Quality Improvement for Emergency Obstetric Care

Toolbook

An Adaptation of COPE®
(Client-Oriented, Provider-Efficient Services)
Contents

List of Figures...................................................................................................................................iv
List of Acronyms/Abbreviations.........................................................................................................v
Acknowledgments...................................................................................................................................vii

Chapter 1 – Introduction: Emergency Obstetric Care Tools and the Quality Improvement Process
  QI Tools for Emergency Obstetric Care...............................................................................................A-1
  The Quality Improvement Process: A Summary..................................................................................A-3

Chapter 2 – EmOC Assessment
  Purpose and Description.....................................................................................................................B-1
  Estimated Time Frame ......................................................................................................................B-1
  Preparing for the EmOC Assessment..................................................................................................B-2
  Using This Tool in the QI Process......................................................................................................B-3
  EmOC Assessment Forms................................................................................................................B-7

Chapter 3 – EmOC Client/Family Interview
  Purpose and Description.....................................................................................................................C-1
  When to Conduct Client Interviews ..................................................................................................C-1
  Estimated Time..................................................................................................................................C-1
  Preparation Required........................................................................................................................C-1
  Using This Tool in the QI Process......................................................................................................C-2
  EmOC Client/Family Interview Form.................................................................................................C-3

Chapter 4 – EmOC Registers and Records Review
  Purpose and Description.....................................................................................................................D-1
  Registers and Records: What’s Needed for QI..................................................................................D-1
  Preparing for Register and Records Review......................................................................................D-3
  Using This Tool in the QI Process......................................................................................................D-4
  Facility Register Review Form ..........................................................................................................D-6
  Client Record Review Form..............................................................................................................D-8
  Death Report Review Form...............................................................................................................D-11
  Statistics Register Review Form .......................................................................................................D-12

Chapter 5 – Client Flow Analysis for EmOC
  Purpose and Description.....................................................................................................................E-1
  Estimated Time Frame ......................................................................................................................E-2
  Preparing for the CFA ......................................................................................................................E-2
  Using This Tool in the QI Process......................................................................................................E-4
  CFA Client Data Form.......................................................................................................................E-12
  CFA Summary Table.........................................................................................................................E-13
Chapter 6 – Brief Case Review

Purpose and Description ........................................................................................................ F-1
How to Select Cases ............................................................................................................. F-1
Case Review Presentation .................................................................................................. F-2
Case Review Form ........................................................................................................... F-3

Figures

Figure 1: Quality Improvement Tools for Emergency Obstetric Care .................................. A-1
Figure 2: Information Gathering and Analysis ....................................................................... A-2
Figure 3: Steps in the Quality Improvement Process .......................................................... A-3
Figure 4: Multiple Whys .................................................................................................... A-4
Figure 5: Action Plan Format ............................................................................................. A-4
Figure 6: Summary Sheet Example ..................................................................................... B-4
Figure 7: Sample Year-by-Year Graph of QI Scores ............................................................. B-5
Figure 8: Sample Action Plan from an EmOC Assessment ................................................ B-6
Figure 9: Emergency Trolley Equipment, Drugs, and Supplies ......................................... B-32
Figure 10: Sample Action Plan from a Records Review ...................................................... D-5
Figure 11: Critical Steps in Caring for an EmOC Client ...................................................... E-1
Figure 12: Definitions of Initial Treatment and Definitive Treatment for EmOC Clients .... E-2
Figure 13: Sample Client Data Form .................................................................................. E-5
Figure 14: Sample CFA Summary Table ............................................................................ E-6
Figure 15: Sample Comparing Time of Arrival to Evaluation ............................................ E-7
Figure 16: Time from Evaluation to Definitive Treatment ................................................ E-8
Figure 17: Individual Client Flow ....................................................................................... E-9
Figure 18: Sample Action Plan .......................................................................................... E-11
**Acronyms/Abbreviations**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMDD</td>
<td>Averting Maternal Death and Disability Program</td>
</tr>
<tr>
<td>CFA</td>
<td>Client flow analysis</td>
</tr>
<tr>
<td>COPE</td>
<td>Client-oriented, provider-efficient</td>
</tr>
<tr>
<td>CPR</td>
<td>Cardiopulmonary resuscitation</td>
</tr>
<tr>
<td>D&amp;C</td>
<td>Dilation and curettage</td>
</tr>
<tr>
<td>EmOC</td>
<td>Emergency obstetric care</td>
</tr>
<tr>
<td>HLD</td>
<td>High-level disinfection</td>
</tr>
<tr>
<td>IV</td>
<td>Intravenous</td>
</tr>
<tr>
<td>MNH</td>
<td>Managing Complications in Pregnancy and Childbirth: A Guide for Midwives and Doctors</td>
</tr>
<tr>
<td>MVA</td>
<td>Manual vacuum aspiration</td>
</tr>
<tr>
<td>QI</td>
<td>Quality improvement</td>
</tr>
<tr>
<td>QM</td>
<td>Quality measure</td>
</tr>
<tr>
<td>TBA</td>
<td>Traditional birth attendant</td>
</tr>
</tbody>
</table>
Acknowledgments

Many individuals contributed their talents and expertise to the preparation of this toolbook and the manual it accompanies.

Within EngenderHealth, individuals who made a significant contribution to its creation and development include Sangeeta Pati, Amy Shire, Julie Becker, and Lauren Pesso. These staff in turn benefited greatly from the invaluable input of the following reviewers in EngenderHealth’s New York and country offices: Isaac Achwal, Jean Ahlborg, S. S. Bodh, Jan Bradley, Akua Ed-Nignpense, Pio Ivan Gomez, Anna Kaniauskene, Joseph Ruminjo, Jyoti Vajpayee, and Grace Wambwa. Additional input was provided by Erin Mielke, Vanessa Cullins, and Rachael Pine. Liz Harvey, Anna Kurica, Lori Leonhardt, Josephine Ventunelli, Marianne Lown (consultant), and Stephanie Greig (consultant) contributed to the editing, design, and production of the manual.

Within the Averting Maternal Death and Disability (AMDD) Program of the Mailman School of Public Health, Columbia University, individuals who made a significant contribution include Zafarullah Gill, Lucille Pilling de Lucena, and Rachel Waxman. Additional input was provided by Deborah Maine, Anne Paxton, and Judith Graeff.

EngenderHealth and AMDD especially wish to thank the following emergency obstetric care facilities, which graciously allowed us to pilot this quality improvement process and tools, and whose staff provided critical feedback on their use and applicability:

- Sawai Madhopur General Hospital, Rajasthan, India
- Gangapur Community Health Center, Rajasthan, India
- Winneba Government Hospital, Ghana
- Jinja MOH Regional Referral Hospital, Uganda
- Centre de Santé de Référence de Bougouni, Mali
- Centre de Santé de Référence de Yanfolila, Mali

EngenderHealth and the Mailman School of Public Health, Columbia University, gratefully acknowledge the support and contribution of the Bill & Melinda Gates Foundation, which has facilitated the preparation of this toolbook and the manual.