



USAID Quality Healthcare Activity

Our Values

Locally driven: Our locally led team and partners are experienced in fostering country-led and locally driven program implementation.

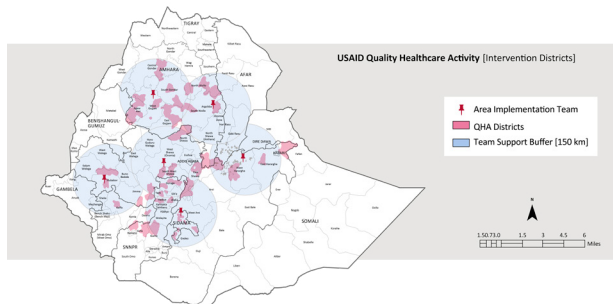
Gender, youth, and social inclusion: QHA will guarantee that diverse equity strata are well considered in the provision of quality health services.

Appreciative inquiry: QHA will foster positive, constructive interactions with the public sector, private facilities, and other community organizations

Cost effectiveness: We will apply our practices of documenting primary cost drivers to determine average costs required to achieve the observed performance improvements.

The **Quality Healthcare Activity (QHA)**, launched in 2023, aims to realize Ethiopia's health quality and equity goals and to improve health outcomes of women and children, over the next five years. Ethiopia's Ministry of Health called for a strengthened foundation to enable better coordination of services and greater continuity of care for women and children. QHA answers that call by improving health facilities' ability to deliver high-quality reproductive, maternal, newborn, child, and adolescent health (RMNCAH) services; increasing quality management and accountability for service delivery; and restoring services in facilities within conflict-affected areas.

Through QHA, our team is building a transformative systems approach to quality that includes continuous and adaptive learning and scale-up of proven strategies and innovations. JSI's sub-partners Institute for Healthcare Improvement; MSI Reproductive Choices, with MSI-Ethiopia; Project HOPE; and the Network of Ethiopian Women's Associations are essential to these efforts.



Intended Targets of QHA

- QHA offers custom fit structural and performance quality improvement interventions across **2,239 health facilities**
- The Activity will be scaled up to **50 woredas**, eventually growing to **67**, through a targeted, focused, and phased approach.
- The **learning, monitoring, and evaluation foundation** of QHA guides data use to strategically inform interventions, directs evidence to enhance outcomes and ensure accountability, and guides innovative and sustainable solutions.

Our Approach

Improve Readiness for, and Delivery of, Quality RMNCAH Services

QHA maximizes the utilization of existing services and enhances quality assurance through reformed tools and guidelines. The Activity will ensure data use for improvement across multiple levels of the health system. We apply appreciative inquiry in our interventions to foster a collaborative and functional support structure.

Enhance Management and Accountability for Quality Service Delivery

QHA is nurturing an environment of individual and team-based partnerships, where our objectives and standards are agreed-upon, and accountability is widespread. Working within these partnerships, QHA is delivering iterative quality improvement interventions tailored to the needs of each recipient. Another critical component in enhancing and standardizing quality service delivery is to ensure the widespread development and use of information through health information systems, databases, digital tools, and guidelines.

Facility Rehabilitation

Prepare health workers, support facility readiness, ensure the continuous availability of alternative service delivery modalities, and cover issues and respond to psychosocial support needs of both providers and the communities in conflict-affected areas. There are various community groups requiring attention in these locations, including internally displaced communities and sexual and gender-based violence survivors. QHA will also use a Center of Excellence strategy to set the agenda for quality in the post conflict situation.

Visit <https://www.jsi.com/project/quality-healthcare-activity/> for more information

Dr. Binyam F. Desta, Chief of Party, QHA
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