

Terms of Reference and Modalities to conduct meeting for Upazila Level Quality Improvement Committee

○ Upazila Committee

Terms of References for Upazila Quality Improvement Committee:

1. Implement QI strategy & Guidelines in all health facilities at upazila level and below
2. Ensure attainment of the Standards for Quality of Care by Public & Private Health Facilities in upazila
3. Monitor and mentor health facilities at upazila level
 - Necessary support for implementation of QI initiatives at upazila facilities
 - Support and ensure hospital administrator/managers/service providers to mentor, motivate and encourage quality improvement teams
 - Monthly supervisory visits to upazila health facilities
 - Ensure regular training and orientation of the QI teams
 - Ensure functioning of the QI teams in health facilities
4. Specific mentoring of facilities at union level facilities and below
 - Conduct quarterly routine supervisory and monitoring visits to the union facilities and below
 - Provide necessary support to establish a functional mechanism of QI activities at the union facilities and below including training and orientations
 - Establish a regular reporting system from the union facilities to upazila level and necessary feedback
5. Regular reporting to higher level on upazila update on QI activities and share feedback in the internal review meeting
 - Monthly reporting to the N-TFC/Div-QIC
 - Sharing of report in internal review meeting
6. Periodic Review of the progress of QI activities
 - Conduct monthly internal review meetings
 - Set targets, roadmaps and site example for best practices
 - Review Quality scores attained by different categories of Public Health Facilities.
 - Provide support for necessary corrections as per need
7. Support quality improvement process
 - Organize yearly QI festival
 - Recognize good performance by the facilities on QI activities
8. View and assess key performance indicators of quality
 - Encourage to follow national key indicator chart
 - Identify champions as model to encourage others
9. Co-opt any member as per requirement

Modalities to conduct internal review meeting for Upazila Quality Improvement Committee:

- a. The Upazila Quality Improvement Committee will meet once in a month.
- b. The Member Secretary will issue meeting notice at least seven working days before the scheduled date of the meeting with the approval of the Chairperson.
- c. While every attempt should be made to ensure that the Chairperson is able to attend the meeting, however, in the absence of the Chair, the Member Secretary shall convene the meeting. Under such circumstances, the minutes of the meeting should be sent to the Chairperson for information and ratification
- d. Member Secretary will ensure the preparation of agenda notes, and action taken reports, which will be circulated in advance to all committee members preceding the DQIC meetings.
- e. An attendance by at least one third of the Committee members will constitute the quorum required for a valid meeting.
- f. Member Secretary will ensure follow-up actions with responsibilities and timelines for the same.

○ **Upazila Health Complex QIC**

Terms of References for Upazila Health Complex Quality Improvement Committee:

1. Ensure adherence to the clinical protocols & quality standards:
Through regular internal assessments, audits, reviews etc the hospital QI committee members should ensure that the protocols, guideline & standards set for a district hospital are being met. Corrective action plans should be initiated for identified gaps.
2. Regular monthly reporting to the N-TFC/D-QIC and sharing of feedback of report in internal review meeting
3. Ensure implementation of QI strategy & guidelines at UHC to attain quality of care
4. Conduct formal training for the staff of facilities with support from the district committees/divisional committees
5. Monitoring and mentoring QI teams
 - Regular inspection, review of QI activities and planning for continuous improvement
 - Provide support for activities of quality improvement teams
 - Ensure regular training and orientation of the QI teams
6. Ensure interdepartmental coordination through liaison with various departments within the facility for effective implementation of QI activities.
7. Periodic Review of the progress of QI activities
 - Conduct monthly internal review meetings.
 - Participate in divisional co-ordination meeting at quarterly interval
 - Conduct quarterly review meetings.
 - Set targets, roadmaps and site example for best practices
 - Review Quality scores attained by teams
 - Provide support for necessary corrections as per need
8. Support quality improvement process:
 - Organize yearly QI festival
 - Recognize good performance by the facilities on QI activities

9. View key performance indicators of quality:
 - Encourage to follow national key indicator chart
 - Develop and maintain facility level indicators chart
 - Identify champions as model to encourage others
10. Co-opt any member as per requirement

Modalities to conduct internal review meeting for Upazila Health Complex Quality Improvement Committee:

- a. Once the Upazila Health Complex QI committee is formed, areas for an initial assessment needs to be identified in the first meeting.
- b. For achieving the standards, the committee will undertake the process of filling the check list, scoring the measurable indicators, summing up area wise and services wise gaps.
- c. Assessment to be carried out and based on its findings follows up actions to be taken.
- d. Monitoring of the follow up actions has to be done in the subsequent meetings.
- e. Assessments should be followed by time bound action plans along with person responsible for each action shall be prepared.
- f. Facility in-charge and hospital manager should do daily rounds to supervise the QI activities and sustain the motivational level of the staff.