

Achieving quality health services for all, through better water, sanitation and hygiene

Lessons from three African countries

Ethiopia

Ghana

Rwanda



World Health
Organization

Achieving quality health
services for all, through better
water, sanitation and hygiene

Lessons from three African countries

Achieving quality health services for all, through better water, sanitation and hygiene. Lessons from three African countries

ISBN 978-92-4-000949-3 (electronic version)

ISBN 978-92-4-000950-9 (print version)

© **World Health Organization 2020**

Some rights reserved. This work is available under the Creative Commons Attribution-NonCommercial-ShareAlike 3.0 IGO licence (CC BY-NC-SA 3.0 IGO; <https://creativecommons.org/licenses/by-nc-sa/3.0/igo>).

Under the terms of this licence, you may copy, redistribute and adapt the work for non-commercial purposes, provided the work is appropriately cited, as indicated below. In any use of this work, there should be no suggestion that WHO endorses any specific organization, products or services. The use of the WHO logo is not permitted. If you adapt the work, then you must license your work under the same or equivalent Creative Commons licence. If you create a translation of this work, you should add the following disclaimer along with the suggested citation: "This translation was not created by the World Health Organization (WHO). WHO is not responsible for the content or accuracy of this translation. The original English edition shall be the binding and authentic edition".

Any mediation relating to disputes arising under the licence shall be conducted in accordance with the mediation rules of the World Intellectual Property Organization. (<http://www.wipo.int/amc/en/mediation/rules/>)

Suggested citation. Achieving quality health services for all, through better water, sanitation and hygiene. Lessons from three African countries. Geneva: World Health Organization; 2020. Licence: CC BY-NC-SA 3.0 IGO.

Cataloguing-in-Publication (CIP) data. CIP data are available at <http://apps.who.int/iris>.

Sales, rights and licensing. To purchase WHO publications, see <http://apps.who.int/bookorders>. To submit requests for commercial use and queries on rights and licensing, see <http://www.who.int/about/licensing>.

Third-party materials. If you wish to reuse material from this work that is attributed to a third party, such as tables, figures or images, it is your responsibility to determine whether permission is needed for that reuse and to obtain permission from the copyright holder. The risk of claims resulting from infringement of any third-party-owned component in the work rests solely with the user.

General disclaimers. The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of WHO concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. Dotted and dashed lines on maps represent approximate border lines for which there may not yet be full agreement.

The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by WHO in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

All reasonable precautions have been taken by WHO to verify the information contained in this publication. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall WHO be liable for damages arising from its use.

Photos © Arabella Hayter/WHO

Design by L'IV Com

Printed in Switzerland



Contents

Contents	iii
Abbreviations	iv
Introduction	1
The global need for quality health services	2
Country highlights	3
The Health Sector Transformation in Quality (HSTQ) in Ethiopia	3
Community engagement in Ghana	4
“Home-grown solutions” and “ <i>imihigo</i> ” contracts in Rwanda	5
Factors influencing improvements in quality of health service delivery through better WASH services	6
Common themes from all countries	6
High-level support and political commitment	6
Local ownership and community engagement	6
Using national and local media to connect and engage with communities	6
Champions for WASH and Quality	6
Institutionalizing leadership to sustain change	6
Multiple mechanisms for encouraging behaviour change	7
Monitoring WASH services to drive quality improvements	8
Creating budget lines for WASH services	8
Involving staff in the development of facility mission statements and values	8
Cross-sector coordination and communication	8
Conclusion	9
References	10
Further reading	11
Acknowledgements	12



Abbreviations

CHMC	Community Health Management Committee
EHAQ	Ethiopian Hospitals Alliance for Quality
FMOH	Federal Ministry of Health
GHS	Ghana Health Services
HGS	Home-grown solutions
HSTP	Health Sector Transformation Plan
HSTQ	Health Sector Transformation in Quality
IPAR	Institute of Policy Analysis and Research
IPC	infection prevention and control
LMICs	low- and middle-income countries
MNCH	maternal, newborn and child health
NHQS	National Healthcare Quality Strategy
UHC	universal health coverage
WASH	water, sanitation and hygiene



Introduction

Achieving *Health for All*, and in particular universal health coverage (UHC), will not happen without fully functioning basic water, sanitation and hygiene (WASH) services in all health care facilities. Such services are needed to provide quality care, ensure adherence to infection prevention and control (IPC) norms and standards and guarantee that facilities are able to provide environments that respect the dignity and human rights of all care seekers, especially mothers, newborns and children. Ensuring basic WASH services also reduces overall health care costs, health service inequities and improves health system resilience, especially when improvements are environmentally-friendly and climate-resilient. The UN Sustainable Development Goals place quality as a central consideration for achieving universal health coverage. SDG target 3.8 calls on countries to achieve UHC, including financial risk protection alongside access to quality essential health care services (1).

WHO, in collaboration with the respective Ministries of Health, undertook series of national situational analyses in three countries (Ghana, Ethiopia and Rwanda) to understand current barriers to change, accountability structures and measures to strengthen WASH in health care facilities and more broadly, the quality of health service delivery. All three countries have ongoing activities on national strategic direction on quality, WASH in health care facilities and IPC. This brief summarizes some of the unique and common methods used across the three countries which resulted in improvements in the quality of care through improved WASH services.





The global need for quality health services

- Data published in 2019 by WHO/UNICEF show that globally, one in four health care facilities lacks basic water services and one in five has no sanitation services, impacting 2 and 1.5 billion people respectively. Furthermore, two out of five facilities do not have hand hygiene facilities at the point of care or safe health care waste management systems (2).
- Between 5.7 and 8.4 million deaths are attributed to poor quality care each year in low- and middle-income countries (LMICs), which accounts for up to 15% of overall deaths in these countries (3).
- 60% of deaths in LMICs from conditions amenable to health care are due to poor quality care; the remaining deaths result from non-utilization of the health system (4).
- High quality health systems could prevent 2.5 million deaths from cardiovascular disease, 900 000 deaths from tuberculosis, 1 million newborn deaths and half of all maternal deaths each year (3).

Table 1. Country data

	Ethiopia	Ghana	Rwanda
Population	108 million	29 million	12 million
Access to basic			
• water	30%	71%	60%
• sanitation	59%	83% ^a	No data
• health care waste management ^b	64%	51%	No data
Maternal mortality^c (per 100 000 births)	401	308	248
Quality strategies	Has a decentralized health	Has a history of quality	Highly decentralized and

预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_24443

