Ongoing assessment of competence

Annex: Examples, standards and criteria



Section 2: Facility Managers and Staff

- Forming quality improvement teams
- Quality improvement collaboratives
- Five steps for improving quality
- Advantages and disadvantages of different quality approaches



MC Services Quality Assessment Toolkit

Section 1. How to use

Section 2. Toolkit standards and criteria

Section 3. Supporting tools



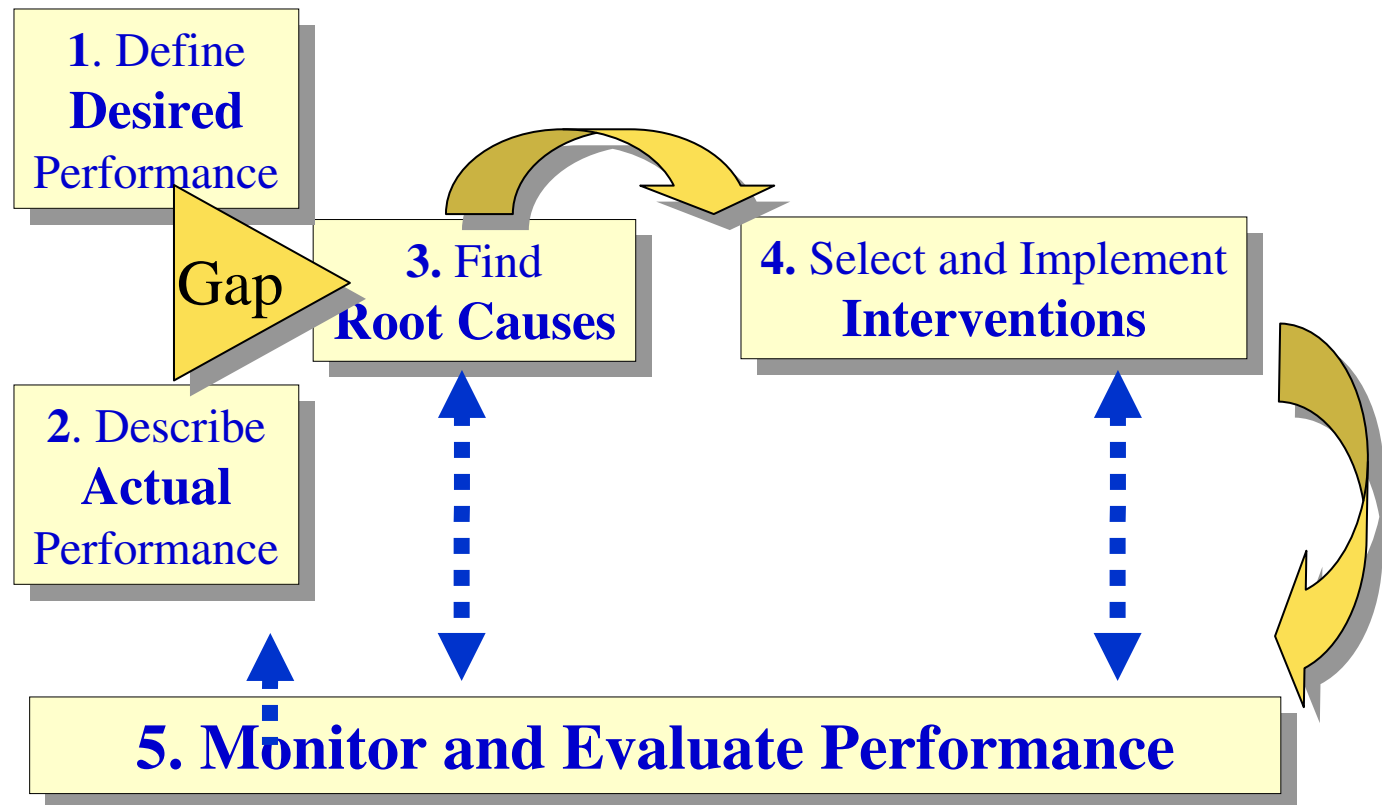


Steps for Improving Quality and Performance

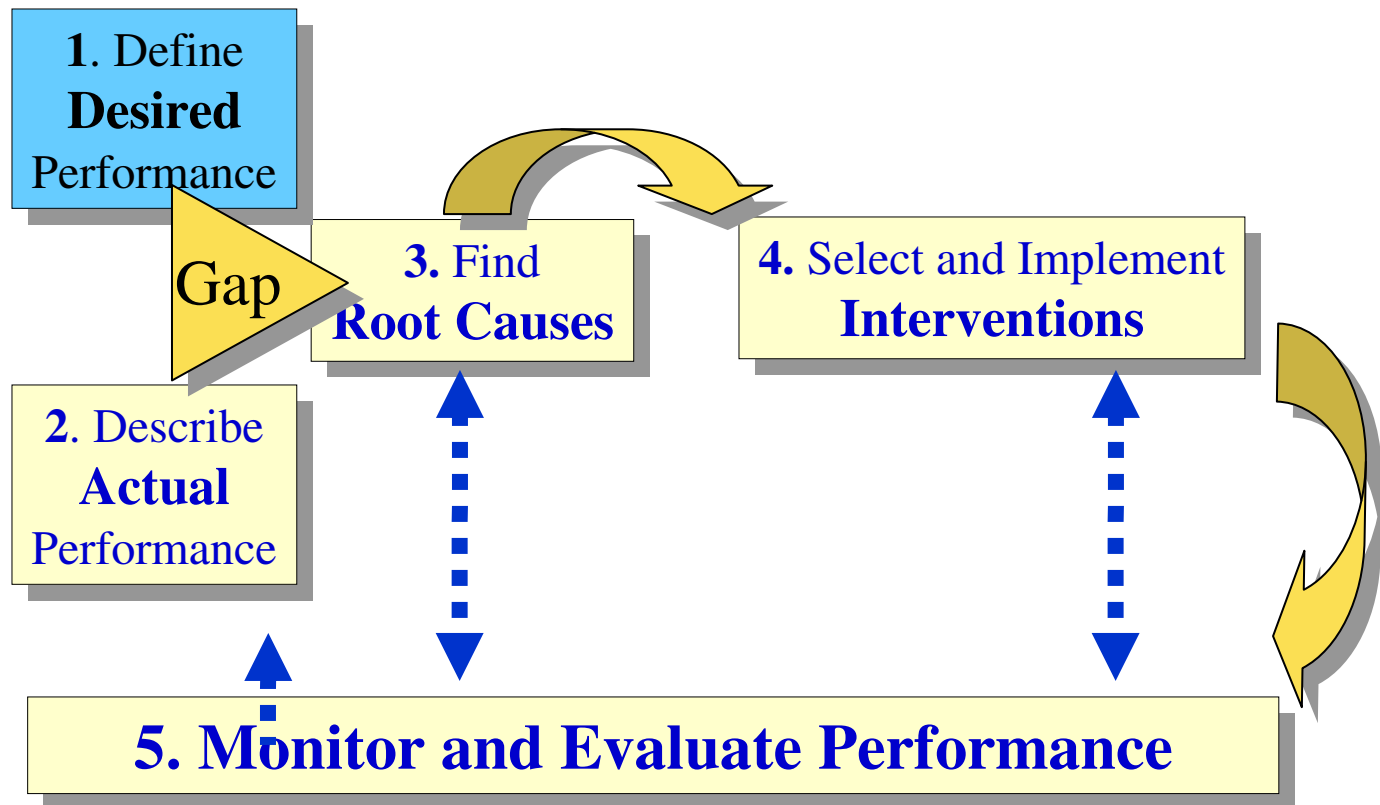
1. Define desired performance
2. Assess performance
3. Find causes of performance gaps
4. Select and implement interventions to improve quality
5. Monitor and evaluate performance



Steps for Improving Quality



Step 1: Define the Desired Performance



Step 1. Desired Performance

- Male circumcision standards
- Staff must know expectations
 - Learning linked to clinical practice
 - Interactive educational meetings
 - Individual instruction
 - Reminders
 - Feedback from instructors, supervisors and peers



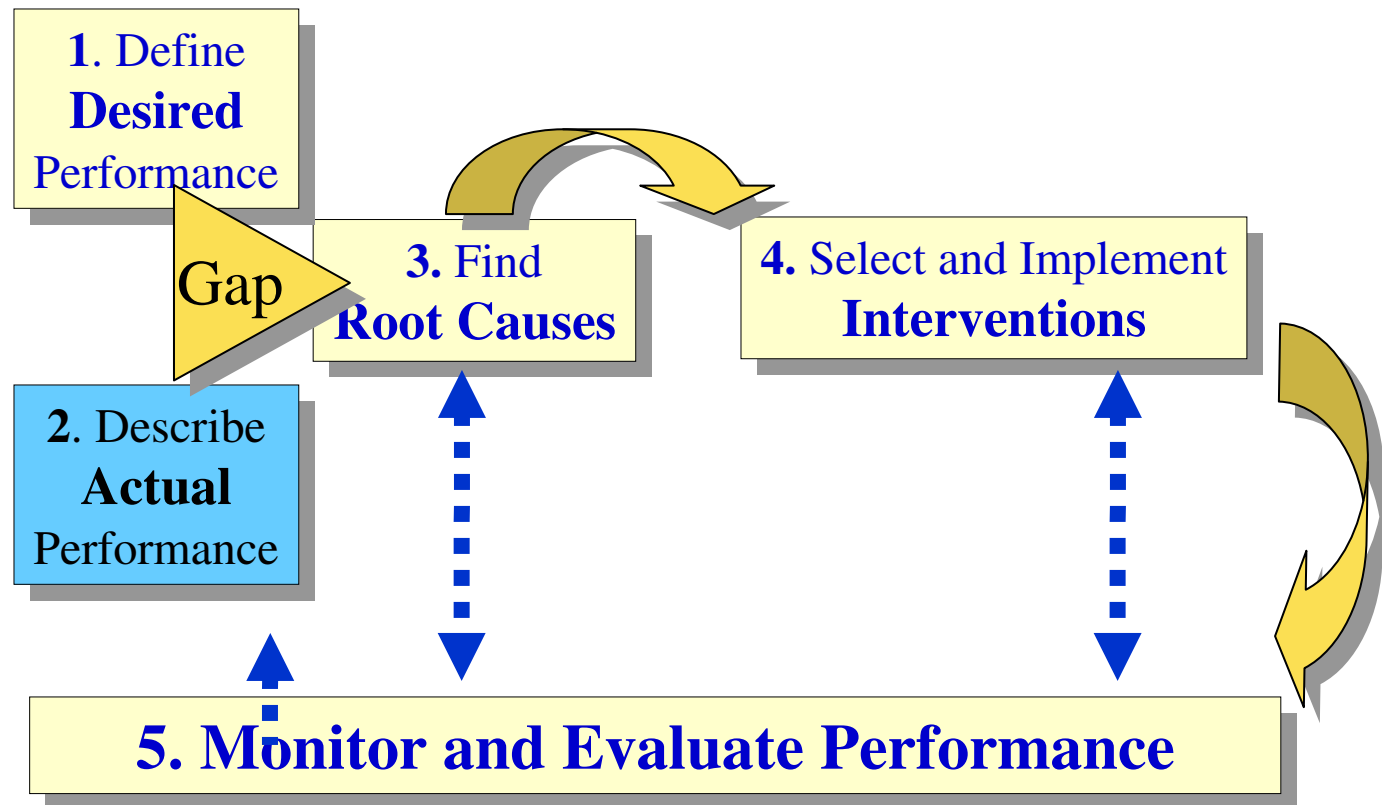
Desired Performance, cont.

Build expectations into routine processes

- Job descriptions
- Supervision monitoring tools
- Annual evaluation



Step 2: Describe Actual Performance



Step 2. Assess Performance

- Assessment-baseline
- Whole team
- Conduct at intervals to measure progress



What to assess?

- **Client satisfaction**—How do clients feel about the services offered? Are their needs being met?
- **Clinical practices**—Do counseling and surgical practices meet the standards?
- **Provider satisfaction**—Are the providers satisfied with how services are being provided?
- **Client flow and load**—Is the health facility functioning as effectively and efficiently as possible?



What to assess, *cont.*?

- **Client-provider interaction**—Is communication between the providers and the clients respectful and mutually satisfying?
- **Stock management**—Are the essential supplies available and accessible when needed?
- **Record keeping**—Are the records being completed thoroughly and consistently?



Assessment Methods

- Observations
- Direct and Indirect Interview
 - Staff satisfaction
 - Client satisfaction
- Focus group discussions
- Inventory
- Review of documents



Activity: Assessing Standards

- Give each group a copy of the directions.
- Give each group one of the male circumcision standards with criteria.



Post Activity Discussion

- What difficulties did you have in determining a method to measure the criteria?
- Was it difficult for the group to reach consensus regarding what to measure and how?
- What did you learn from the exercise in terms of assessing standards?
- What was the most difficult part of this activity for you?



Conducting the Self Assessment

Measuring Standards

Case Studies



Post Case Study Discussion

- What did you learn from this activity?
- Do you foresee obstacles in assessing the standards?
- Based on what you now know about assessing the male circumcision standards, what help do you think you will need to perform the standards self-assessment?

