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**Universal Access to Health and
Universal Health Coverage:**
transforming Health Systems

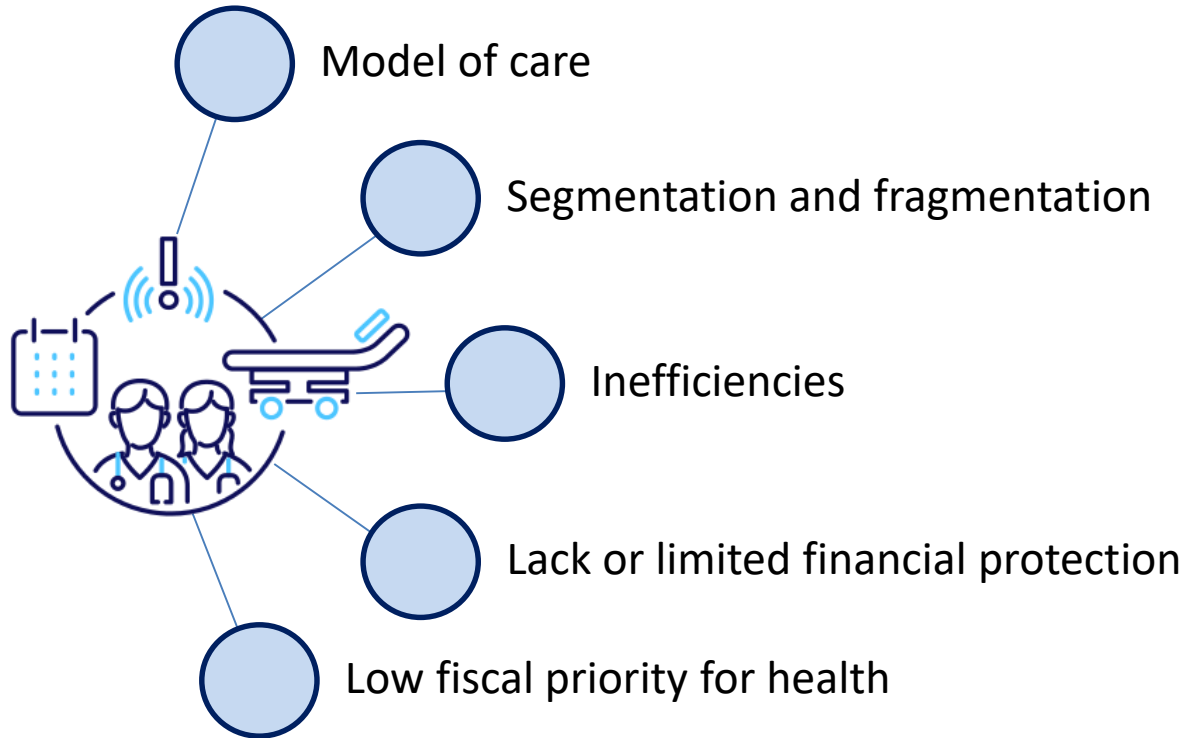


PAHO



Universal health
Access and coverage for all

Strategy for Universal Access to Health and Universal Health Coverage



Challenges

Access to comprehensive health services, with opportunity and quality

Measuring the response capacity of health services

Sustainable Health Agenda for the Americas 2018-2030

Goal 1: equitable access to health services

Expand equitable access to **comprehensive, integrated, quality, people-, family- and community-centered health services**, with an emphasis on health promotion and illness prevention.

Goal 2: strengthen stewards and governance

The achievement of this goal requires **strengthening of the essential public health functions**, establishment or strengthening of mechanisms for social participation

Goal 4: health financing

Achieve **adequate and sustainable health financing** with equity and efficiency, and advance toward protection against financial risks for all persons and their families.

Goal 6: information systems for health

Strengthen information systems for health to support the development of **evidence-based policies and decision-making**.

Sustainability



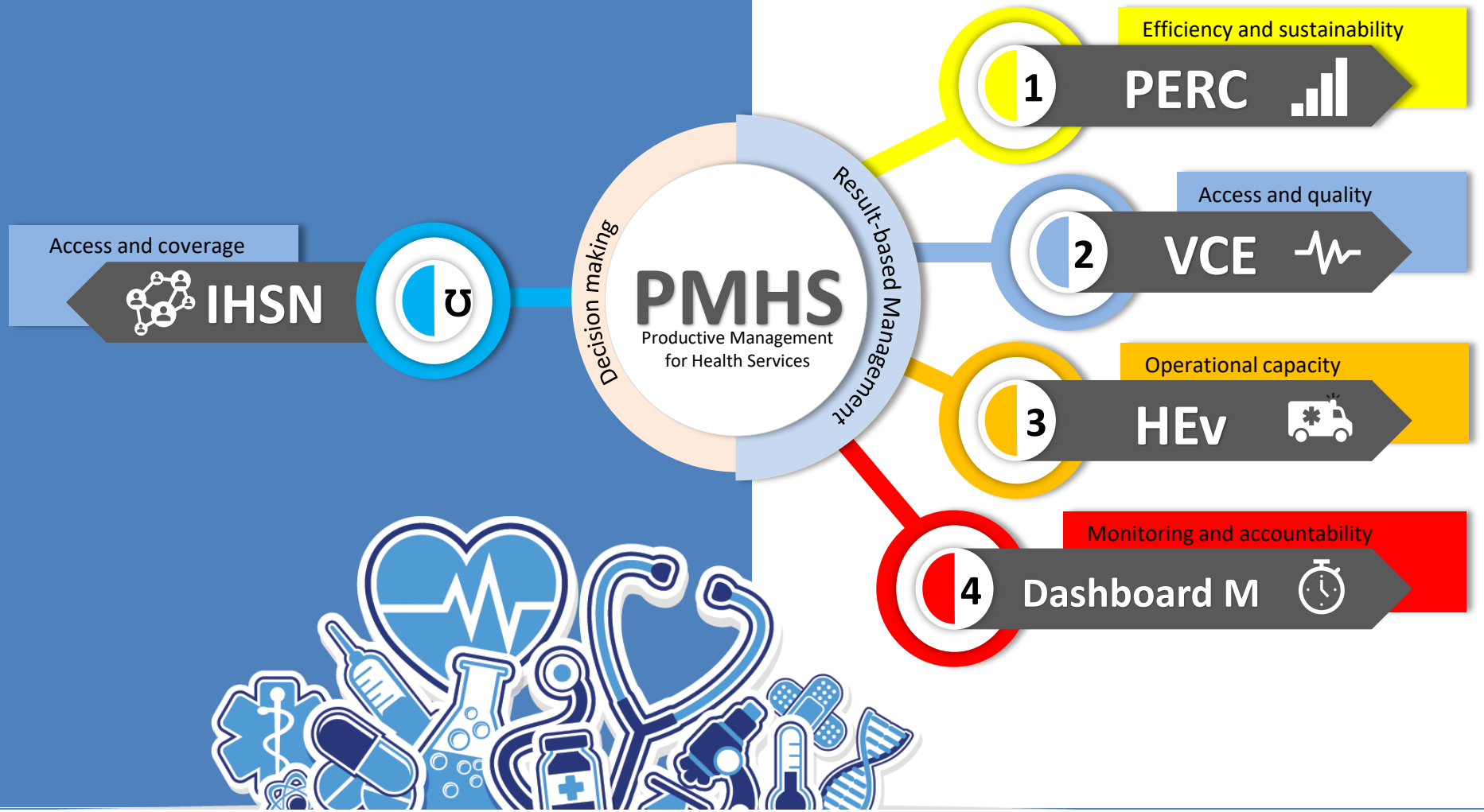
In 2019, PAHO Member State adopted the **Strategy and Plan of Action to improve quality of care in health service delivery** (Document CD57/12)

Within the framework of the Strategy for Universal Access of Health and Universal Health Coverage, **quality health services consist of meeting the health needs of people, families, and communities based on best practices, ethics and scientific knowledge, contributing to equity and well-being, and leaving no one behind.** This involves particular attention to diversity and people and populations in conditions of vulnerability.

Quality care in health services delivery is care centered on people, families and communities, with optimal levels of safety, effectiveness, timeliness, efficiency, and equitable access, as its essential defining attributes.

Quality





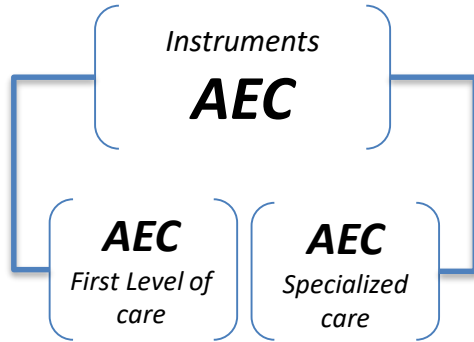
Universal Access to Health and Universal Health Coverage:
transforming Health Systems



Universal health
Access and coverage for all



Offer



Team of consultants
Permanent help desk

Information system
Results measurement

Scope

Measurement of progress
Identify access barriers and risk factors

Strengthen actions
Identify intervention priorities

Management agreements
Commitments from key actors

Tracing
Measurement of progress

Commitments

Self appraisal
Screening of the service network

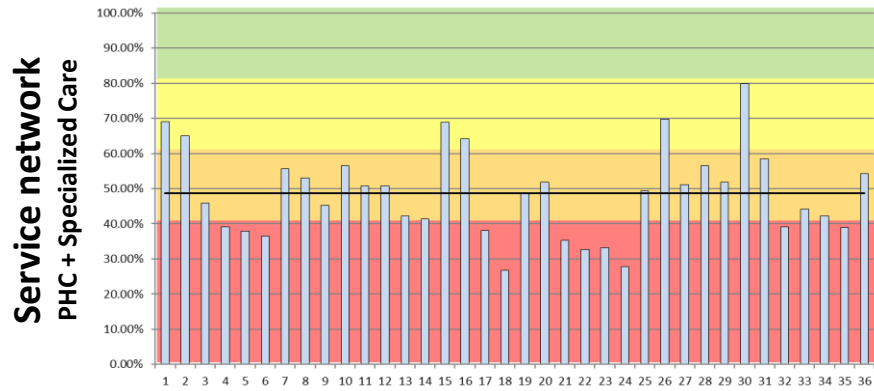
AEC hospitals
Action in reference centers

Self capacity
Management team training

Quantify
Results measurement



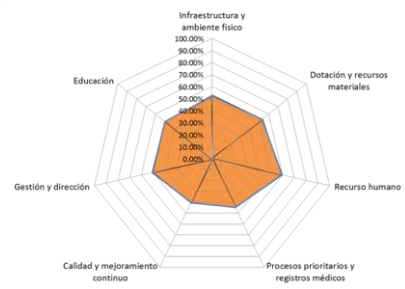
Assessment of Essential Conditions for Maternal Care



Online tool

- Real-time information
- Information confidentiality
- Analysis of the health service networks in the country
- Availability of results

SC	FLC	Assessment criteria
Functional groups	Functional groups	
General conditions	General conditions	Infrastructure and Physical Environment
Outpatient care and control of high-risk pregnant women	Comprehensive attention in sexual and reproductive health	Outfitting and Material Resources
Emergency care	Attention and care of pregnant women	Medicines and other health technologies
Delivery and puerperium care	Community attention	Human resource
Attention of complications of pregnancy, delivery and puerperium	Attention of low-risk delivery and puerperium	Priority Processes
		Continuous improvement
		Management and Leadership
		Education and training



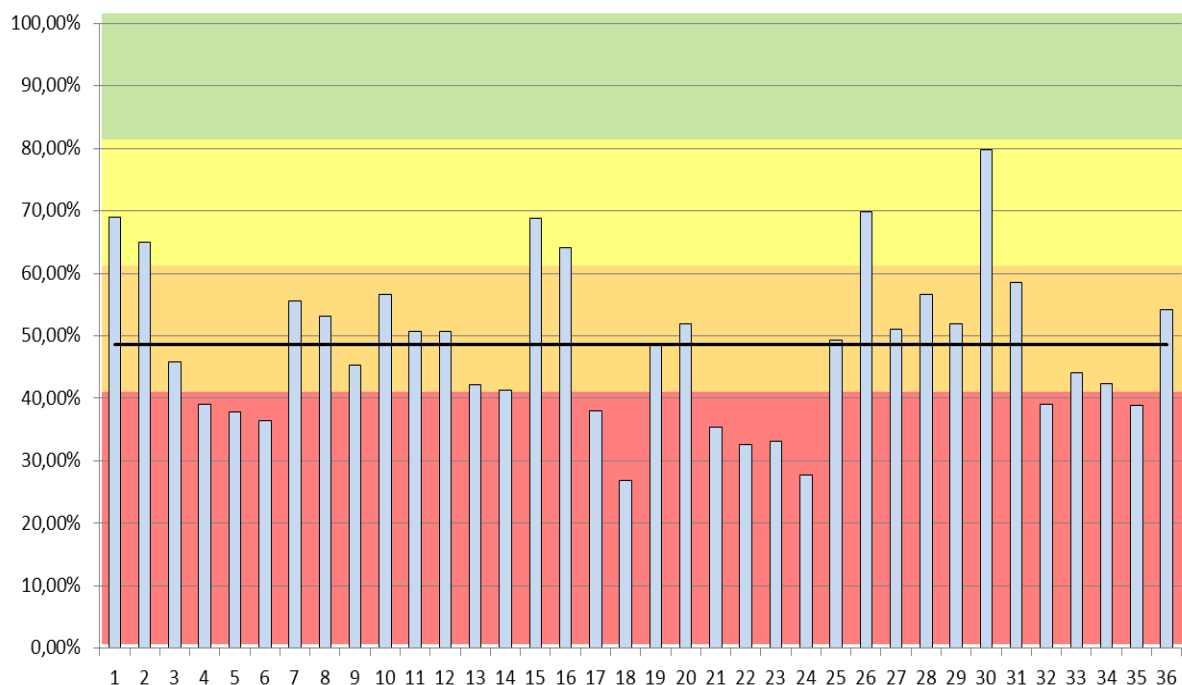
How to assess a essential condition?

An essential condition is a necessary element to obtain comprehensive, adequate, quality and timely healthcare services. If a care center (institution or service) cannot guarantee such conditions, it can generate **barriers to access, care-related risk factors or quality failures.**

	Level of development of conditions				
Development	LOW		MEDIUM		HIGH
Value	1	2	3	4	5
	<20%	20% - 40%	41% - 60%	61% - 80%	>80%
Level of Development	Critical conditions of development that require immediate intervention because they have generated barriers to access and risks for the patient		Critical conditions that require priority intervention because they can create barriers to access or risks to the patient	Conditions that need intervention since they can generate failures in quality of care or risks for the patient	Conditions that require minimal adjustment to achieve sustainability
Level of evidence of the criterion	Isolated and non-systematic actions related to the condition in some services. There is no evidence of results		Actions associated with the condition in the vast majority of services and non-systematic in some services. Evidence of control of results.	Actions related to the condition, systematic in the vast majority of the services. Evidence of favorable results in processes	Sustainable actions, evidence of results, organizational culture transformation.
Level of perception	Very low	Low	Medium	High	Very high



Assessment of Essential Conditions



Criteria	Results
Infrastructure and physical Environment	52.26%
Outfitting and Material Resources	52.79%
Medicines and other technologies	50.4%
Human Resources	59.68%
Priority processes	44.65%
Quality and continuous improvement	40.36%
Management and leadership	50.16%
Education and training	49.84%
Total	48.65%

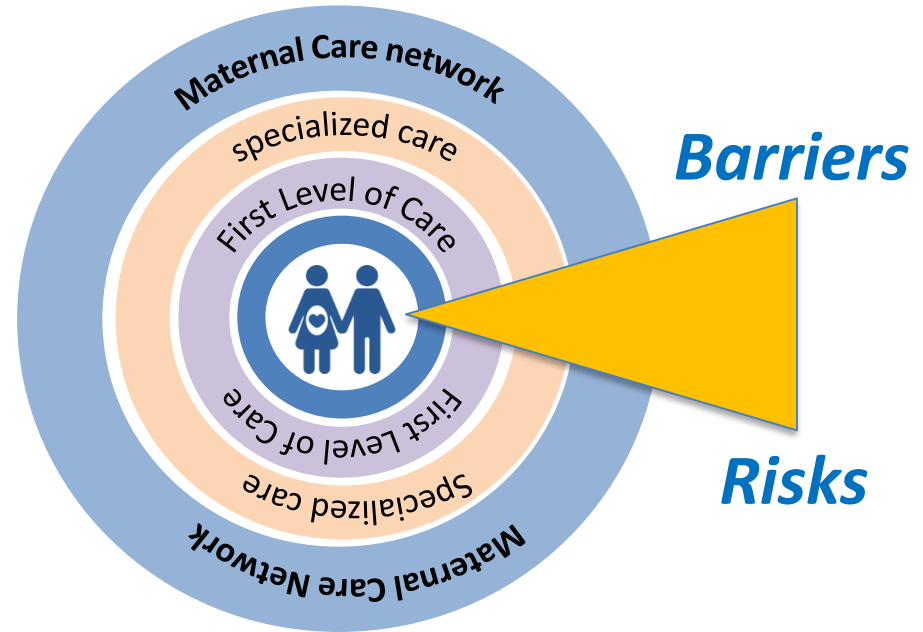


Objective of assessment

Assessment is based on a **model of care centered on the patient and his family**, in addition to the development and guarantee of fundamental elements to obtain the best possible results in care, decreasing the inherent risks to health care, the highest degree of satisfaction, cultural acceptability of the services and elimination of barriers to access.

¿What is an essential condition?

An essential condition is a necessary element to achieve quality, timely and comprehensive healthcare. If a health center (facility or service) cannot guarantee such condition, it can generate **barriers to access, care-related risk factors or quality failures**.





AEC for specialized care and maternal hospital services

Functional groups

General conditions

Outpatient care and control of high-risk pregnant women

Emergency care

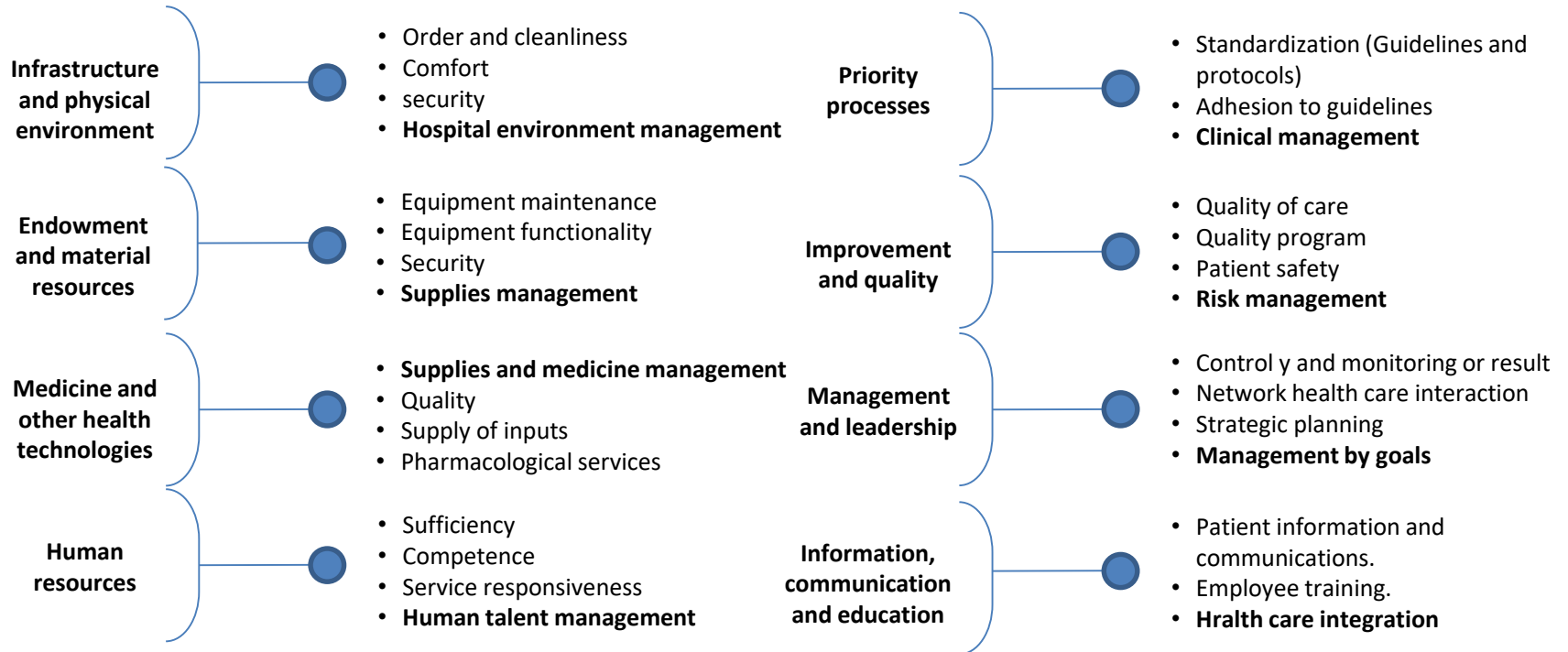
Delivery and puerperium care

Attention of complications of pregnancy, delivery and puerperium

Assesment criteria
Infrastructure and physical Environment
Outfitting and Material Resources
Medicines and other health technologies
Human Resources
Priority processes
Quality and continuous improvement
Management and Leadership
Education and training

	Infrastructure and physical Environment	Outfitting and Material Resources	Medicines and other health technologies	Human Resources	Priority processes	Quality and continuous improvement	Management and leadership	Education and training
General conditions								
Outpatient care and control of high-risk pregnant women								
Emergency care								
Delivery and puerperium care								
Attention of complications of pregnancy, delivery and puerperium								

Main assessment concepts by criteria





Essential Conditions for maternal services: in First level of care

Functional groups	Assesment criteria
General conditions	Infrastructure and physical Environment
Comprehensive attention in sexual and reproductive health	Outfitting and Material Resources
	Human Resources
Attention and care of pregnant women	Priority processes
Community attention	Quality and continuous improvement
Attention of low-risk delivery and puerperium	Management and leadership
	Education

	Infrastructure and physical Environment	Outfitting and Material Resources	Medicines and other health technologies	Human Resources	Priority processes	Quality and continuous improvement	Management and leadership	Education and training
General conditions								
Comprehensive attention in sexual and reproductive health								
Attention and care of pregnant women								
Community attention								
Attention of low-risk delivery and puerperium								

Global results

7

Countries that use the Essential Conditions Assessment for maternal services

136

Processes for assessing the essential conditions for maternal services

86

Self-assessment processes (41 in hospitals and 45 in first level units)

Specifics Results

5

Priority countries with knowledge transfer processes

22

Reference hospitals with extended assessments by expert teams

28

First level service units with extended assessments by expert teams

14

54.01%

General Result for Hospitals
Interpreted as a priority level of intervention: it has access barriers, quality problems and security failures that can put pregnant women and mothers at risk

45.23%

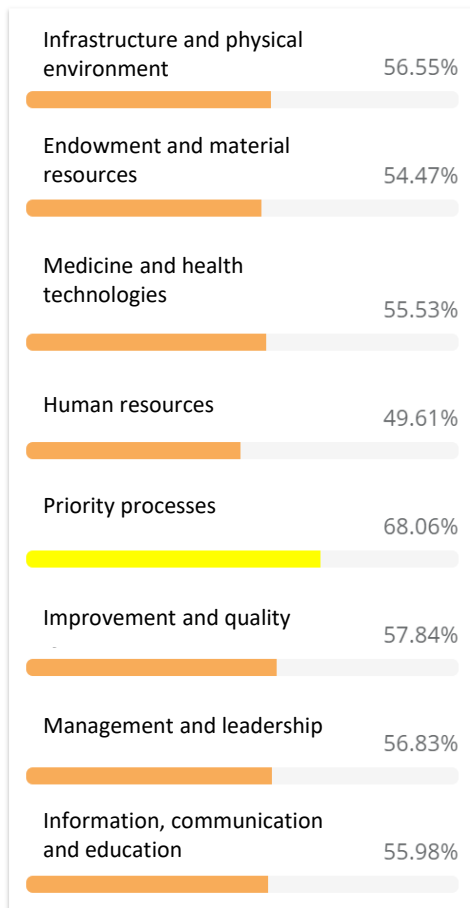
General Result for PNA Interpreted as a priority level of intervention: it has access barriers, quality problems and security failures that can put pregnant women and mothers at risk

Regional analysis: Assessment of referral hospitals for maternal care

Number of hospitals assessed	2	1	8	2	11	
Criteria	Country A	Country B	Country C	Country D	Country F	Average
Infrastructure and physical environment	55.83%	36.57%	57.40%	60.59%	44.53%	45.82%
Human resources	66.09%	46.96%	52.44%	62.03%	53.39%	50.15%
Information, communication and education	52.67%	32.67%	57.25%	67.11%	42.00%	45.32%
Improvement and quality	46.73%	32.80%	59.06%	57.24%	43.78%	43.27%
Medicine and health technologies	55.59%	48.70%	60.26%	78.41%	50.27%	52.17%
Endowment and material resources	55.12%	37.00%	55.31%	69.315	44.98%	46.95%
Priority processes	50.65%	31.48%	73.08%	70.00%	47.38%	48.77%
Management and leadership	55.47%	38.40%	56.84%	62.34%	42.95%	46.00%
Total	54.08%	39.26%	60.17%	67.77%	46.69%	47.99%

Hospital development level	20% - 40%	40.1%-60%	60.1% - 80%	80.1% - 100%
	Very Low level of development with obvious access barriers, quality problems and security failures that put the patient at risk	Low level of development with access barriers, quality problems and security failures that may put the patient at risk	Medium level of development with some barriers to access, quality problems and security failures that could put the patient at risk	High level of development with which it requires adjustments in guarantee of access and conditions of quality and safety of care

Criteria



Country Analysis

General Percentage

General Average Country Percentage 56.86%

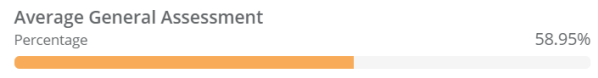
Assessment	Number of Institutions
Assessment for hospital with maternal services	8
Assessment for hospital with neonatal services	2
Self-Assessment for hospital with maternal services	9
Self-Assessment for first level of maternal care	29



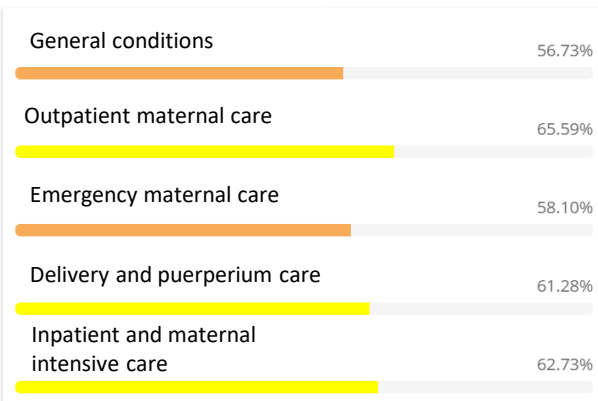
Honduras

Analysis Assessment: Hospital with Maternal services

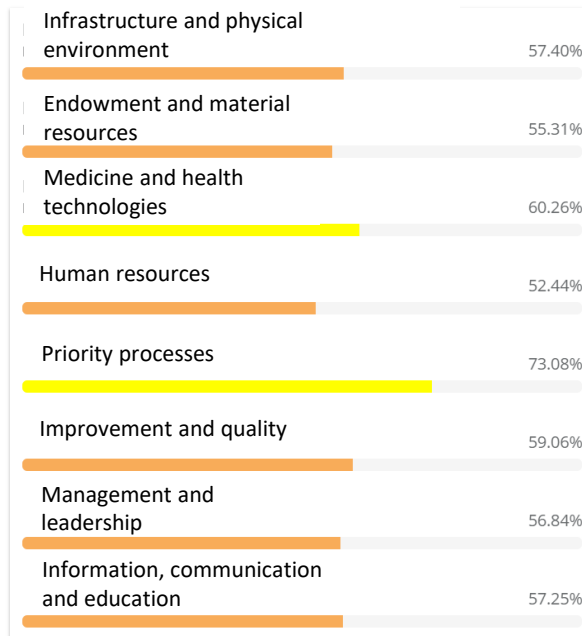
General Percentage



Functional Group



Criteria group

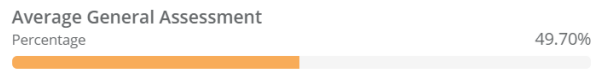


Institution	Percentage
1. Hospital Murillo	67.96%
2. Hospital Dr. Leonardo	76.25%
3. Hospital Dr. Mario	50.55%
4. University hospital	44.86%
5. Hospital El Progreso	69.65%
6. Hospital Manuel	66.67%
7. Hospital Puerto	52.19%
8. Hospital Santa Bárbara	53.81%
Average	58.95%

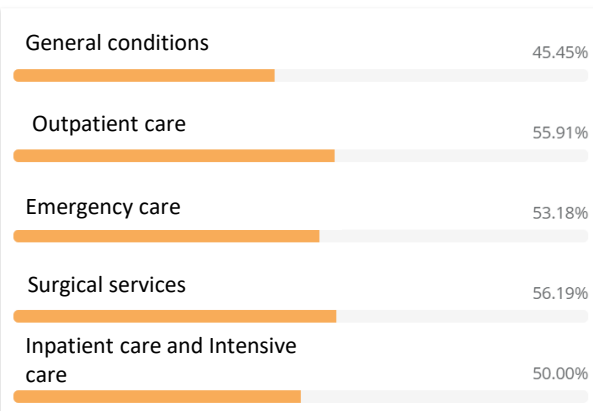
Honduras

Analysis Assessment: Hospital with neonatal services

General Percentage



Functional Group



Criteria group



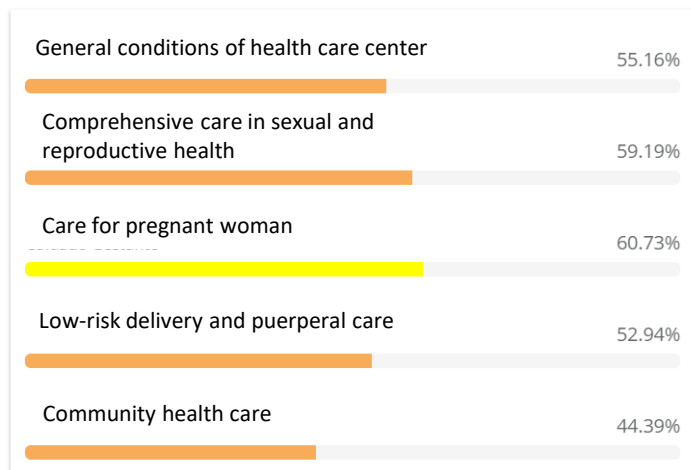
Honduras

Analysis Assessment: First Level of maternal Care

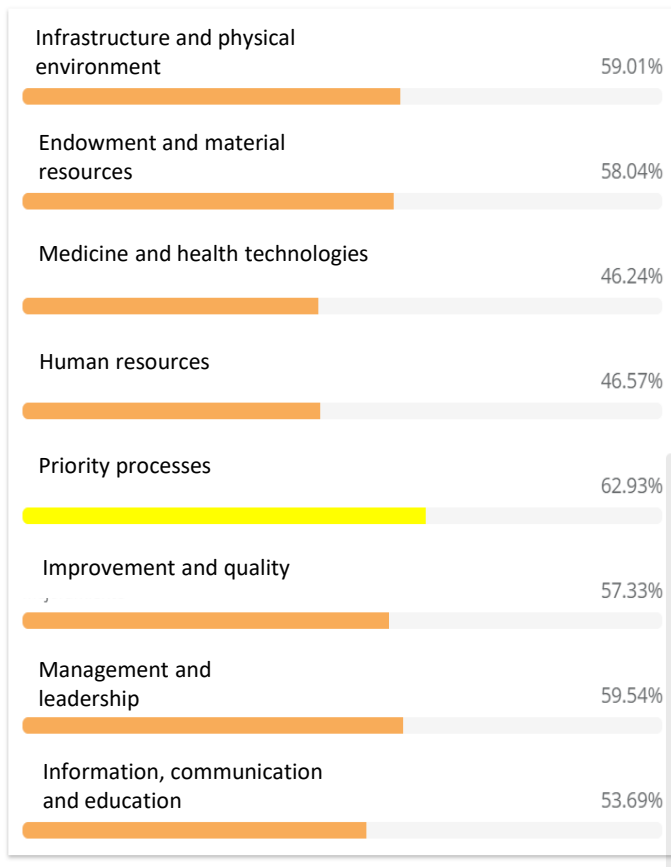
General Percentage



Functional Group



Criterial group



Hospital with Maternal services

Assessment criterial	Hosp. 1	Hosp. 2	Hosp. 3	Hosp. 4	Hosp. 5	Hosp. 6	Hosp. 7	Hosp. 8	Average
Infrastructure and physical environment	48.57%	71.59%	48.99%	69.28%	48.41%	53.71%	69.86%	48.99%	57.43%
Endowment and material resources	42.86%	66.00%	71.43%	56.00%	40.00%	58.00%	60.00%	48.57%	55.36%
Medicine and health technologies	57.43%	71.11%	61.58%	64.49%	52.22%	58.15%	66.86%	50.89%	60.34%
Human resources	44.35%	79.05%	60.00%	60.00%	33.33%	43.64%	48.57%	52.17%	52.64%
Priority processes	62.22%	90.19%	80.38%	81.89%	74.34%	68.30%	90.19%	35.20%	72.84%
Improvement and quality	44.31%	74.12%	71.76%	68.63%	56.86%	49.02%	68.16%	40.00%	59.11%
Management and leadership	42.22%	77.78%	78.46%	62.96%	48.15%	45.19%	64.44%	36.30%	56.94%
Information, communication and education	37.33%	88.00%	84.00%	69.33%	38.67%	33.33%	70.67%	36.67%	57.25%
Total	50.55%	76.25%	66.77%	67.96%	52.19%	53.81%	69.65%	44.86%	60.25%

Improvement plans for the health care network

1. Appointment and training of a national team of quality of health services.
2. Technical review of the guides and manuals of comprehensive care for pregnant women, childbirth and the puerperium
3. Technical review of the guides and manuals of integral management of supplies and medicines
4. Patient quality and safety program implementation
5. Designation of the assessment of essential conditions as a tool for measuring hospital performance

Recommendations

Resolution capacity of the first level of care: strengthen comprehensive care for pregnant women with diagnostic support systems and risk assessment such as laboratory tests, fetal monitoring and ultrasound.

Integration of the healthcare network for pregnant women: development, strengthening and monitoring of the processes of reference and return of pregnant women and mothers in the puerperium.

Pregnant woman's risk management: develop mechanisms for comprehensive risk management in pregnant women and their conditions of vulnerability that involve the caregiver, the delivery center, early referral, supervised return

Management plan and care routines in hospitals: define strict compliance mechanisms for the assessment and classification of risks of pregnant women, continuous monitoring at all times of care and care, safe environment (beds and cribs), safe care (unambiguous identification, safe use of medications), information and patient education.

Standardization of processes: strengthening processes, guidelines and management protocols for comprehensive care for pregnant women, includes an element of assessment of adherence.

Functionality conditions of health services: develop and strengthen in the countries the regulations related to the conditions of infrastructure, staffing, human resources, technical resources, assistance supports and resolving capacity of health centers and hospitals, especially regarding obstetric services reference

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Assessment of Essential Conditions in health services



Pan American
Health
Organization



World Health
Organization
REGIONAL OFFICE FOR THE
AMERICAS



Universal health
Access and coverage for all

AEC

Assessment of Essential Conditions for the first level of attention and specialized care

Login

You can make a standard Pre-designed Assessment, to start with your Self-Assessment please click on the next button.

Self-Assessment

Coronavirus