

ETHIOPIAN PRIMARY HEALTH CARE ALLIANCE FOR QUALITY (EPAQ)

FMOH Health Extension Program And Primary Health Care
Directorate

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Outline

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- Ethiopia Primary Health care Alliance for Quality (EPAQ)
- Objectives
- Target
- EPAQ Cluster and Model Cluster
- EPAQ standards and activities
- Monitoring and evaluation

EPAQ

(Ethiopian Primary Health care Alliance for Quality)

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Definition

EPAQ is a collaborative quality improvement approach to bring about improvement in service delivery of primary health care institutions through creating networks which facilitate learning and information sharing.

- Adopted from the experience of Ethiopian Hospital Alliance for Quality (EHAQ)
- Aims at creating high performing PHCUs (Primary Health Care Units, i.e., health centers and health posts)
- Aligned with the woreda transformation agenda of the HSTP (Health Sector Transformation Plan).

Objectives

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- Improve service quality and patient experience in primary health care system (i.e., PHCUs and woreda health offices)
- Collaborative learning and recognition of high performing, PHCUs, Woredas.
- Standardize best PHCU and woreda selection criteria across different regions.

Woreda transformation agendas criteria's

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EHCRIg – 10 chapters and 81 standards

KPIs – 18

WMS – 5 chapters and 25 standards

Model kebele – 4 criteria's

CSC – 6 criteria's

CBHI

woreda management standards

- ምዕራፍ 1: አደረጃጀት እና አስተዳደራዊ አቅም (leadership and management)
- ምዕራፍ 2: የጤና አገልግሎት (service delivery)
- ምዕራፍ 3: የኅብረተሰብ ተሳትፎ (community participation)
- ምዕራፍ 4: ከሌሎች ሴክተር መስሪያ ቤቶች ጋር ያለ ቅንጅታዊ አሰራር (intersectoral collaboration)
- ምዕራፍ 5: እቅድ፣ ድጋፍ እና ክትትል (plan, support and follow up)

Model kebele criterias

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- ሞዴል ቤተሰቦች (Model HH)
- የተሻሻለ መጸዳጃ ቤት ሽፋን (Improved latrine)
- በጤና ተቋማት የወሊድ አገልግሎት ሽፋን (facility delivery)
- በጤና ሞዴል የሆነ ት/ቤት (model school)

Community score card (CSC)

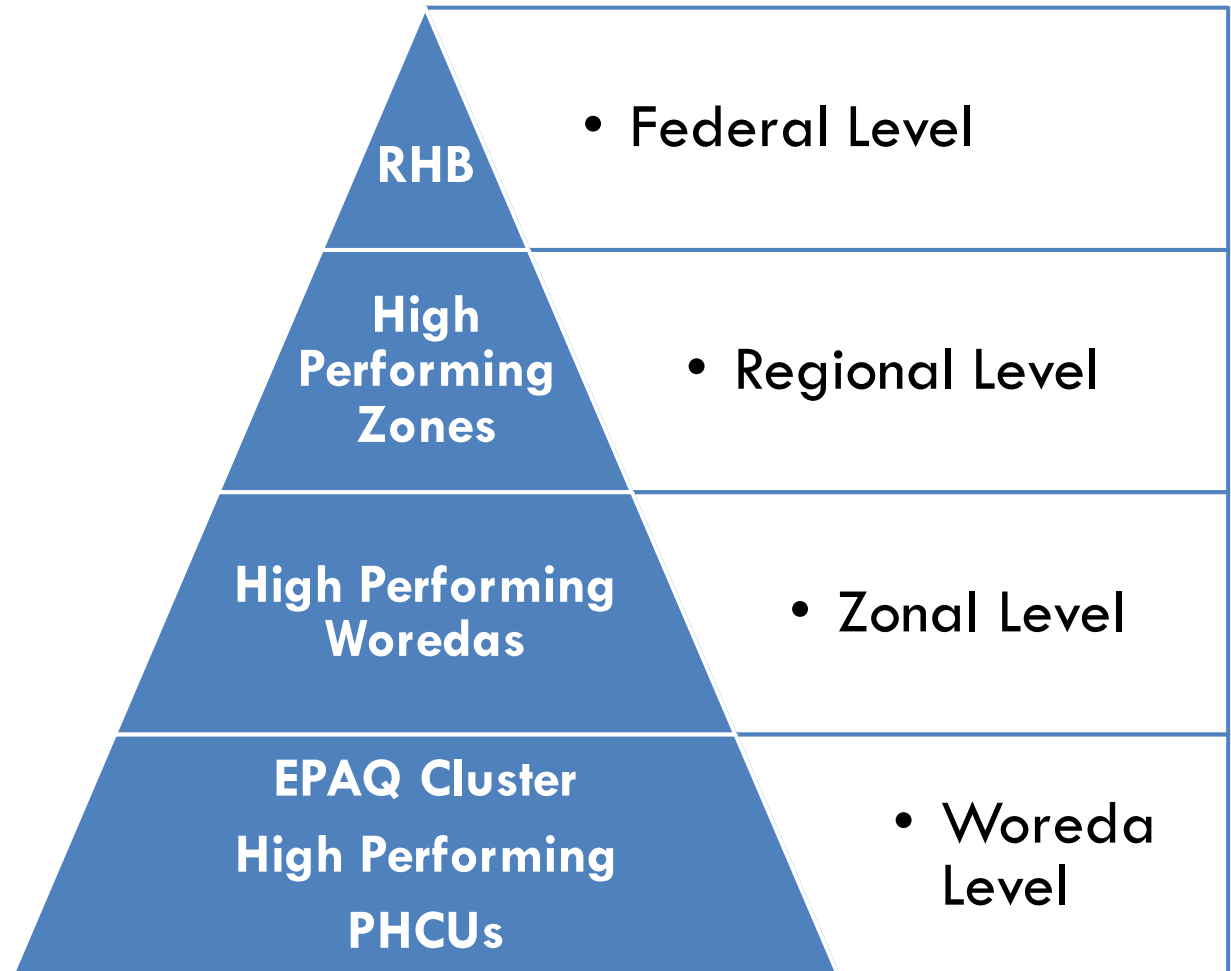
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1. CRC
2. Waiting time
3. Availability of medical equipments, drugs and laboratory tests
4. Health facility infrastructure
5. Availability and utilization of ambulance service
6. CASH

EPAQ Target

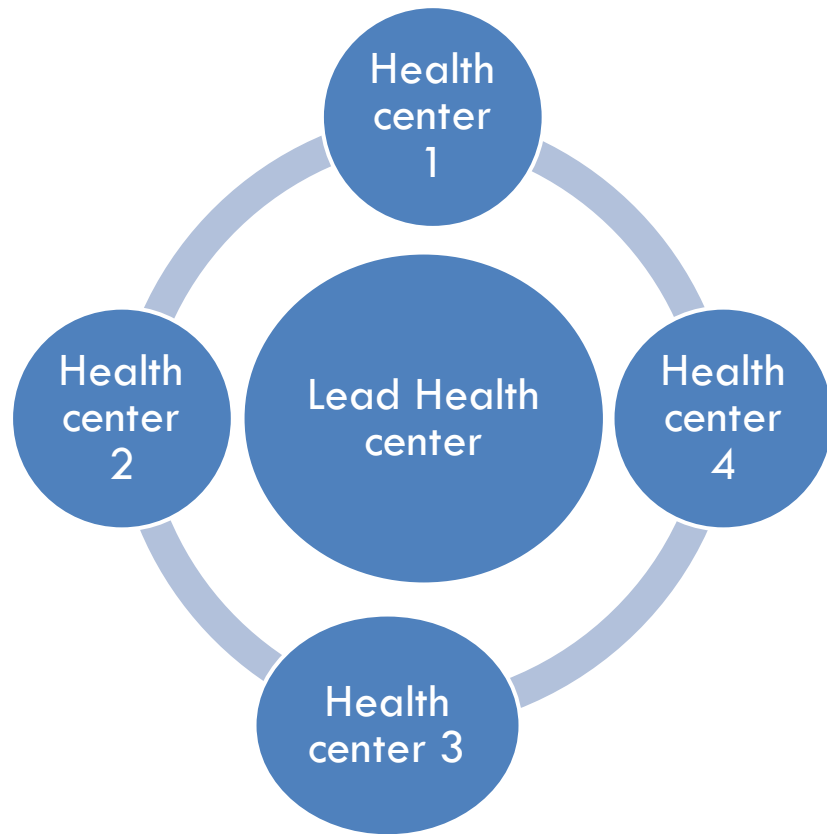
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- EPAQ will mainly targets PHCUs and woredas but work at all level to promote Collaborative learning.
- Primary and general hospitals will play a critical role through EHIAQ.



The EPAQ cluster

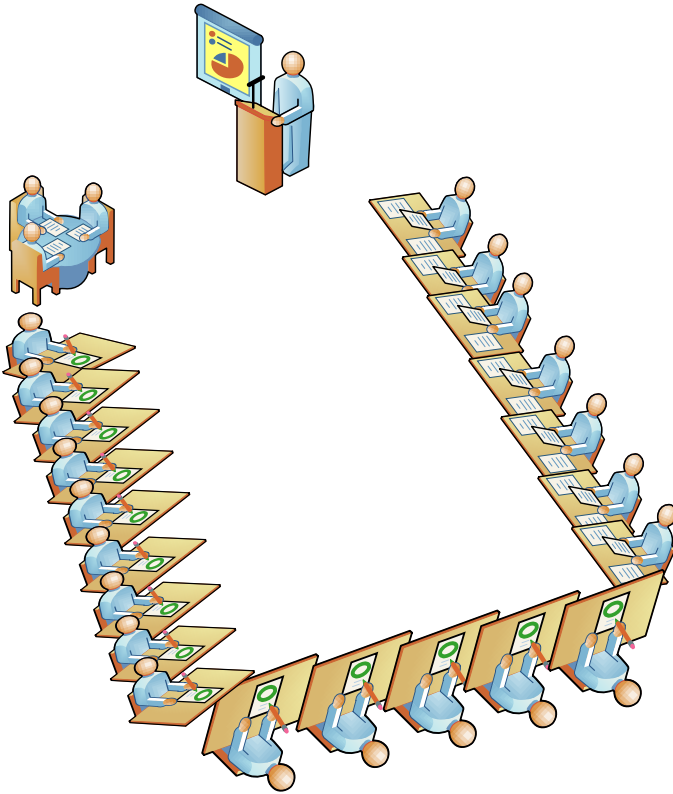
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- Lead PHCUs in each woreda will be selected based on EPAQ standards.
- Lead PHCU will be a source for learning for the other PHCUs.
- The plan is to create collaborative clusters in all 900 woredas
- Zonal/Sub city and RHBs will facilitate cross learning between woreda clusters.

EPAQ cluster members

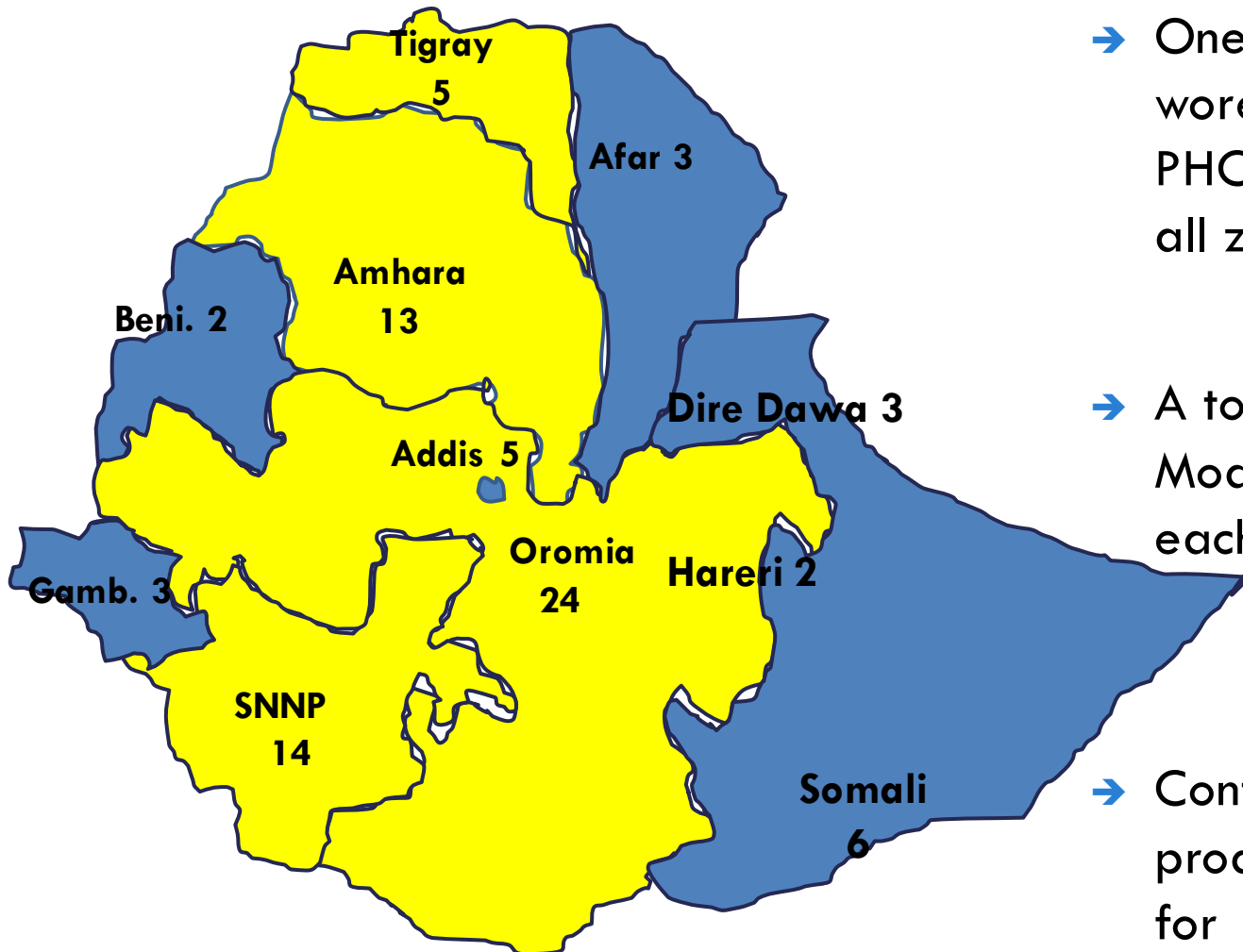
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- Woreda health office head and deputy,
- 2 Representatives from each of the health center in the woreda,
- 1 Representative from governing boards of each of the health centers in the woreda.
- One cluster will have an estimated 17- 32 members from an average of 5-10 health centers in a typical woreda.

EPAQ Model clusters

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→ One model EPAQ woreda/cluster and Lead PHCU will be selected in all zones for close follow.

→ A total of 80 EPAQ Model PHCUs (one per each zone).

→ Contribute towards producing best practices for replication.

EPAQ Standards

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1. Ethiopia Health Center Reform Implementation Guidelines (EHCRIG)

- To be used as the main reference for management performance improvement of health centers.

2. Key Performance Indicators (KPIs)

- To be used to measure success in health service performance improvement, promote a culture of accountability and data driven decision making.

3. Woreda Management Standards

- To objectively measure the **management capacity of the woreda health** office that contributes toward performance improvement efforts in PHCUs.

4. Change Package

- Based on the focus of FMOH, RHB initiatives such as; **PHCG**, CASH, Model Kebeles, Community Based Health Insurance (CBHI).

EPAQ Cluster activities

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→ Review meeting

- Quarterly review meetings will be organized in each cluster
- EHCIRG, KPIs, change packages, woreda management standards, case stories and testimonials are reviewed

→ Site visits

- Quarterly site visits will be organized within the EPAQ collaborative clusters and used as supportive supervision.
- The site visits will be led by the Lead health centers and organized by WorHo

→ Change packages

- The FMOH and RHBs will develop change packages that are reviewed in EPAQ

Monitoring and Evaluation

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- EPAQ committees will be set up at federal, regional, zonal and woreda levels.
- Performance monitoring and evaluation will mainly be based on: EHCRIG, KPIs, change packages, woreda management standards.
- Recognition and awards for best performance based on EPAQ at PHCU, Woreda, Zonal and Regional levels.

BPR (Best Improved Region)

- Federal Level
- Annually

BIZ (Best Improved Zone)

- Regional Level
- Annually

BIW (Best Improved Woreda)

- Zonal Level
- Semiannually

BIP (Best Improved PHCU)

- Woreda Level
- Quatrely

THANK YOU!