



Universal health

Access and coverage for all

REGIONAL WORKSHOP

Universal Health: Health Systems and Quality in
Healthcare

AGENDA

November 4 y 5, 2015
Washington, DC

Background

The quality of healthcare services is an enduring objective of all health systems in the Region of the Americas.

In 2014, the Member States of the Pan American Health Organization / World Health Organization (PAHO / WHO), through Resolution CD53.R14, entitled "Strategy for Universal Access to Health and Universal Health Care Coverage" agreed on the need to expand equitable access to comprehensive, quality, people and community-centered health services. This creates a mandate that forces the redefinition of approaches and strategies to quality in health services within less vertical and project oriented approaches and framed in a vision of health systems moving toward universal health.

The Regional Forum will seek to initiate the process of analysis to define what are the structural causes and factors in health systems that affect the delivery of quality healthcare services that satisfies the needs and expectations of the population.

The main purpose of this meeting is to begin a debate and work for building consensus to structure a firm proposal on Quality of Care in Health Systems. In order to stimulate the debate, a working document for the discussion will be presented along this agenda. This Forum is not focus to adopt proposals; rather it intends to encourage reflections with the expectation that during the forum will generate new proposals for a broader discussion at country level that will lead us to new strategic positions.

Objetives

- Initiate a regional debate on quality in health systems in the framework of the Universal Health
- Align the conceptual meaning of "quality in health systems"
- Identify the causes and structural factors in health system that affect the provision of health services and also, meet the needs and expectationsof the population.

REGIONAL WORKSHOP

Universal Health: Health Systems and Quality in Health Systems

FIRST DAY

TIME	Session	PRESENTER
8:30-9:00	Registration	
9:00-9:30	Welcome Openingremarks	Dr. James Fitzgerald, Director, Health Systems Department, PAHO/WHO Dr. Francisco Becerra-Posada, Assistant Director, PAHO/WHO
09:30 – 10:30	<i>“Quality: The key role in the Strategy for the Universal Health Access and Universal Health Coverage”</i> Health Systems, Service Delivery & Quality UHC <i>“Health Systems and Quality in Healthcare:Provocation fordebate”</i>	Dr. Amalia Del Riego, , Unit Chief, Access and Services, PAHO/WHO Dr. Shamsuzzoha Babar Syed, Advisor – Universal Health Coverage and Quality, WHO/Geneva Dr. Reynaldo Holder, Regional Advisor- Health Services Organization and Management, PAHO/WHO
10:30 – 11:00	BREAK	
11:00 – 1:00	PANEL # 1: Global Experiences on the strengthening of Quality in Health Systems. Moderator: Mr Trevor Thomas, Permanent Secretary, Guyana. Rapporteur: Dr. Gustavo Vargas i. Challenges and opportunities in strengthening health care quality: lessons from OECD countries. ii. National Quality Strategies and UHC: experiences from Asia, Europe and Eastern Mediterranean iii. Promoting the quality of healthcare for pursuing sustainability of health system. Lessonslearned	Dr. Ian Forde, Program Lead – Quality and Outcomes. Health Division. OECD Dr. Charles Shaw, Consultant, WHO/EURO Dr. Pedro Delgado, Executive Director Head of The Institute for Healthcare Improvement (IHI) for Latin America & Europe.



	iv. Improving quality of care in Latin America: Lessons from programs maternal and child health	Dr. Jorge Hermida, Director, Programs in Latin America, University Research CO., LLC, Ecuador, EC
1:00 – 2:00	LUNCH	
2:00 – 3:30	<p>PANEL # 2: "Quality: Challenges for Health Services"</p> <p>Moderator: Dr. Francisco Neftalí Vásquez, Viceministro de Garantía de la Calidad del Ministerio de Salud Pública, DOR</p> <p>Rapporteur: Sonia Quesada, HSS Advisor, Guatemala</p> <p>i. El Salvador: Implementaciones prácticas de la Calidad en los servicios de salud a nivel nacional</p> <p>ii. Honduras: Proceso de implementación de estrategias de mejora de la calidad en los Hospitales a nivel nacional</p> <p>iii. Argentina: La calidad en la experiencia del Hospital El Cruce, Néstor Carlos Kirchner, Argentina"</p> <p>iv. CONAMED: The view from the users and the conflict resolution in health services</p>	<p>Technical Coordinator: Dr. Reynaldo Holder, Regional Advisor- Health Services Organization and Management, PAHO/WHO</p> <p>Dra. Claudia Suarez, National Coordinator Quality Management Unit of the RIISS</p> <p>Rosario Cabañas, Ministry of Health</p> <p>Dr. Armando Medina, Executive Director of Hospital El Cruce.</p> <p>Dr. Miguel Ángel Lezana. CONAMED, WHO Collaborating Centre</p>
3:30 – 4:00	COFFEE BREAK	
4:00 – 5:00	<p>PANEL # 3 : Quality and Human Resources</p> <p>Moderator: Dr. Omar Flores Velasco, Director of Health Services. Ministry of Health. Bolivia</p> <p>Rapporteur: Dr. Lizette Perez, HSS Advisor, Cuba</p> <p>i. PAHO: The quality of human resources: from different perspectives</p> <p>ii. Cuba: Human resources training to improve the Quality Health System.</p>	<p>Technical Coordinator: Dr. Ricardo Fabrega, Regional Advisor .PAHO/WHO</p> <p>Dra. Rosa Maria Borrell, Regional Advisor, Human Resources Development</p> <p>Dr. Moisés Aramis Santos Peña, Director Hospital Aldereguía (WHO collaborating center)</p>

TIME	SESSION	PRESENTER
08:30 – 9:00	OECD experiences in the international measurement and benchmarking of health care quality.	Dr. Ian Forde, Program Lead – Quality and Outcomes. HealthDivision. OECD
9:00-10:00	<p>PANEL # 4: Medicines and technologies for the provision of Quality Health Services</p> <p>Moderator: Mr. Howard Lynch, Director de Planificación de Políticas de Desarrollo, Ministerio de Salud de Jamaica</p> <p>Rapporteur: Dr. Cecilia Acuña, HSS Advisor, Ecuador</p> <ul style="list-style-type: none"> i. Recursos tecnológicos y la Calidad de los Servicios de Salud ii. Colombia: Challenges and issues in the evaluation of health technologies for improving the quality of health services. Lessons learned in Colombia 	<p>Coordinador Técnico: Eco. Claudia Pescetto</p> <p>Jose Luis Castro, Advisor, MT/HSS</p> <p>Dr. Guillermo Sánchez Vanegas. IETSDirector</p>
10:00 – 10:30	COFFEE BREAK	
10:30 – 12:00	<p>PANEL # 5: "Quality for Universal Health: How to finance Integrated Quality Services for All "?</p> <p>Moderator: Dr. Carlos Gálvez, Head. Department of Health Facilities and Services. Ministry of Health</p> <p>Rapporteur: Osvaldo Artaza, HSS Advisor, México</p> <ul style="list-style-type: none"> i. Quality for Universal Health: How to finance Integrated Quality Services for all? ii. Brasil: Progress and Challenges for Primary Care with Quality Certification 	<p>Technical Coordinator: Dr. Camilo Cid, Consultant in Health Financing, PAHO/WHO.</p> <p>Camilo Cid, PAHO</p> <p>Dr. Alexandre de Souza Ramos, National Consultant, PAHO/WHO. Brazil</p>
12:45 – 2:00	LUNCH	
2:00 – 4:00	PANEL # 6: "Quality: Challenges for the Stewardship of Health Systems"	Technical Coordinator: Dr. Ernesto Báscolo, Regional



	<p>Moderator:Dr. Raul LaTorre. General Director. Service Development and health networks. Ministry of Health</p> <p>Rapporteur:Dr. Carlos Rosales, HSS Advisor, Panamá</p> <ul style="list-style-type: none"> i. Ecuador: The Agency for regulating, controlling and monitoring of the quality of public services, private health, and community. ii. Mexico: National Quality Policy. Lessons learned iii. Perú: Process of accreditation of health institutions. Lessons learned and challenges. iv. Costa Rica: Quality Policy and Patient Safety 	<p>Advisor, Health Policy</p> <p>Dr. Roberto Ponce, National Director of Quality. Ministry of Ecuador</p> <p>Dr. Saiso, Sebastian Garcia, Director General of Quality and Health Education.</p> <p>Dr. Lady Yamaguchi. Executive director. Quality health services. Ministry of Health</p> <p>Dr. Orlando Urroz. CCSS</p>
4:00 – 4:15	BREAK	
4:15 – 5:00	<p>Wrap up</p> <p>Closing</p>	<p>Technical Coordinator: Dra. Amalia Del Riego, , Unit Chief, Access and Services, PAHO/WHO</p> <p>Dr. James Fitzgerald, Director del Departamento de Sistemas y Servicios de Salud</p>