



World Health
Organization

Needs Assessment on Quality in Timor-Leste

Step 2 of the Twinning
Partnership for Improvement
between Timor-Leste and
Macao SAR China



Needs assessment on quality in Timor-Leste. Step 2 of the Twinning Partnership for Improvement between Timor-Leste and Macao SAR China

ISBN 978-92-4-151547-4

© World Health Organization 2019

Some rights reserved. This work is available under the Creative Commons Attribution-NonCommercial-ShareAlike 3.0 IGO licence (CC BY-NC-SA 3.0 IGO; <https://creativecommons.org/licenses/by-nc-sa/3.0/igo>).

Under the terms of this licence, you may copy, redistribute and adapt the work for non-commercial purposes, provided the work is appropriately cited, as indicated below. In any use of this work, there should be no suggestion that WHO endorses any specific organization, products or services. The use of the WHO logo is not permitted. If you adapt the work, then you must license your work under the same or equivalent Creative Commons licence. If you create a translation of this work, you should add the following disclaimer along with the suggested citation: "This translation was not created by the World Health Organization (WHO). WHO is not responsible for the content or accuracy of this translation. The original English edition shall be the binding and authentic edition".

Any mediation relating to disputes arising under the licence shall be conducted in accordance with the mediation rules of the World Intellectual Property Organization.

Suggested citation. Needs assessment on quality in Timor-Leste. Step 2 of the Twinning Partnership for Improvement between Timor-Leste and Macao SAR China. Geneva: World Health Organization; 2019. Licence: **CC BY-NC-SA 3.0 IGO**.

Cataloguing-in-Publication (CIP) data. CIP data are available at <http://apps.who.int/iris>.

Sales, rights and licensing. To purchase WHO publications, see <http://apps.who.int/bookorders>. To submit requests for commercial use and queries on rights and licensing, see <http://www.who.int/about/licensing>.

Third-party materials. If you wish to reuse material from this work that is attributed to a third party, such as tables, figures or images, it is your responsibility to determine whether permission is needed for that reuse and to obtain permission from the copyright holder. The risk of claims resulting from infringement of any third-party-owned component in the work rests solely with the user.

General disclaimers. The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of WHO concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. Dotted and dashed lines on maps represent approximate border lines for which there may not yet be full agreement.

The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by WHO in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

All reasonable precautions have been taken by WHO to verify the information contained in this publication. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall WHO be liable for damages arising from its use.

Printed in Switzerland.

CONTENTS

4	Acronyms
5	Executive summary
8	Introduction
13	Approach to the needs assessment
16	Rapid desk review: Timor-Leste National Health System – Quality Focus
19	Needs assessment country visit
22	Needs assessment findings
45	Key themes - stakeholder interviews, facility visits and desk review
48	Key challenges and needs
51	Conclusion
55	Next steps
57	Annexes
63	References

ACRONYMS

ABHR	alcohol-based handrub
APPS	African Partnerships for Patient Safety
CHC	community health centre
CQAH	Cabinet of Quality Assurance in Health
CQI	comprehensive quality improvement
HNGV	Hospital Nacional Guido Valadares
INS	Instituto Nacional de Saúde
IPC	infection prevention and control
MOH	Ministry of Health
NHSSP	National Health Sector Strategic Plan
POCQI	point of care continuous quality improvement
PPE	personal protective equipment
SAR	Special Administrative Region
SEARO	WHO Regional Office for South-East Asia
SDG	Sustainable Development Goals
TPI	Twinning Partnerships for Improvement
UHC	universal health coverage
WASH	water sanitation and hygiene

EXECUTIVE SUMMARY

Without quality care, universal health coverage (UHC) cannot be achieved. The Ministry of Health of Timor-Leste, in pursuit of UHC, is working with partners, including WHO, to place a renewed emphasis on improving the quality of care provided across the health system.

As part of this effort, Timor-Leste and Macao SAR China have entered into a partnership arrangement using the WHO Twinning Partnerships for Improvement (TPI) approach. This approach aims to build sustainable, trusting partnerships; identify opportunities for technical collaboration to spark improvements in care; and facilitate spread of best practice across the system, ensuring that the national direction on quality is informed by implementation experience. Within the systematic TPI approach, a needs assessment has been carried out jointly between the Ministry of Health of Timor-Leste, the Macao SAR China Health Bureau and WHO. The co-developed needs assessment approach involved a desk review of key documents, stakeholder interviews and facility visits. This report outlines the needs assessment findings and recommendations resulting from these.

There are several important assets across the Timorese health system for improving quality. For example, there is a dedicated Cabinet of Quality Assurance within the Ministry of Health with a mandate for improving care, which has started implementing various initiatives. There have been initial efforts to build capacity in quality improvement methods, with pilot sites currently implementing improvement interventions. Saúde na Família, the flagship community health initiative, represents a potentially important platform for engaging communities. There have also been successful efforts at the national hospital to build capacity and understanding about quality of care, supported by a development partner. Indeed, several development partners are working to support improvements in quality, notably WHO and UNICEF. Importantly, there is clear enthusiasm to improve patient care among health professionals and health system leaders.

However, challenges remain. In terms of *leadership and governance*, the Cabinet of Quality Assurance in Health requires further support to deliver its ambitious quality agenda, both in terms of human resources and facilitating engagement with key health system reforms. The *systems environment for quality* could be strengthened by a national strategic direction on quality of care, to engage stakeholders, clarify governance and accountability structures, prioritize interventions and facilitate effective measurement and monitoring. Human resource capacity requires improvement to provide standardized quality care, and there are opportunities to optimize the skills and role of nurses. There appears to be inconsistent knowledge and use of clinical guidelines and standards for common clinical conditions which should be addressed to enable *improvements in clinical care*. Building quality improvement capability across the country could support this effort. Priorities relating to *reducing harm* include effective provision and practice related to IPC and WASH across the health system, with many facilities lacking provision of reliable, safe water supplies and basic supplies like soap and personal protective equipment. Finally, systems are not yet in place for enabling the meaningful *engagement of patients, families and communities* in planning, delivering and assessing care.

Within the Timor-Leste–Macao SAR China TPI, the results of this needs assessment will now be used by both countries to identify action areas that can be addressed through technical collaboration. The process has also played an important role in advancing the conversation on health care quality in Timor-Leste. WHO will work with the Timor-Leste Ministry of Health to develop national direction for quality and improve overall health system quality to enable providers to deliver better quality care.

INTRODUCTION

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_25232

