

2- Quality of care. Services and product

Quality of care:

It is provide comprehensive components of care based on community facilities to reach the optimal health services.

Components of high quality health care:

☐ **Structure:**

o It refers to physical setting, personnel, facilities, supplies & record.

☐ **Process:**

o It refers to services provision for client general & specific.

☐ **Outcome:**

o It refers to improvement for structure & process.

☐ **Basic concepts of quality:**

- Effective.
- Efficient.
- Accessible.
- Acceptable/patient-centered.
- Equitable.
- Safe.

Effective: delivering health care that is adherent to an evidence base and results in improved health outcomes for individuals and communities, based on need.

☐ **Efficient:** delivering health care in a manner which maximizes resource use and avoids waste.

☐ **Accessible:** delivering health care that is timely, geographically reasonable, and provided in a setting where skills and resources are appropriate to medical need.

□ **Acceptable/patient- centered:** delivering health care which takes into account the preferences and aspirations of individual service users and the cultures of their communities.

□ **Equitable:** delivering health care which does not vary in quality because of personal characteristics such as gender, race, ethnicity, geographical location, or socioeconomic status.

□ **Safe:** delivering health care which minimizes risks and harm to service users.

Good quality health services are those which meet the following criteria:

Are accessible & available as close as possible to where person live, & at lowest level facility that can provide the services safely & effectively.

Are acceptable to potential users & responsive to cultural & social norms, such as preference for privacy, confidentiality & care by client health workers.

Have on hand all essential supplies & equipment.

Provide **comprehensive** care and or linkage reproductive health services.

Provide **for continuity** of care & follow up

Who provide **respectful & nonjudgmental** care that is responsive to needs?

Provide **information & counseling for clients** on their health & health needs.

Involve of patient in care plan and decision making.

High quality care must be assured in whatever environment client health care takes place: at home, rural or urban health centers, or well-equipped hospitals in large cities.

□ **Dimensions of Quality-Product:**

1. Performance: *Basic operating characteristics*

2. Features: *“Extra” items added to basic features*

3. Reliability: *Probability product will operate over time*

4. Conformance: *Meeting pre-established standards*

5. Durability: *span before replacement*

6. Serviceability: *Ease of getting repairs, speed & competence of repairs*

7. Aesthetics: *Look, feel, sound, smell or taste*

8. Safety: *Freedom from injury or harm*

9. Other perceptions

Subjective perceptions based on brand name, advertising,

☐ ☐ **Dimensions of Quality Service:** ☐ ☐

1. Time & Timeliness: Customer waiting time, completed on time.

2. Completeness: Customer gets all they asked for.

3. Courtesy: Treatment by employees.

4. Consistency: Same level of service for all customers.

5. Accessibility & Convenience: Ease of obtaining service.

6. Accuracy: Performed right every time.

7. Responsiveness: Reactions to unusual situations.