

QUALITY OF CARE IN FRAGILE, CONFLICT-AFFECTED AND VULNERABLE SETTINGS

TOOLS AND RESOURCES COMPENDIUM

An abstract graphic composed of various overlapping geometric shapes in shades of blue and teal, including circles, rectangles, and polygons, creating a layered, modern design.

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Quality of care in fragile, conflict-affected and vulnerable settings: tools and resources compendium

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Abbreviations

AMR	antimicrobial resistance
AMS	antimicrobial stewardship
BPHS	basic public health service package
DRC	Democratic Republic of Congo
EPHS	Essential Package of Health Services
HeRAMS	Health Resources and Services Availability Monitoring System
HRH	human resources for health
IAWG	Inter-Agency Working Group
ICRC	International Committee of the Red Cross
IFRC	International Federation of Red Cross and Red Crescent Societies
IMAI	integrated management of adolescent and adult illness
IPC	infection, prevention and control
IRC	International Rescue Committee
LSHTM	London School of Hygiene and Tropical Medicine
NCDs	noncommunicable diseases
NHQS	national health quality strategy
NQPS	national quality policy and strategy
OECD	Organisation for Economic Co-operation and Development
PHC	primary health care
PSFHI	Patient Safety Friendly Hospital Initiative
SATS	South African triage scale
SBAR	situation background assessment recommendation
SRH	sexual and reproductive health
UHC	universal health coverage
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNWRA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
USAID	United States Agency for International Development
WASH	Water, sanitation and hygiene
WHO	World Health Organization
WHO-PEN	WHO Package of essential noncommunicable disease interventions

In brief

The Quality of care in fragile, conflict-affected and vulnerable settings: tools and resources compendium represents a curated, pragmatic and non-prescriptive collection of tools and resources to support the implementation of interventions to improve quality of care in such contexts. Relevant tools and resources are listed under five areas: Ensuring access and basic infrastructure for quality; shaping the system environment; reducing harm; improving clinical care; and engaging and empowering patients, families and communities. Cross-cutting products are also signposted.

Who is it for?

A range of stakeholders working in fragile, conflict-affected and vulnerable settings, including but not limited to humanitarian agencies and their coordination bodies (for example the national Health Cluster), ministry of health personnel at national and district levels, public and private health care provider organizations, non-governmental organizations, managers, system leaders and practitioners – as they all work towards improving quality of care.

Why was it developed?

The compendium is a companion to the World Health Organization (WHO) resource *Quality of care in fragile, conflict-affected and vulnerable settings – taking action*. It provides signposts to further resources that support practical action around implementation of quality-related interventions.

How was it developed?

A process of several rounds of scoping searches, tools identification and refinement by the WHO National Quality Policy and Strategy (NQPS) team; collaboration and co-development with technical and humanitarian partners; and focus on meeting priority, context-specific and practical needs have guided the compendium development process. Tools and other resources have been sought based primarily on their utility in supporting implementation of evidence-based interventions for improving quality in fragile, conflict-affected and vulnerable settings.

How should it be used?

The compendium is intended for use in support of the processes outlined in *Quality of Care*



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