

Water, sanitation and hygiene:

essential conditions for the safety and quality of care in the provision of health services.

PAHO



Pan American
Health
Organization



World Health
Organization
REGIONAL OFFICE FOR THE
Americas

Strategy for Universal Access to Health and Universal Health Coverage



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STRATEGY AND PLAN OF ACTION TO IMPROVE QUALITY OF CARE IN HEALTH SERVICE DELIVERY 2020-2025

Introduction

1. The Member States of the Pan American Health Organization (PAHO), in 2014, adopted the Strategy for Universal Access to Health and Universal Health Coverage (Document CD53/5, Rev. 2 and Resolution CD53.R14), in which they resolved to move forward in providing universal access to comprehensive, quality, and progressively

A new paradigm that requires three approaches:

1. a health systems and intersectoral approach;
2. actions tailored to each country's context, with the guiding principles of the right to the enjoyment of the highest attainable standard of health for every person, equity, solidarity, ethical decision-making, participation, and the empowerment of people, families, and communities;
3. and decision-making informed by best practices and evidence.

In the context of the Sustainable Health Agenda for the Americas 2018-2030, this proposal presents three strategic lines to improve quality of care:

#1 Implement continuous processes to improve the quality of care to people, families, and communities in the delivery of comprehensive health services.

#2 Strengthen the stewardship and governance of health systems to develop a culture of quality and promote sustained quality improvement in the delivery of comprehensive health services.

#3 Establish financing strategies that promote improvement in quality of care in the delivery of comprehensive health services.

- Improving quality, including safety, requires a systemic approach to provide both individual and population-based services within the community, at every level and each point of care.
- A well organized, resourced and managed health network and public health interventions are required to promote health and comprehensively address the health needs and problems of the population and the communities.

Objective	Indicator	Baseline (2020)	Target (2025)
1.2 Improve the quality of comprehensive health services by strengthening primary care	1.2.4 Number of countries and territories that have at least 80% of health care facilities with safe water and sanitation	27	35

The Assessment of Essential Conditions of Health Services

This methodology arises from the need for the Member States to have access to a parameter for evaluating the results of health services with a focus based on best health practices.

Essential conditions are grouped into categories of criteria that impact the outcomes of service delivery and patient care.

Category # 1 of criteria

Infrastructure and physical environment: It includes the elements associated with the health facilities buildings, their suitability, and maintenance, emphasizing hygiene, sanitation, and comfort. It considers the conditions of physical access and the flow layout of patients, visitors, and health workers within the hospital and its surroundings.

THANK YOU!

