



1



## Improving the Quality of Reproductive Health Care Services in Viet Nam

**The role of National Standards and Guidelines for Reproductive Health Care Services**



# Improving the Quality of Reproductive Health Care Services in Viet Nam

## The Role of National Standards and Guidelines for Reproductive Health Care Services

# TABLE OF CONTENTS

	Table of contents .....	i
	Abbreviations .....	ii
	Preface .....	1
1	BACKGROUND AND CONTEXT .....	2
2	THE NATIONAL STANDARDS AND GUIDELINES FOR REPRODUCTIVE HEALTH CARE SERVICES IN VIET NAM .....	5
3	CONSTRAINTS AND CHALLENGES IN DEVELOPING THE NATIONAL STANDARDS AND GUIDELINES FOR REPRODUCTIVE HEALTH CARE SERVICES .....	8
	Format .....	8
	Language and terminology .....	8
	Harmonisation and integration .....	8
	Use of international standards .....	9
4	THE TRAINING .....	10
5	THE MONITORING AND SUPERVISION .....	11
6	CONSTRAINTS AND CHALLENGES TO IMPLEMENTING THE NATIONAL STANDARDS AND GUIDELINES FOR REPRODUCTIVE HEALTH CARE SERVICES .....	12
	Resistance to change .....	12
	Misperceptions .....	13
	Clients-service demand .....	14
	Providers-service supply: some clinical challenges .....	14
	Providers-service supply: some management challenges .....	15
7	THE CONTRIBUTION OF NATIONAL STANDARDS AND GUIDELINES TO IMPROVING THE QUALITY OF REPRODUCTIVE HEALTH SERVICES .....	17
8	FUTURE DIRECTION .....	19
	The role of international support. ....	19
	Evidence based practice .....	20
	Integration .....	21
	The private health sector. ....	22
	Training .....	22
	Presentation .....	23
	Resources. ....	23
	Demand .....	23
9	CONCLUSION .....	25

## ABBREVIATIONS

AIDS	Acquired Immuno-Deficiency Syndrome
CEDAW	Convention on the Elimination of Discrimination against Women
COPE	Client-Oriented Provider-Efficient Services
DOH	Department of Health
HIV	Human Immuno-Deficiency Virus
ICPD	International Conference on Population and Development
MCH-FP	Maternal and Child Health and Family Planning
MDG	Millennium Development Goals
MOU	Memorandum of Understanding
NGO	Non-governmental Organization
NSG	National Standards and Guidelines for Reproductive Health Care Services
RH	Reproductive Health
RHC	Reproductive Health Care
RTI	Reproductive Tract Infections
STI	Sexually Transmitted Infections
UNFPA	United Nations Population Fund
UNICEF	United Nations Children Fund
WHO	World Health Organization

## PREFACE

In December 2005, the Government of the Socialist Republic of Viet Nam and the United Nations Population Fund (UNFPA) completed the Sixth Country Programme (CP6). To mark the end of 5 years of collaboration (2001-2005), UNFPA undertook a series of studies to draw lessons learned and best practices from the programme's implementation.

This report is prepared by Ms Barbara Bale, a reproductive health expert who has long experience of the health care system of Viet Nam. It documents lessons learned relating to the formulation and implementation of the first National Standards and Guidelines for Reproductive Health Care Services (NSG). It is the outcome of a review of secondary sources of information including reports produced by the Government of Viet Nam, particularly the Ministry of Health, and UNFPA project reports. Other sources of information, much of which is available from web sites in the public health domain, have been referenced in the text or as footnotes.

Since its approval by the Government of Viet Nam in 2002, the NSG has been applied nationally with financial support from the government and donors. The NSG is viewed as a key element in the improved performance of reproductive health providers and raising of the quality of services at all levels. This report therefore identifies valuable lessons for the future application of reproductive health programmes by government, NGOs, United Nations agencies and other concerned stakeholders.

I would like to thank Ms. Barbara Bale for her considerable efforts in completing this report. I would also like to thank Dr. Duong Van Dat of UNFPA Viet Nam for his coordination in preparing and publishing lessons learned and best practices from UNFPA's country programmes. Lastly but most importantly, we would like to acknowledge the reproductive health policy makers and service providers, and their clients who are the essence of the UNFPA assistance programme and for whom this publication is intended to benefit. It is UNFPA's wish that the lessons learned and experiences gained from CP6 will be of use to policy makers, programme managers, health professionals and donors in designing and implementing reproductive health programmes aligned with the Millennium Development Goals (MDG) and the commitments made at the International Conference on Population and Development (ICPD) in Viet Nam.

**Ian Howie**  
Representative  
UNFPA in Vietnam

# BACKGROUND AND CONTEXT

## The International Conference on Population and Development 1994

The International Conference on Population and Development (ICPD) was held in Cairo, Egypt, in September 1994. Delegations from 179 States took part in negotiations to finalise a Programme of Action on population and development for the next 20 years. A new strategy, which emphasised the numerous linkages between population and development, focused on meeting the needs of individual women and men rather than on achieving demographic targets. Central to this new approach is empowering women and providing them with more choices through expanded access to education and health services and promoting skill development and employment. The Programme advocates making family planning universally available by 2015, or sooner, as part of a broadened approach to reproductive health (RH) and rights, and called on Governments to make resources available to achieve this. The Programme of Action recommends a set of important population and development objectives, including both qualitative and quantitative goals that are mutually supportive and are of critical importance to these objectives. Among these objectives and goals are: sustained economic growth in the context of sustainable development; education, especially for girls; gender equity and equality; infant, child and maternal mortality reduction; and the provision of universal access to RH services, including family planning and sexual health. It places women's rights, empowerment and health at the centre of social and economic advancement.

## UNFPA assistance to Viet Nam

After the ICPD in 1994, UNFPA was designated as the lead United Nations organisation for the follow-up and implementation of the conference's Programme of Action. RH is a key component in UNFPA's governing framework for action and focuses on assisting countries to meet their RH priorities.

UNFPA has been providing assistance to the Government of Viet Nam for 30 years. During this time, the Sixth Country Programme have been completed and the Action Plan for the 7th Country Programme for the period 2006-2010 has begun implementation.

The nature of UNFPA's support to RH service provision has adapted as the health system of Viet Nam has evolved. From responding to the basic material needs (contraceptives, equipment, drugs, etc.) of the country's population programme and contributing to improving national capacity and family planning services as in the 4th Country Programme, UNFPA now focuses on comprehensive RH care service quality improvement and on changing health service users behaviours. One of the early lessons learnt was that a longer commitment is necessary in order to institutionalise changes, ensure sustainability and to consolidate and extend the gains made. Apart from



strengthening access to, and improving the quality of RH services, appropriate attention needs to be given to changing the practices of health providers and the health seeking behaviour of the community.

## What are National Standards and Guidelines for Reproductive Health care services (NSG)?

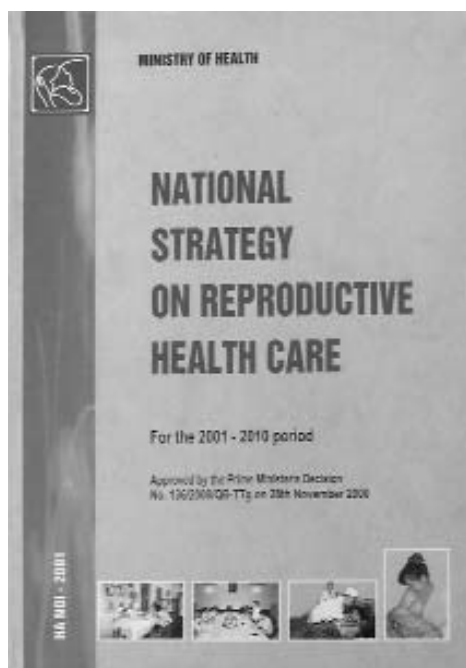
The development and use of NSG are a crucial factor in improving health care services and reducing impediments to quality care. Standards and guidelines are also critical elements in RH education and training, serving as the foundation for curriculum development in both pre-service education and training of practicing professionals.

Standards describe what action should be taken and serve as benchmarks against which to judge performance. Service delivery guidelines provide the detailed, technical information needed to implement national policy. Health care providers use service delivery guidelines in their work as a source of specific, up-to-date information about the health services offered as well as a source of general information to provide quality care.

## What is Quality of Care?

WHO has defined the core elements of quality of care as follows:

- Promotion and protection of health through preventive services (including counselling and education)
- Ensuring accessibility and availability of services
- Ensuring acceptability (including cultural acceptability) of services
- Ensuring standards of practice and technical competence of health care providers
- Ensuring the availability of essential supplies, equipment and medication
- Respectful, non-judgmental client-provider interactions
- Information and counselling for the client and referral when necessary
- Involvement of clients in decision-making
- Comprehensive holistic care integrated into primary health care services
- Continuous monitoring of services
- Ensuring cost-effectiveness and the appropriate use of technology



## The National Strategy on Reproductive Health Care

The Government of Viet Nam developed and approved its first National Strategy on Reproductive Health Care for the 2001-2010 period in 2000 with UNFPA support. A major step towards the implementation of the ICPD Programme of Action, this outlined the goals and objectives for RHC over the next decade, reflecting the situation in the country and acknowledging that reproductive health care activities need a life cycle perspective. The focus is on meeting the reproductive and sexual health needs of individual women, men and couples rather than on demographic targets and takes a comprehensive and integrated RH approach to advance the

objectives of the ICPD to which Viet Nam was a signatory.

The implementation of the National Strategy on Reproductive Health Care<sup>1</sup> for the period of 2001 to 2010 is divided into two phases and a key activity during the first phase (2001-2005) was to:

**“Amend and/or supplement policies and regulation, training materials and documents regulating and guiding the provision of services; execute the strategy for human resource development; strengthen the systems for professional management and monitoring as well as financial and resource management”.**

The development of NSG was viewed as a vital step to operationalise the principles, objectives and actions articulated in the RHC strategy. The NSG would also, according to the RHC strategy,

**“...assist the relevant ministries, committees, governmental and non-governmental organisations and private individuals to improve the quality and sustainability of RHC and to contribute to the successful implementation of the Party's and State's**

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\\_20042](https://www.yunbaogao.cn/report/index/report?reportId=5_20042)

