



December 15, 2020

Dear Quality of Care champions,

What a year it has been! When we conceived of this Quality of Care subgroup a year ago, never could we have imagined the many ways in which our best laid plans were to go awry. During the pandemic, we have seen dramatic effects on the delivery of essential child health services and sought to find opportunities to collaborate virtually like never before.

We are excited to share what we have all been able to accomplish under the umbrella of the subgroup during this remarkable year and to look forward to even more productive collaboration in 2021.

### **Highlights of 2020**

- **Collaboration with the Secretariat of the [Quality of Care Network](#) for Mothers, Newborns, and Children on a webinar series on QoC in the time of COVID:** This series of seven sessions was an important opportunity for country colleagues to share practical lessons learned in delivering quality care for MNCH during the COVID-19 pandemic, prioritizing practical approaches and solutions. Between 150 and 250 participants attended the live sessions from all regions, while the YouTube videos of the series have been accessed by almost 800 people. Topics included the following:
  - [Infection prevention and control](#) (43 views)
  - [Emergency assessment and triage](#) (153 views)
  - [Referrals and maternal complications](#) (36 views)
  - [Oxygen therapy for newborns and children](#) (75 views)
  - [Health workers' perspectives, challenges, and solutions](#) (228 views)
  - [Respectful maternal, newborn and young child care](#) (98 views)
  - [Ensuring safe continuation of child health services in health facilities and communities \(iCCM / IMNCI\)](#) (130 views)

In addition, we invited participants to join related discussion fora on the QoC network's [community of practice](#).

- **Advancing implementation of the pediatric quality of care standards in the African region:** Together with WHO, UNICEF, and USAID, we participated in a virtual consultation on peds QoC in the African region in August 2020. Countries across the region presented on the progress made to date and needs for technical and other assistance to advance implementation of pediatric quality of care standards. A major outcome of the meeting is that the majority of QoC Network countries are now including implementation of pediatric QoC standards in their priorities for 2021. Below is a snapshot of where countries are based on a brief assessment prior to the meeting. Key areas identified by countries include situation assessments and implementation guidance, introduction of pediatric death audits, development of indicators and data systems. In addition, there was a strong call for learning networks.
- **Technical consultation and expert input into pediatric QoC common indicators:** A critical milestone in the implementation of pediatric Quality of Care standards will be the issuance, and eventual uptake, of a common set of indicators to track progress. When WHO sought expert inputs into a draft set of pediatric QoC indicators in Autumn 2020, the QoC

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subgroup collaborated with the CHTF Monitoring and Evaluation Subgroup (Co-chairs: Kate Gilroy and Debra Jackson) to host a vibrant technical consultation that engaged active inputs from around 35 participants. The co-chairs of both groups remain closely connected to WHO's QoC measurement efforts in order to offer continued support as the revisions of the common indicators progress.

**In 2021, we look forward to building on the momentum of 2020 on the following:**

- Technical assistance to countries on implementation of pediatric QoC standards, building on the presence of many of you/your organizations in the countries
- Continued collaboration with the M&E subgroup on pediatric QoC measurement, including continued contribution to the WHO-led development of quality indicators, possible pilot testing.
- Crowdsourcing practical approaches to delivering quality care in community health platforms and advancing quality improvement at community level. There are many upcoming opportunities to align with the community health community, including via a planned Institutionalizing Community Health Conference in the Spring of 2021
- Expanding application and use of pediatric death audit
- Learning hub through webinars, compiling of best practices and country case studies

We are curious to hear your thoughts on these priorities, whether there are any you'd like to actively engage in or other areas you would like to add for us to focus on as a group. We plan to organize a call of the group on January 21 to discuss. In the meantime, feel free to reach out to us anytime.

We would also like to take this opportunity to let you know that Patricia (Patty) Jodrey, Child Health Team Lead, USAID/Washington, will join as co-chair of this group and Pavani will rotate off. Pavani will be taking on a new position as Chief of Child Health and Immunization at USAID/Washington. We welcome Patty and wish Pavani all the best!

As we close this message, we are so grateful for the support from the CHTF secretariat and the M&E subgroup, the Quality of Care Network secretariat, and our colleagues in the African region. The generosity of colleagues from many countries across the globe in sharing experiences, solutions, and challenges was invaluable in the webinar series and in the Aug 2020 African regional consultation. You, the QoC subgroup membership, have been important champions and have offered expert technical inputs when called on and we're thankful!

A handwritten signature in black ink, appearing to read "Anne Detjen".

Anne Detjen

A handwritten signature in black ink, appearing to read "Zaeem Haq".

Zaeem Haq

A handwritten signature in black ink, appearing to read "Pavani Ram".

Pavani Ram

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**Figure: Country readiness for pediatric QoC (August 2020)**

Child Health QoC Readiness (Country Level)	Key		● Yes	● In process	● Not Yet				
	Cote d'Ivoire	Ethiopia	Ghana	Kenya	Malawi	Nigeria	Sierra Leone	Tanzania	Uganda
<b>National structures and policy space readiness for Paediatric QoC</b>									
Supportive governance policy and structures developed or established	●	●	●	●	●	●	●	●	●
There is a national QoC implementation plan or road map that includes activities to improve paediatric quality of care	●	●	●	●	●	●	●	●	●
National level landscape analysis for QoC has been recently carried out (2019 or 2020)	●	●	●	●	●	●	●	●	●
There is a broad Technical Working Group for QoC that includes child health focal points	●	●	●	●	●	●	●	●	●
There is a strong coordinated mechanism among all stakeholders to follow a harmonized approach to QoC for MNCH	●	●	●	●	●	●	●	●	●
Paediatric standards for improving quality of care in health facilities have been adopted or adapted into national standards and protocols.	●	●	●	●	●	●	●	●	●
<b>Action: Implementation readiness at district level</b>									
In Hospitals or big health facilities, the paediatrician/child health nurse/medical officer is part of the quality of care team	●	●	●	●	●	●	●	●	●
There is a national QoC implementation package for the districts which includes intervention packages for improving paediatric care	●	●	●	●	●	●	●	●	●
There is a child death audit system in place or being rolled out at district level	●	●	●	●	●	●	●	●	●
The learning districts are implementing paediatric QoC activities/ETAT as part of their national MNCH QoC improvement package	●	●	●	●	●	●	●	●	●
Other districts (non-learning districts) in the country are implementing paediatric QoC/ETAT processes	●	●	●	●	●	●	●	●	●
<b>Learning and accountability: QoC Child Health measurement</b>									
There is a national mechanism or system for regular assessment and accreditation of health facilities includes and includes paediatric care	●	●	●	●	●	●	●	●	●
There is recent information on health facility QoC assessment for maternal, newborn and child care	●	●	●	●	●	●	●	●	●
The national health information system has quality of care indicators for paediatric care that are regularly reported	●	●	●	●	●	●	●	●	●
There is an established mechanism or system for reporting on quality of care in health facilities including for paediatric care	●	●	●	●	●	●	●	●	●
There is an established system for sharing and reviewing the QoC performance at national level and includes for paediatric care	●	●	●	●	●	●	●	●	●

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