

ACHIEVING QUALITY UNIVERSAL HEALTH COVERAGE THROUGH BETTER WATER, SANITATION AND HYGIENE SERVICES IN HEALTH CARE FACILITIES: A FOCUS ON ETHIOPIA



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SANITATION AND HYGIENE SERVICES IN HEALTH
CARE FACILITIES: A FOCUS ON ETHIOPIA**

Achieving quality universal health coverage through better water, sanitation and hygiene services in health care facilities: a focus on Ethiopia

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TABLE OF CONTENTS

Acknowledgements	5
Abbreviations	6
Executive summary	7
1. Introduction	8
1.1. Why Ethiopia?	9
2. Methodology	10
2.1. Key outcomes and outputs	10
3. National efforts on WASH and quality	12
3.1. Clean and Safe Health Facilities programme (CASH)	12
3.1.1 Integration of CASH and quality	13
3.2. One WASH national programme (OWNP)	14
4. Overview of the Ethiopian health system	15
5. Policy overview of Ethiopia	17
5.1. Quality policy and strategies	20
6. Success and enabling factors of CASH	22
6.1. Leadership and governance	22
6.2. Mentorship and support	23
6.3. Patient, family and community engagement	23
6.4. Accountability mechanisms	24
6.5. Monitoring and evaluation	25
6.6. Partnerships and institutional arrangements	26
7. Bottlenecks and challenges	27
7.1. Integration and coordination of national activities	27
7.2. Limited budget and infrastructure	27
7.3. Limitations of CASH	27
7.4. Human resources	28
7.5. Behaviour change and attitudinal shift	28
8. Recommendations	29
8.1. Ministry of Health	29
8.2. WHO Ethiopia Country Office	30
8.3. WHO headquarters	30
9. Conclusions	31
10. References	32

Annex 1: Mission approach.....	33
Annex 2: Key information questions.....	35
Overview of WASH and quality (Ministry of Health, Regional health bureaux).....	35
Clean and Safe Health Care Facilities initiative (Ministry of Health, CASH focal points) ..	35
Nongovernmental organizations and donors	35
Health care facilities (Managers, environmental health workers, CASH ambassadors)	36
Facility users	36
Facility visit methodology	36
Annex 3: Case study of Alamata District Hospital	37
Background.....	37
Rapid WASH assessment	37
Changes implemented	37
Lessons learned	38
Identified gaps and challenges	38
Conclusions	38
Annex 4: Health sector transformation plan targets	39

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ABBREVIATIONS

APPS	African Partnerships for Patient Safety
CASH	Clean and Safe Health Facilities
CBHI	community-based health insurance
EDHS	Ethiopia Demographics and Health Survey
EHRIG	Ethiopian Hospital Reform Implementation Guidelines
ENHQS	Ethiopian National Health Quality Strategy
EQA	Ethiopia Quality Assurance
FMoH	Federal Ministry of Health
GTP I	Growth and Transformative Plan I
GTP II	Growth and Transformative Plan II
HCF	health care facility
HEP	health extension programme
HEW	health extension worker
HMIS	Health management information systems
HSDP	Health sector development plan
HSTP	Health sector transformative plan
ICAP	International Center for AIDS Care and Treatment Program
IHI	Institute for Healthcare Improvement
IPC	infection prevention and control
IPPS	infection prevention and patient safety
KPI	key performance indicator
MDG	Millennium Development Goals
MIS	management information system
MoFED	Ministry of Finance and Economic Development
MTCT	mother-to-child transmission
NGO	nongovernmental organization
OWNP	One WASH National Programme
QUHC	quality universal health coverage
RHB	Regional Health Bureau
SHI	Social Health Insurance
SDG	Sustainable Development Goals
SOP	standard operating procedure
SPA	service provision assessment
TOR	terms of reference
TOT	trainer of trainers
TWG	technical working group
UHC	universal health coverage
UNICEF	United Nations Children's Fund
WASH	Water, sanitation and hygiene
WHO	World Health Organization

EXECUTIVE SUMMARY

Water, sanitation and hygiene (WASH) in health care facilities are essential for providing people-centred health services. Such services are also one of the key elements of quality within the context of the rapidly evolving landscape of universal health coverage (UHC) across the world. Focused attention on the triangulation between quality, UHC and WASH (both conceptually and in practice) can catalyse improvements in a number of other areas, including health and safety, service delivery, staff morale and performance, health care costs and disaster/outbreak resilience, as well as being linked to, and integrated with, improvements in infection prevention and control (IPC).

A two-week mission was conducted by WASH and quality UHC technical experts from WHO headquarters and supported by the WHO Ethiopia Country Office (WASH and health systems teams) in July 2016, to understand how change in WASH services and quality improvements have been implemented in Ethiopia at national, sub-national and facility levels; to document existing activities; and through the “joint lens” of quality UHC and WASH, to identify and seek to address key bottlenecks in specific areas including leadership, policy/financing, monitoring and evaluation,

patient safety (IPPS), through a focus on behaviour and attitudinal change, as well as providing safer and sufficient WASH services. Key enabling factors for CASH and quality improvement include effective leadership and governance; mentorship and peer-to-peer learning activities; patient, family and community engagement; and accountability mechanisms. Multiple bottlenecks do however remain which have hindered improvements in WASH services and quality. These include a lack of coordination of national activities; inadequate and dated infrastructure; limited technical capacity and guidance documents; limited budget; insufficient human resource capacity; and barriers to behaviour change. CASH does cover all aspects of WASH and environmental health and should be updated to better align with WHO environmental health standards.

This document provides a summary of national actions taken to advance WASH in health care facilities within the context of quality UHC. Key successes and associated enabling factors, as well as factors which improve sustainability, are outlined. Challenges and bottlenecks are also described. Finally, a set of recommendations is provided for consideration by the Ethiopian Ministry

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