



TWG 11 Quality

Ministry of Health, Community Development, Gender, Elderly and Children, TRM Oct. 2018



1. Quality and performance measures
2. Star rating results in PHC facilities
3. New star rating in higher level hospitals
4. Challenges for quality & continuum of care
5. Policy recommendations

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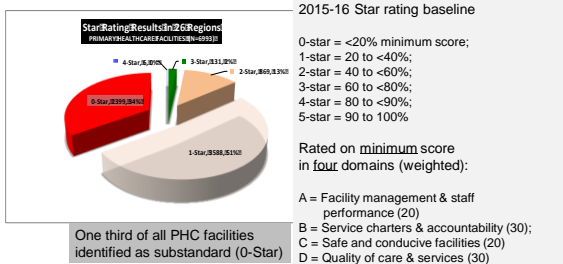
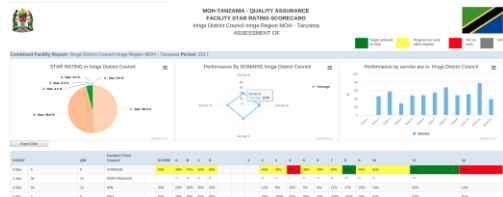


- Star rating of PHC facilities – ‘home grown’ in BRN Health; 7000+ public & private facilities, nationwide coverage; Baseline Jul-15 to Dec-16; repeated Jan-17 to Jun-18
- Adapted for 27 Regional + 2 Zonal Referral Hospitals (2018)
- Updating star rating instruments to include for adolescent friendly services - RMNCH, nutrition, mental health, NCDs, vertical programmes (malaria, HIV, TB) in 2019
- Primary Health Care Performance Initiative (PHCPI) analysis to produce PHC Vital Signs Profile, Tanzania scorecard for Alma Ata 40 years (Oct-18)

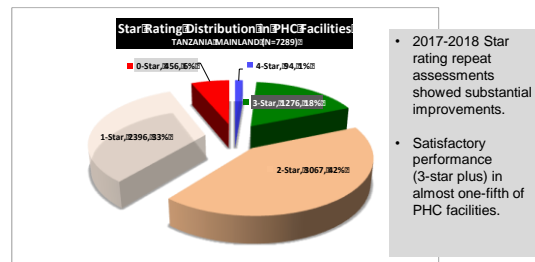
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AUTOMATION on DHIS platform provides for quality improvement tracking, interactive scorecards and analytic tools for star rating data



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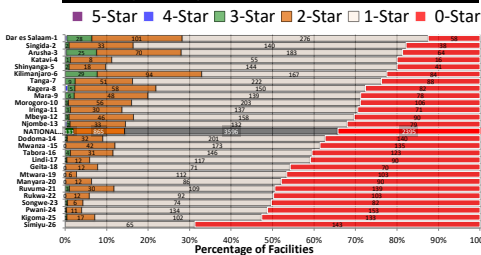


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Star rating baseline by region

Star Rating in 26 Regions 2015-2016 (N=6993 PHC Facilities)

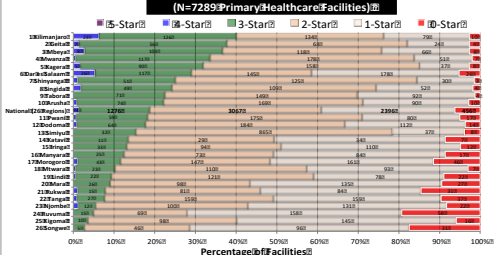


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Star rating re-assessment by region

Star Rating in 26 Regions 2017-2018 (N=7289 Primary Healthcare Facilities)

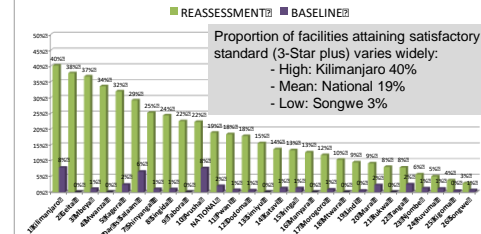


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Improvement by region (3-star plus)

Regions Ranked by Performance Percentage of Facilities Rated 3-Star or Above

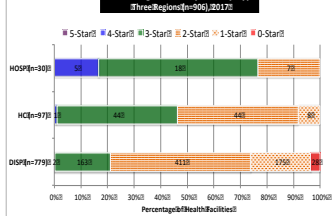


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Performance by type of PHC facility

Star Rating Results by Facility Type (Three Regions n=906, 2017)



Preliminary region level analysis shows a consistent pattern of rising performance with level of care:

Satisfactory performance:
- Hospitals >75%
- Health centres 25-50%
- Dispensaries <25%

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Top-10 councils (performing 3-star+)

Four councils meet the target "80% of facilities rated 3-Star or above" in the reassessment 2017-2018

Table: Top and Bottom Performing Councils (n=184)

| RANK | COUNCILS PERFORMANCE 2017-2018 | RegionName | Number of Facilities Assessed | Rated 3-Star or Above |
|------|--------------------------------|-------------|-------------------------------|-----------------------|
| 1 | NYANGWALEDC | Gella | 15 | 93% |
| 2 | CHUNYABDC | Mbeya | 22 | 91% |
| 3 | SHABDC | Kilimanjaro | 21 | 85% |
| 4 | KONDOABDC | Dodoma | 34 | 82% |
| 5 | MAGUIDC | Mwanza | 47 | 70% |
| 6 | BIHARAMULDC | Kagera | 29 | 69% |
| 7 | SHINYANGAMDC | Shinyanga | 29 | 66% |
| 8 | BUSOKOABDC | Mbeya | 22 | 64% |
| 9 | BUCHOSABDC | Mwanza | 32 | 63% |
| 10 | HAIBDC | Kilimanjaro | 61 | 62% |

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Bottom-10 councils (1-star+)

Comparison is by percentage rated 1-star or above. There were no 3-Star facilities among low performing councils at baseline or repeat assessment

Table: Top and Bottom Performing Councils (n=184)

| RANK | COUNCILS PERFORMANCE | RegionName | Number of Facilities Assessed | Rated 1-Star or Above |
|--------------|----------------------|------------|-------------------------------|-----------------------|
| 175 | MTWARABDC | Mtwara | 28 | 93% |
| 176 | GAURDC | Morogoro | 25 | 88% |
| 177 | KILINDI | Tanga | 36 | 89% |
| 178 | UVINZABDC | Kigoma | 41 | 83% |
| 179 | SONGEABDC | Ruvuma | 34 | 88% |
| 180 | MAKIBDC | Njombe | 52 | 85% |
| 181 | KIGOMAMDC | Kigoma | 20 | 75% |
| 182 | KAKONKO | Kigoma | 27 | 100% |
| 183 | SUMRAWANABDC | Ruhwa | 60 | 65% |
| 184 | TARIMETDC | Mara | 14 | 93% |
| ALL Councils | | | 7289 | 94% |

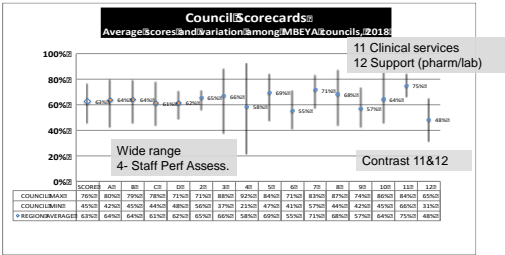
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Table: Top and Bottom Performing Councils (n=174)

| RANK | COUNCILS PERFORMANCE 2015-2016 | RegionName | Number of Facilities Assessed | Rated 3-Star or Above |
|--------------|--------------------------------|------------|-------------------------------|-----------------------|
| 165 | KWIMBABDC | Mwanza | 54 | 26% |
| 166 | KILWAIDC | Lindi | 44 | 23% |
| 167 | KAKONKIDC | Kigoma | 27 | 22% |
| 168 | MEATIDC | Simiyu | 53 | 21% |
| 169 | KALAUIDC | Tabora | 40 | 20% |
| 170 | TANDAHIMABDC | Mtwara | 35 | 20% |
| 171 | MAFIADIC | Pwani | 19 | 16% |
| 172 | KIKIMADIC | Simiyu | 32 | 16% |
| 173 | MAGUIDC | Mwanza | 46 | 11% |
| 174 | UVINZABDC | Kigoma | 36 | 6% |
| ALL Councils | | | 6993 | 66% |



Region scorecard - Mbeya 2018



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Region scorecard - Mbeya 2016-18

| SCORECARD COMPARISON: MBeya Region (2016-2018) | | | | | | | | | |
|--|-----|-------|-------|-------|-------|--------|-------|-----------------------------|-----------------------------|
| OVERALL POINTS | | 2016 | | 2017 | | 2018 | | TRENDS | |
| Average scores in the region | 100 | 40% | 40% | 40% | 40% | 40% | 40% | Decreased by 23% points | Decreased by 23% points |
| Regionally lowest performing council | 100 | 17.1% | 17.1% | 17.1% | 17.1% | 17.1% | 17.1% | Widening gap among councils | Widening gap among councils |
| Regionally highest performing council | 100 | 1.4% | 1.4% | 1.4% | 1.4% | 1.4% | 1.4% | | |
| DEMONSTRATED PROGRESS | | | | | | | | | |
| 2016 | | 2017 | | 2018 | | TRENDS | | COMMENTS | |
| Average 4-star performance | 25 | A | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 3-star performance | 25 | B | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 2-star performance | 25 | C | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 1-star performance | 25 | D | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0-star performance | 25 | E | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.5-star performance | 25 | F | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.25-star performance | 25 | G | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.125-star performance | 25 | H | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0625-star performance | 25 | I | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.03125-star performance | 25 | J | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.015625-star performance | 25 | K | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0078125-star performance | 25 | L | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00390625-star performance | 25 | M | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.001953125-star performance | 25 | N | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0009765625-star performance | 25 | O | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00048828125-star performance | 25 | P | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000244140625-star performance | 25 | Q | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0001220703125-star performance | 25 | R | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00006103515625-star performance | 25 | S | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000030517578125-star performance | 25 | T | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000152587890625-star performance | 25 | U | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000762939453125-star performance | 25 | V | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000003814697265625-star performance | 25 | W | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000019073486328125-star performance | 25 | X | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000095367431640625-star performance | 25 | Y | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000476837158203125-star performance | 25 | Z | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000002384185791015625-star performance | 25 | AA | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000011920928955078125-star performance | 25 | AB | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000059604644775390625-star performance | 25 | AC | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000298023223876953125-star performance | 25 | AD | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000001490116119384765625-star performance | 25 | AE | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000007450580596923828125-star performance | 25 | AF | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000037252902984619140625-star performance | 25 | AG | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000186264514923095703125-star performance | 25 | AH | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000931322574615478515625-star performance | 25 | AI | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000004656612873077392578125-star performance | 25 | AJ | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000023283064365386962890625-star performance | 25 | AK | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000116415321826934814453125-star performance | 25 | AL | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000058207660913467407171875-star performance | 25 | AM | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000291038304567337035859375-star performance | 25 | AN | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000001455191522836685179296875-star performance | 25 | AO | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000007275957614183425896484375-star performance | 25 | AP | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000036379788070917124482421875-star performance | 25 | AQ | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000181898940354585622412109375-star performance | 25 | AR | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000090949470177292811206046875-star performance | 25 | AS | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000454747350886464056030234375-star performance | 25 | AT | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000002273736754432320280151171875-star performance | 25 | AU | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000011368683772161601400755859375-star performance | 25 | AV | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000056843418860808007003779296875-star performance | 25 | AW | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000284217094304040035018896484375-star performance | 25 | AX | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000001421085471520200175094482421875-star performance | 25 | AY | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000071054273576010008754712109375-star performance | 25 | AZ | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000035527136788005004377355859375-star performance | 25 | BA | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000177635683940025002186779296875-star performance | 25 | BB | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000008881784197001250001133896484375-star performance | 25 | BC | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000004440892098500625000566930234375-star performance | 25 | BD | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000222044604925031250002834651171875-star performance | 25 | BE | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000001110223024625156250001416732890625-star performance | 25 | BF | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000005551115123125781250000708364453125-star performance | 25 | BG | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000000277555756156253906250003541822265625-star performance | 25 | BH | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000000138777878078125195312500017709111328125-star performance | 25 | BI | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000006938893903906259765625000088545556640625-star performance | 25 | BJ | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000000346944695195312548828125000044272778125-star performance | 25 | BK | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
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| Average 0.00000000000000000086736173798828125122070312500001106819453125-star performance | 25 | BM | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000000004336808689941406256103515625000005534097265625-star performance | 25 | BN | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000000002168404344970703125305175781250000027670486328125-star performance | 25 | BO | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000000010842021724853515625152539062500000138352431640625-star performance | 25 | BP | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
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| Average 0.000000000000000000013552527155616894531251906738281250000000172940538096875-star performance | 25 | BS | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000000006776263577780842578125953369140625000000086470269046875-star performance | 25 | BT | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000000003388131788890412547668453125476684531250000000432351345234375-star performance | 25 | BU | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000000000169406589444506252383422656252383422656250000000216175672619384765625-star performance | 25 | BV | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000000000008470329472222531251191711328125119171132812500000001080878363096875-star performance | 25 | BW | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000000000423516473611156255958556640625595855664062500000000540439181546875-star performance | 25 | BX | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000000000021175823680557812529792783281252979278328125000000002702195907734375-star performance | 25 | BY | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000000000105879118402789062514896391406251489639140625000000001351097953869375-star performance | 25 | BZ | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000000000052939559201394531257448195703125744819570312500000000675548976934375-star performance | 25 | CA | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000000000002646977960069726562537240976562537240976562500000000033777448846875-star performance | 25 | CB | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000000000000132348898003486328125186204863281251862048632812500000000168887244234375-star performance | 25 | CC | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000000000000661744490017431640625931024316406259310243164062500000000084443622119384765625-star performance | 25 | CD | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000000000003308722450008717187546551218754655121875000000000422218110596875-star performance | 25 | CE | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.0000000000000000000000016543612250004358593752327559375232755937500000000211109055489375-star performance | 25 | CF | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.00000000000000000000000082718061250002179296875116377968751163779687500000000105554527744375-star performance | 25 | CG | 25% | 25% | 25% | 25% | 25% | Increased by 23% points | Increased by 23% points |
| Average 0.000000000000000000000000413590306250001089648437558188964 | | | | | | | | | |



Challenges (1) Quality measures

High burden of data collection
versus Low level of data use

- 'Verticalised' scorecards and quality measures
- Low use of data for QI planning and priority setting
- Users capability to use automated data?
- Integrating QI follow up & supportive-supervision
- 'Last mile fatigue' in harmonising info systems, and coordinated capacity building activities?

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Challenges (2) Financing

Ambitious targets for quality
versus investment model

- BRN target 80% of facilities 3-star by 2018
- Low hanging fruits enabled quick wins with minimal funding across many facilities
- Remaining quality gaps need lump-sum funding and medium term planning for economy of scale
- Earmarked, vertical funds for QI
- Sustaining quality at 3-star once achieved?

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Policy recommendations (1)

Culture the use of data on quality

- Conceptual framework for quality measurement embedded in UHC and sector strategy
- Integrated information systems with responsive, interactive and user-friendly interface
- Good collaboration and partnerships in strengthening capabilities to use digital tools

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Policy recommendations (2)

Sustainable financing with linkage to quality

- Insurance payment scaled on quality scores
- SNHI funding of independent quality assessment
- Resources allocated incorporate measures of quality and QI targets for the investment
- Consolidate the vertical funding streams for QI and health system strengthening

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Slideshow (QI activities 2015-2018)



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