

INTRODUCING THE WHO QUALITY TOOLKIT

SUPPLEMENTAL OVERVIEW



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Introducing the WHO Quality Toolkit: supplemental overview

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Purpose of the document

This document is intended to help you navigate the web-based *WHO Quality Toolkit*, in order to support its widest possible use. The WHO Quality Toolkit is an online information product providing an interactive and tailored web-based experience for users. It is designed to enable you to find and use the tools most applicable to your work in improving the quality of health services. It supports actions outlined in the *Quality health services: a planning guide (1)*. The Quality Toolkit supports taking action and completing tasks and can be found at www.who.int/QualityToolkit. The online Toolkit will be periodically updated to ensure new WHO tools and resources are included, to best support your work in improving the quality of health services.

This document outlines what you need to know to navigate the online Quality Toolkit, introducing you to the structure and content of that material. It provides an overview of the online Toolkit, its purpose and use. This includes intended audiences, what is contained within the Quality Toolkit, how it is organized and suggests how to start making use of the Toolkit. It also provides additional information on application of the tools contained in the Toolkit. The last two sections of this document provide an orientation to special considerations of how quality of health services can be impacted in any of the four levels in the health system – national, sub-national/district, facility, and community – and the key functions that relate to those respective levels of the health system. By the end of this document, you should be confidently able to access and efficiently use the Quality Toolkit to find the tools you need for your planning for quality and implementation.

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