



Sustainability is a challenge to achieve Lao Quality of Healthcare

Findings from Routine Quality Self-Assessment of Hospital Quality Criteria in four Southern Provinces (Champasak, Salavan, Sekong and Attapeu) in Lao PDR



Ningnong Xaingavong¹, Noupard Phomkaenthao², Phonexay Khounmala³, Sompong Duanghorm⁴, Vilavan Khoummavong⁵, Somchanh Thounsavath¹ and Shinsuke Murai^{6,7}

1. Department of Healthcare and Rehabilitation, Ministry of Health Lao PDR
2. Health Care Section, Attapeu Provincial Health Office, Attapeu, Lao PDR
3. Healthcare and Rehabilitation Section, Champasak Provincial Health Office, Champasak, Lao PDR
4. Healthcare and Rehabilitation Section, Sekong Provincial Health Office, Sekong, Lao PDR
5. Health Care Section, Salavan Provincial Health Office, Salavan, Lao PDR
6. JICA Project for Improving Quality of Health Care Services, Vientiane/ Pakse, Lao PDR
7. Bureau of International Health Cooperation, National Center for Global Health and Medicine, Tokyo, Japan

Background

To realize “Five Goods One Satisfaction”, Ministry of Health studies how to encourage continuous quality improvement (CQI) in hospitals in Lao PDR. As a pilot introduction of Hospital Quality Management, QHC Project (Department of Healthcare and Rehabilitation, Ministry of Health, four Southern provinces and JICA) developed and introduced Hospital Quality Criteria (HQC) and routine quality self-assessment in four Southern provinces in Lao PDR.

Methods

Four Hospital Quality Criteria (HQC) were developed since February 2017 as follows:

1. Participatory nomination of quality requirements of services by PH and PHO staff in four Southern provinces

Subjects of HQC

1. OPD reception
2. Toilet
3. Care for eclampsia
4. Care for PPH (Postpartum hemorrhage)



2. Quality requirements were classified in terms of five grades of agreed difficulty of each requirement, then survey sheet was developed, implemented and modified.



3. To identify improvement opportunities and conduct CQI, four provincial hospitals have conducted self-evaluations three times in November 2017, January and March/April 2018. Supportive supervision was conducted in three provinces (Champasak, Salavan and Sekong).



4. Trend of achievement of the grade in each HQC and achievement of Five Goods One Satisfaction for four services of HQC were analyzed.

Criteria	5 Goods 1 Satisfaction						Grade
	Welcome	Cleanliness	Convenience	Diagnosis	Treatment	Satisfaction	
A) Patient Journey							
Reception of OPD							
Toilet							
B) Clinical Services							
Eclampsia							
PPH							
5G1S Score (%)							

For Overall Review of Hospital

Figure 1. Two usages of results of quality assessment

Conclusions

HQC and self-evaluation encouraged CQI in provincial hospitals in four Southern provinces in Lao PDR. However, more attention must be paid to sustain the achievement. Furthermore, to narrow a gap of achievement among sections in a hospital, the hospital may need to develop mechanism to share good practice within the hospital. Evaluators in hospitals need to be strengthened through supportive supervision by Provincial Health Office.

Results

All four PHs improved the grade in HQC step by step. However, Champasak PH, Salavan PH and Attapeu PH showed difficulty to sustain the achieved grade. In Champasak PH and Attapeu PH, a gap between the best grade and the worst grade widened over time. During the supportive supervision, corrections were made by Provincial Health Office for the result of self-evaluation.

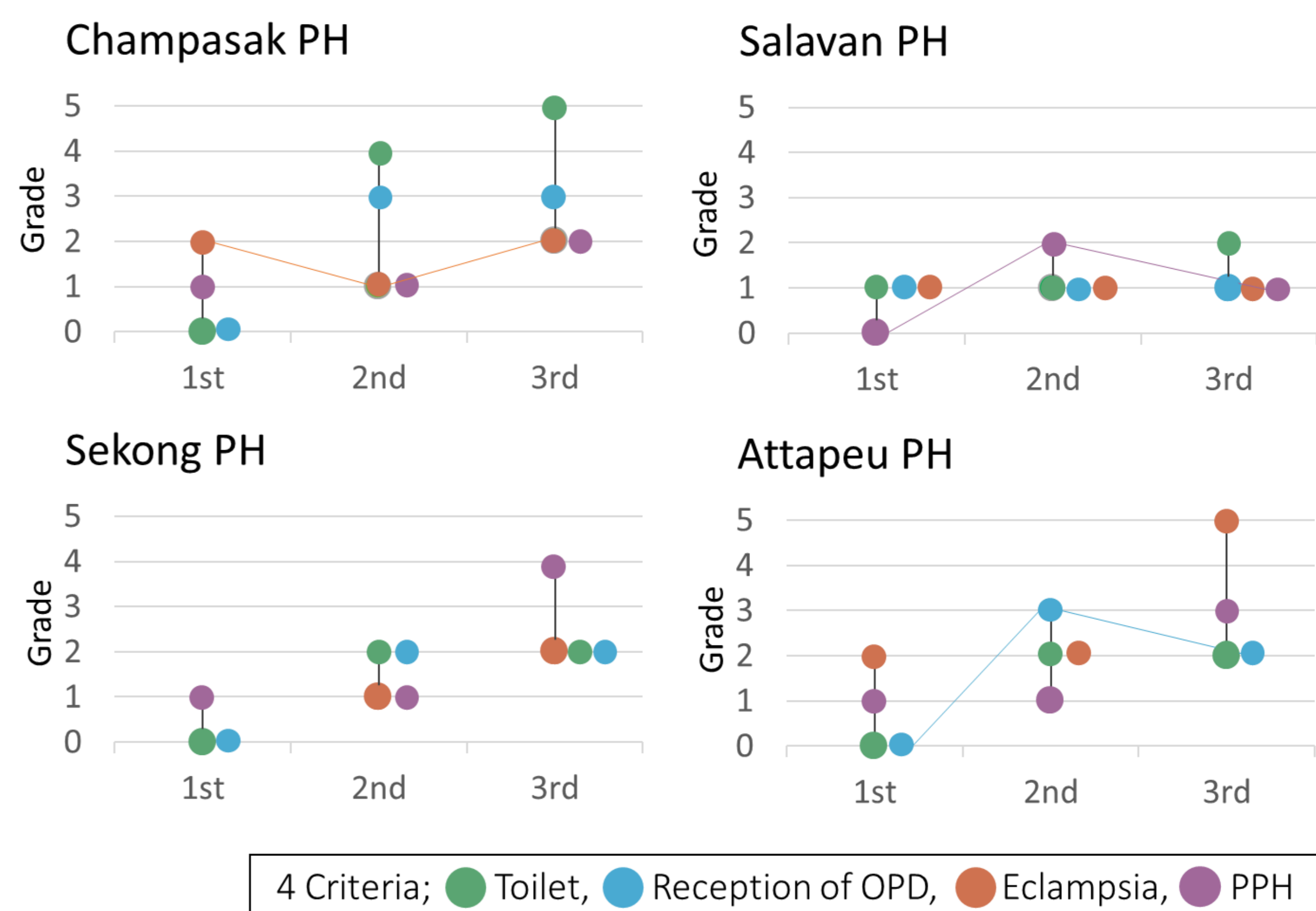
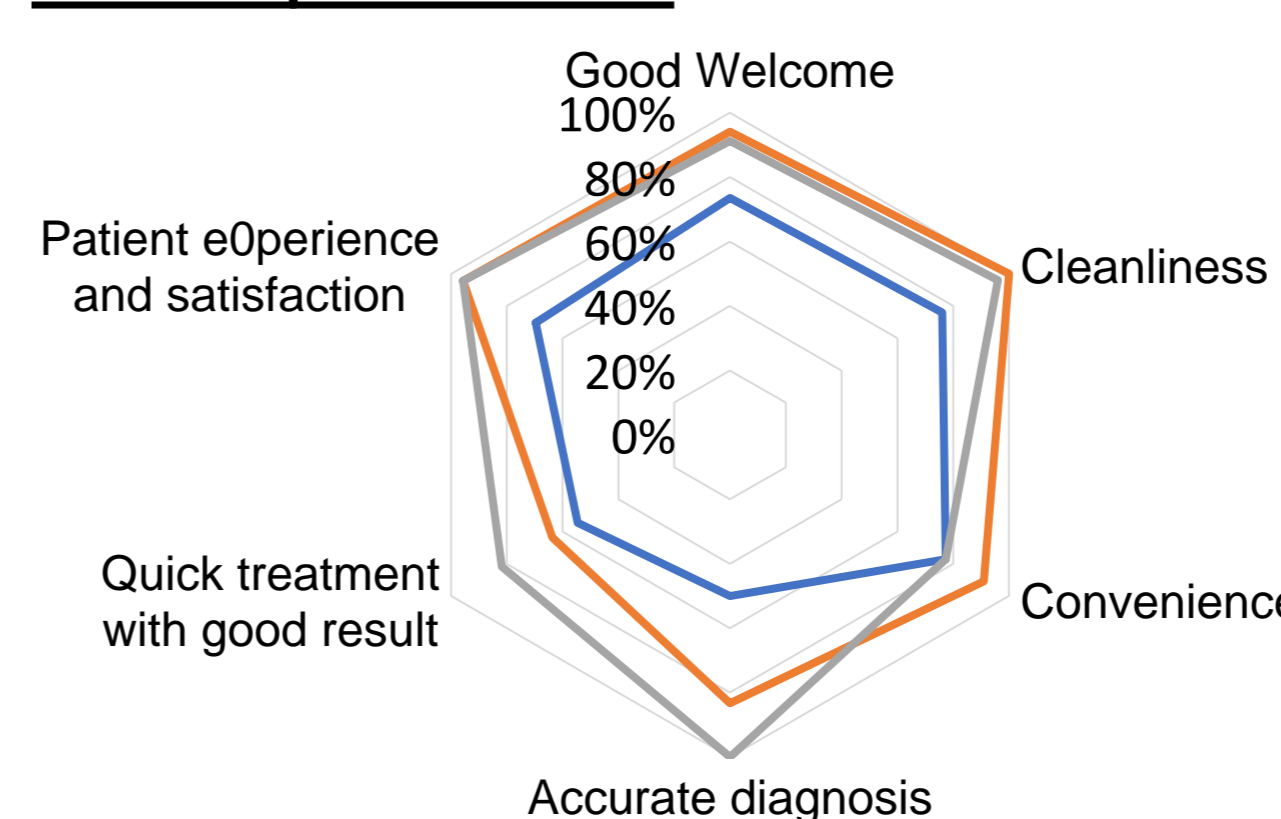
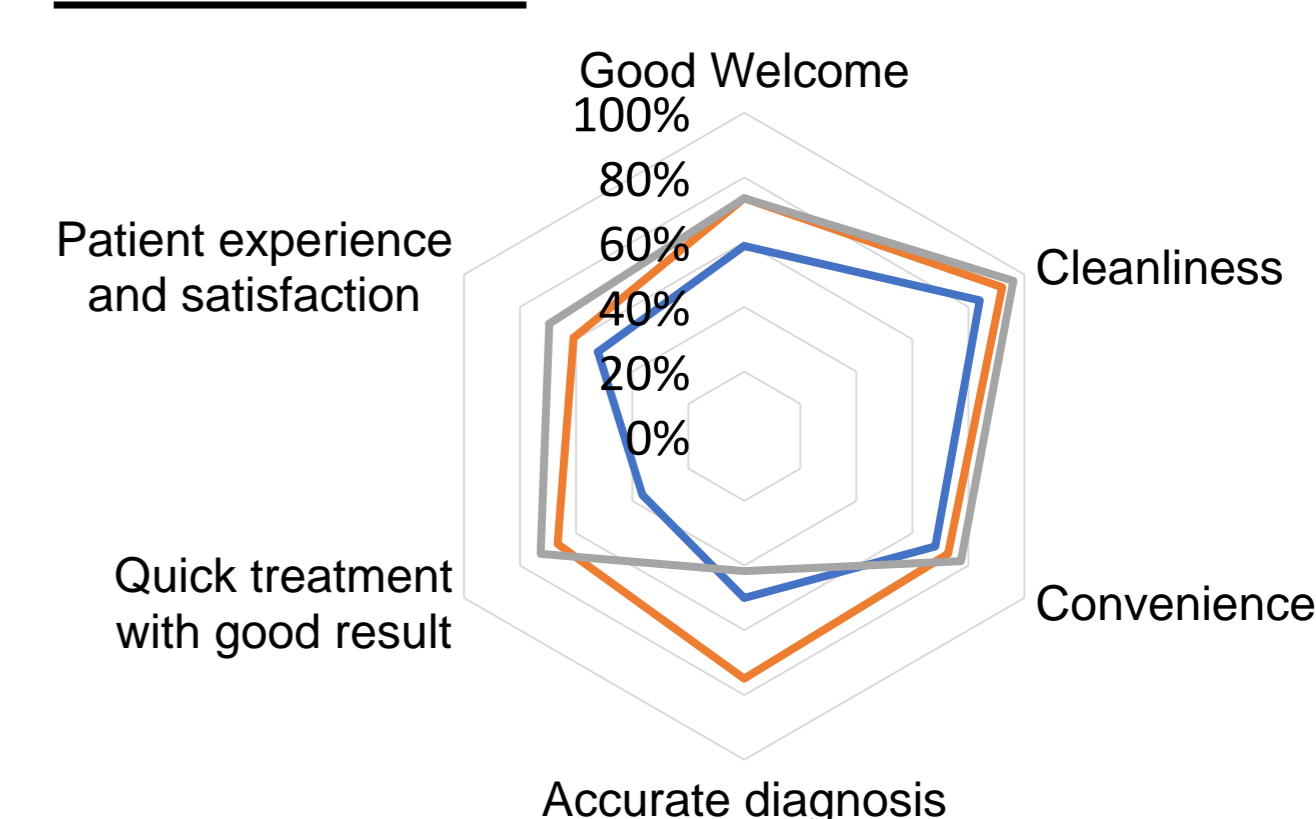


Figure 2. Trend of achieved grade of HQC in four Southern Provincial Hospitals

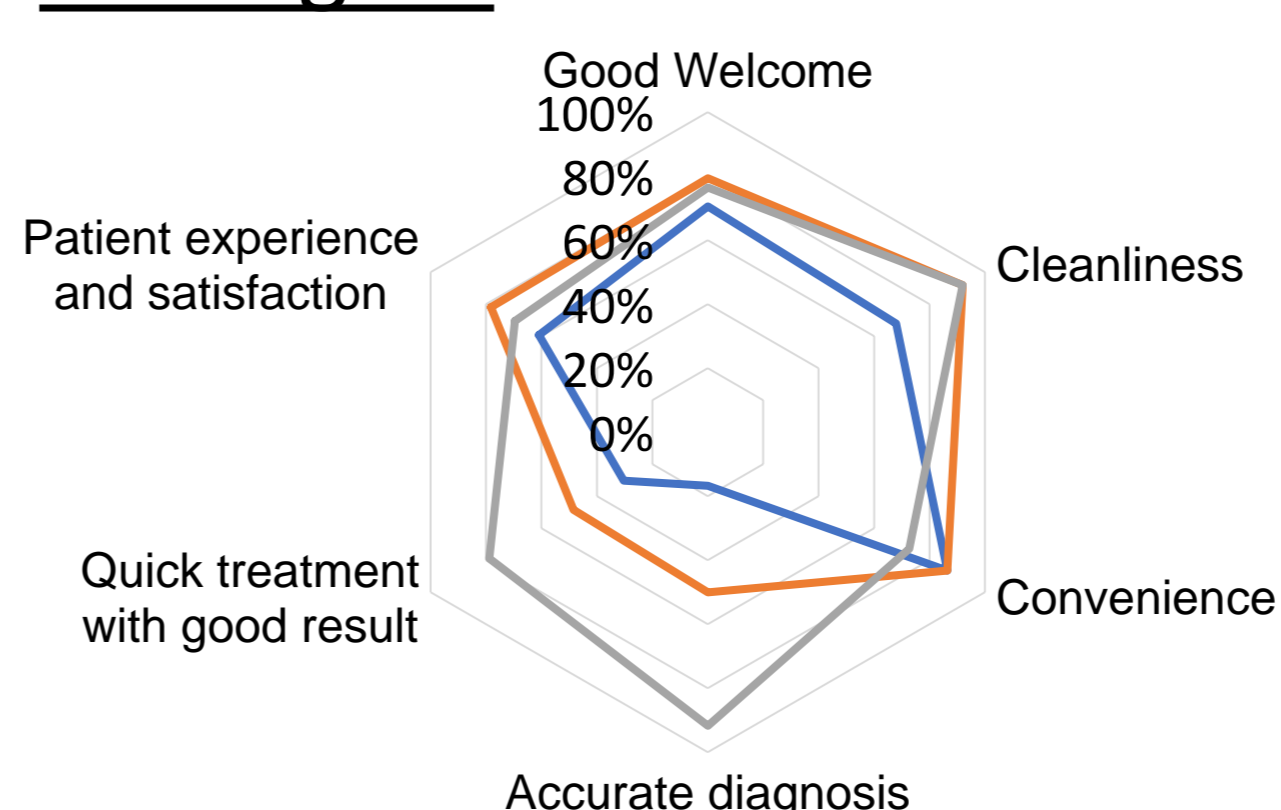
Champasak PH



Salavan PH



Sekong PH



Attapeu PH

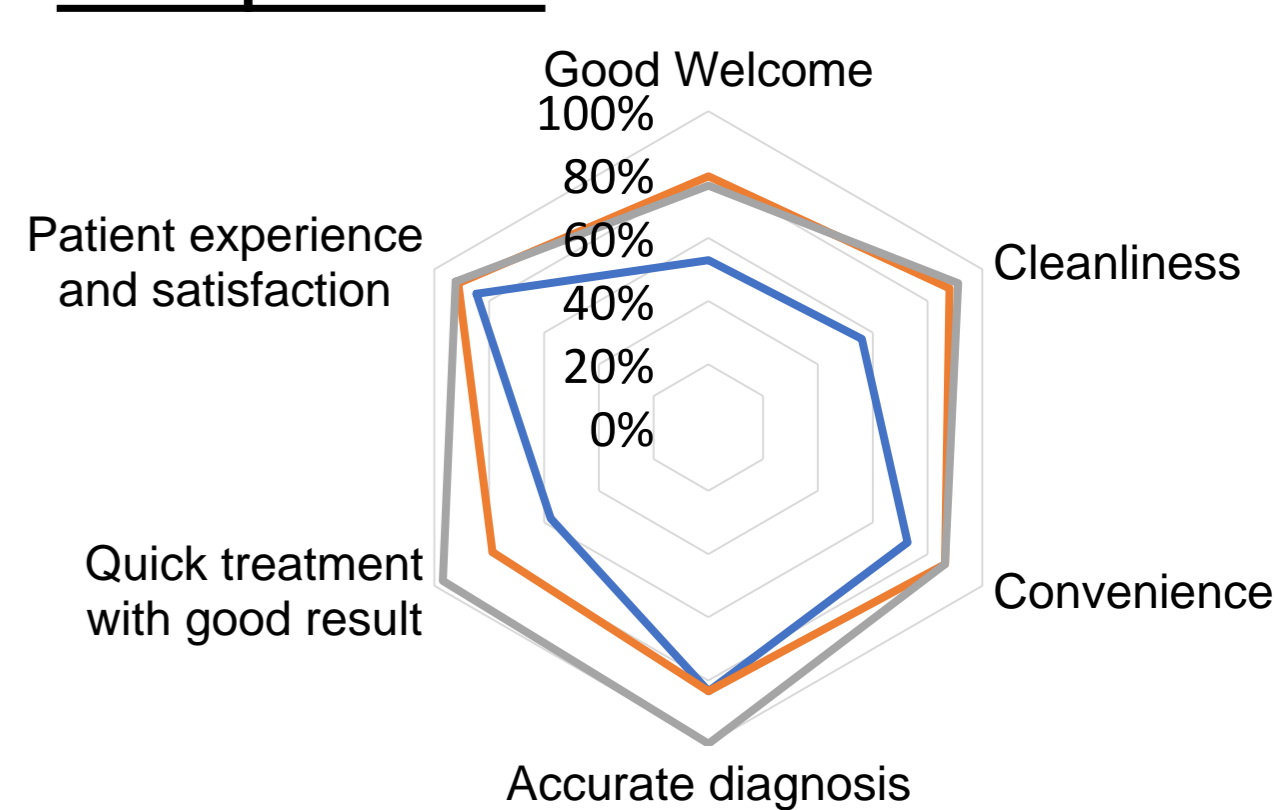


Figure 3. Progress of Five Goods One Satisfaction Score