GLOBAL EFFORTS IN MEASURING QUALITY OF CARE

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INTRODUCTION AND OBJECTIVES

A series of measurement efforts have been developed, over the past few decades, in the global health community. All these measurement efforts have their own purposes, and they achieve their purpose. For the policy-makers who want to build a health service delivery measurement system, however, these monitoring and evaluation (M&E) efforts are not sufficient, since the monitoring systems do not provide the institutional and health system level data to allow for the development of solutions. In order for the existing M&E efforts to be used for health service delivery measurement, the properties of all the existing M&E efforts need to be analysed and presented in line with the diverse nature of health service delivery measurement.

As a first step in analysing and presenting global M&E efforts, the Service Delivery Safety (SDS) Department has collated an initial list of 29 different sources within which a range of resources exist for building Member States' M&E efforts, and classified them according to the lens of health care quality.

This publication aims to provide a compendium of resources for countries working to improve the quality of their health services, based on scientific evidence and an objective situation analysis.

It includes 29 different international efforts, which have aimed to measure and report quality of care and/or quality-related health care system measures, at the international level, using pre-determined measurement tools.

METHOD OF RESOURCE COLLECTION

To compile this resource, internet searches were carried out and experts across a number of WHO technical units were approached and asked to complete a survey.

The experts who participated in the survey were Khassoum Diallo (WHO, Health Workforce Department), Kavitha Viswanathan (WHO, Information, Evidence and Research Department), Ahmadreza Hosseinpoor (WHO, Information, Evidence and Research Department), Dirk Horemans (WHO, Service Delivery and Safety Department), Marie-Charlotte Bouesseau (WHO, Service Delivery and Safety Department), Hanna Fahmy (WHO, Mental Health and Substance Abuse Department), Michelle Funk (WHO, Mental Health and Substance Abuse Department), Satvinder Singh (WHO HIV and AIDS Department), Abdisalan Noor (WHO, Global Malaria Programme

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CONTENT AND FORMAT

The resources were classified in different ways, namely: interactive repository, simple repository, measurement guidance, or report. Interactive repository means a web-based data repository through which users can display data for selected indicators, health topics, countries and regions, and then download a customized Excel table.

The resources were also classified according to the different domains of health care quality, continuum of health care needs, foundations of quality, type of available material, and specific topic.

Health care quality is defined as having the following attributes: effectiveness, safety, people-centredness, timeliness, equity, integration of care and efficiency. Health care needs are divided into health promotion and disease prevention, diagnosis and treatment, rehabilitation and palliative care. The foundations of quality imply a workforce, facilities, medications and medical products, as well as data. To help deepen understanding, policy was also added as one of the components.

Table 1 presents the summarized table showing 29 efforts at a glance. Each resource is summarized in a way that provides a brief description of the resource, resource type, responsible organization, year of establishment, brief description, link, type of resource, year it was last updated/published and relevance to quality.

Table 2 displays each of the 29 efforts, with a one-page description for each.

Table 1 Classification of global efforts in measuring quality of care

	No	1	2	3	4	5	6	7	8	9	10
	Resource name	Global Health Observatory	Global Reference List of WHO 100 Core Health Indicators	Monitoring the building blocks of health systems: a handbook of indicators and their measurement	Service Availability and Readiness Assessment(SARA)	Health Facility and Community Data Toolkit	Health Workforce—Data and Statistics	Universal Health Coverage Data Portal(UHC Data Portal)	Joint Assessment of National Health Strategies (JANS) Tool & Guidelines	Health Equity Monitor	Joint External Evaluation Tool - International Health Regulations (2015) (JEE IHR)
Type of resources											
	Interactive repository*	XX						XX		XX	
	Simple repository					XX					
	Measurement guidance		XX	XX	XX	XX	XX		XX		XX
	Report										
Health status		XX				XX		XX		XX	
Performance domains											
	Quality of care domain: Effectiveness	XX	XX		XX	XX	XX	XX	XX	XX	XX
	Quality of care domain: Safety		XX		XX	XX			XX		XX
	Quality of care domain: People-centredness		XX			XX	XX				
	Equity	XX						XX		XX	
	Efficiency	XX									
	Integration of care	XX						XX			
	Accessibility	XX	XX			XX	XX	XX	XX		XX
	Expenditure	XX	XX	XX	XX			XX			
	Timeliness#	XX	XX		XX	XX					
Foundations of quality											
	Workforces	XX	XX	XX	XX	XX	XX	XX	XX		XX
	Facilities	XX	XX	XX	XX	XX		XX	XX		XX
	Drug and medical products	XX	XX	XX	XX	XX		XX	XX		XX
	Data		XX	XX		XX			XX		XX
	Policy		XX	XX					XX		XX
Health care needs											
	Health promotion and disease prevention	XX	XX			XX	XX	XX	XX	XX	XX
	Diagnosis and treatment	XX	XX		XX	XX	XX	XX	XX	XX	XX
	Rehabilitation		XX								
	Palliative care										

* Interactive repository means a web-based data repository through which users can display data for selected indicators, health topics, countries and regions, and download a cutomized Excel table

	No	11	12	13	14	15	16	17	18	19	20
	Resource name	Global Observatory for eHealth	Civil registration and vital statistics (CRVS) and WHO mortality database	WHO MiNDbank (More Inclusiveness Needed in Disability and Development) bank	WHO Mental Health Atlas	UNAIDS data portal for HIV/ANIDS	WHO HIV/AIDS data and statistics portal	AIDS data hub for Asia and the Pacific	World Malaria Report	Global tuberculosis report	Performance Assessment Tool for Quality Improvement in Hospitals(PATH)
Type of resources											
	Interactive repository*	XX		XX							
	Simple repository		XX			XX		XX			
	Measurement guidance	XX	XX		XX	XX	XX	XX			XX
	Report	XX	XX		XX	XX	XX	XX	XX	XX	XX
Health status			XX		XX	XX	XX	XX	XX	XX	
Performance domains											
	Quality of care domains:		XX	XX	XX	XX	XX	XX	XX	XX	XX
	Quality of care domains: Safety					XX		XX		XX	XX
	Quality of care domains: People-centredness				XX	XX	XX	XX			XX
	Equity					XX		XX	XX		
	Efficiency								XX	XX	XX
	Integration of care						XX			XX	
	Accessibility				XX	XX		XX	XX	XX	
	Expenditure				XX	XX		XX	XX	XX	
	Timeliness#	XX				XX		XX	XX		XX
Foundations of quality											
	Workforces	XX			XX			XX			XX
	Facilities				XX	XX		XX			
	Drug and medical products					XX	XX	XX			
	Data	XX					XX				
	Policy	XX				XX	XX	XX			
Health Care Needs											
	Health promotion and disease prevention			XX		XX	XX	XX	XX		XX
	Diagnosis and treatment			XX	XX	XX	XX	XX	XX	XX	XX
	Rehabilitation			XX	XX						
	Palliative care										

* Interactive repository means a web-based data repository through which users can display data for selected indicators, health topics, countries and regions, and download a cutomized Excel table

	No	21	22	23	24	25	26	27	28	29
	Resource name	The Primary Health Care Performance Initiative(PHCPI)	Service Delivery Indicators(SDI) initiative	OECD Health Statistics	Health at a Glance - OECD Indicators (OECD HAG)	OECD Health at a Glance: Asia/Pacific	Health at a Glance: Europe	European Collaboration for Health Care Optimization (ECHO)	European Health Care Outcomes, Performance and Efficiency (EUROHope)	International Consortium for Health Outcomes Measurement(ICHOM)
Type of resources										
	Interactive repository*			XX				XX	XX	
	Simple repository	XX			XX	XX	XX			
	Measurement guidance	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Report				XX	XX	XX	XX	XX	
Health status				XX	XX	XX	XX			
Performance domains										
	Quality of care domains:	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Quality of care domains: Safety			XX	XX		XX	XX		XX
	Quality of care domains: People-centredness	XX		XX	XX					XX
	Equity					XX		XX	XX	
	Efficiency	XX		XX	XX		XX	XX	XX	
	Integration of care	XX						XX	XX	
	Accessibility	XX	XX	XX	XX	XX	XX		XX	
	Expenditure	XX		XX	XX	XX	XX		XX	
	Timeliness#	XX		XX	XX		XX	XX	XX	
Foundations of quality										
	Workforces		XX	XX	XX	XX	XX			
	Facilities	XX	XX	XX	XX	XX	XX	XX		
	Drug and medical products	XX	XX	XX	XX		XX		XX	
	Data			XX	XX		XX	XX	XX	
	Policy				XX					
Health Care Needs										
	Health promotion and disease prevention	XX		XX	XX	XX	XX	XX		XX
	Diagnosis and treatment		XX	XX	XX	XX	XX	XX	XX	XX
	Rehabilitation			XX	XX	XX	XX			XX
	Palliative care									XX

* Interactive repository means a web-based data repository through which users can display data for selected indicators, health topics, countries and regions, and download a cutomized Excel table

No	1
Resource name	Global Health Observatory (GHO)
Responsible organization	WHO
Year of establishment	2013
Brief description	WHO's gateway to health-related statistics covering more than 1000 indicators about its Member States. The data of GHO are organized to monitor progress towards the Sustainable Development Goals (SDGs), including health status indicators to monitor progress towards overall health goals, indicators to track equity in health indicators, and indicators for the specific health and health-related targets of the SDGs. Themes of the GHO include maternal mortality, newborn and child mortality, communicable diseases, noncommunicable diseases and mental health, substance abuse, road traffic injuries, sexual and reproductive health, universal health coverage, mortality from environmental pollution, tobacco control, essential medicines and vaccines, health financing and health workforce, national and global health risks, child malnutrition, drinking water, sanitation and hygiene, clean household energy, clean cities, and violence. It also provides the mortality and global health estimates and health equity monitor. Each theme page provides information on the global situation and trend highlights, using core indicators, database views, major publications and links to relevant web pages. It provides easy access to: • country data and statistics with a focus on comparable estimates; • WHO's analysis to monitor global, regional and country situations and trends.
Link	http://www.who.int/gho/
Type of resource	Interactive repository*
Most recent year of update/publication	2017
Relevance to quality	This resource includes a wide spectrum of data which are necessary to assess the current quality situation, make plans for quality improvement, and check the impact of policies

* The interactive repository is a web-based data repository through which users can display data for selected indicators, health topics, countries or regions, and download a customized table in Excel.

No	2
Resource name	Global Reference List of WHO 100 Core Health Indicators
Responsible organization	WHO
Year of establishment	2015
Brief description	A standard set of 100 indicators prioritized by the global community to provide concise information on health situations and trends, reflecting indicators of relevance for country, regional and global reporting across the full spectrum of global health priorities relating to the MDG agenda, as well as to new and emerging priorities such as NCDs, universal health coverage and other key issues in the post-2015 development agenda. The main objectives are: • to guide monitoring of health results nationally and globally; • to reduce excessive and duplicative reporting requirements; • to enhance efficiency of data collection investments in countries; • to enhance availability and quality of data on results; and • to improve transparency and accountability. The Global Reference List presents the indicators according to multiple dimensions. First, each indicator belongs to one of four domains: health status, risk factors, service coverage and health systems. Second, each indicator is further categorized into subdomains. The third dimension presents the indicators according to levels of the results chain. The Global reference list presents the list of indicators and metadata for each indicator.
Link	http://www.who.int/healthinfo/indicators/2018
Type of resource	Measurement guidance
Most recent year of update/ publication	2018
Relevance to quality	The indicators might be used by countries wanting to monitor, evaluate and diagnose the performances and quality of health care systems.

No	3
Resource name	Monitoring the building blocks of health systems: a handbook of indicators and their measurement strategies
Responsible organization	WHO
Year of establishment	2010
Brief description	A handbook suggesting the components of health systems in the WHO framework in terms of six building blocks which contribute to the strengthening of health systems in different ways: service delivery, health workforce, health information systems, access to essential medicines, financing, and leadership/governance. To provide a set of indicators and related measurement strategies, structured around the WHO framework that describes health systems in six building blocks. The handbook provides a set of indicators and related measurement strategies, structured around the WHO framework in terms of six building blocks which contribute to the strengthening of health systems in different ways. The handbook is divided into six sections, each of which covers one health system component or building block and is set out along the following lines: • introduction to the component and related indicators; • description of possible sources of information and available measurement strategies; • proposed “core indicators”, supplemented, where necessary, by additional indicators that may be used according to the country’s health system attributes and needs.
Link	http://www.who.int/healthinfo/systems/monitoring
Type of resource	Measurement guidance
Most recent year of update/publication	2010
Relevance to quality	It can help countries monitor and evaluate the health system infrastructure which is an essential foundation for improving national health care quality.

No	4
Resource name	Service availability and readiness assessment (SARA)
Responsible organization	WHO
Year of establishment	2013
Brief description	A health facility assessment tool designed to assess and monitor the service availability and readiness of the health sector and to generate evidence to support the planning and managing of a health system. SARA is designed as a systematic survey to generate a set of tracer indicators of service availability and readiness. The survey's objective is to generate reliable and regular information on service delivery (such as the availability of key human and infrastructure resources), on availability of basic equipment, basic amenities, essential medicines, and diagnostic capacities, and on the readiness of health facilities to provide basic health care interventions relating to family planning, child health services, basic and comprehensive emergency obstetric care, HIV, TB, malaria, and noncommunicable diseases. The SARA survey is designed to generate: • a set of core indicators on key inputs and outputs of the health system; • some summary or composite indicators, also called indices, which can be used for general and service specific availability and readiness.
Link	http://www.who.int/healthinfo/systems/sara_introduction
Type of resource	Measurement guidance
Most recent year of update/publication	2015
Relevance to quality	This is a tool used to monitor and evaluate service availability and readiness, which are important components of system level health care quality and performance. A significant portion of the indicators can also be used to monitor quality of care.

No	5
Resource name	Health facility and community data toolkit
Responsible organization	WHO
Year of establishment	2014
Brief description	The aim of this toolkit is to provide an overview of best practices, innovations, tools and methods available to countries in support of strengthening the components of a health facility information system. The materials are presented according to an organizing framework for the key components of a country health facility information system, namely: • governance (an overarching component) • data collection and management • data quality and analysis • data dissemination and use. Within each section, key action steps are identified for countries and examples of available tools and resources are provided to support country action. A checklist of key items and attributes is also provided designed to facilitate the monitoring of progress towards defined standards (also available as a separate spreadsheet). The checklist should be completed in a collaborative process by all stakeholders, including data producers and data users.
Link	http://www.who.int/healthinfo/facility_information_systems
Type of resource	Measurement guidance/Simple repository
Most recent year of update/publication	2015
Relevance to quality	This is a toolkit to monitor and evaluate the service availability and readiness, which are the important component of system level health care quality and performance. Significant portion of the indicators can also be used to monitor the quality of care.

No	6
Resource name	Health workforce — data and statistics
Responsible organization	WHO
Year of establishment	2014
Brief description	Presents data that is cross-nationally comparable on health workers, for all 194 WHO Member States, in an effort to inform decision-making for policies and programmes at the national and international levels. The data presented in the Global Health Workforce Statistics database are compiled from two types of sources: population-based and institution-based records. The database provides two types of data, namely aggregated and disaggregated. This website for health workforce monitoring, also presents resources, including: • a minimum data set for health workforce registry, a standard-based tool for health workforce planners and decision-makers developing an electronic system or modifying an existing information system to count and document all health workers within national and subnational contexts; • National Health Workforce Accounts – A Handbook, which contains a set of 90 core indicators, divided into 10 modules, which aim to provide concise information on the health workforce situation and trends of a country; • Handbook for the monitoring and evaluation of human resources for health, which brings together an analytical framework with strategy options for improving the health workforce information and evidence base, as well as country experiences to highlight approaches that have worked; • WHO country assessment tool: Uses and sources for human resources for health (HRH) data sources and classification of health workforce statistics.
Link	http://who.int/hrh/documents/brief_nhwfa_handbook http://www.who.int/hrh/statistics/hwfstats/en/
Type of resource	Measurement guidance
Most recent year of update/publication	2016
Relevance to quality	The first step in building a high quality workforce with the right skill mix should be a national strategy to address gaps in numbers, distribution and retention of health professionals, who are responsible for delivering high quality health care. Health workforce – data and statistics presents the methodologies and statistics for M&E of health workforces.

No	7
Resource name	UNIVERSAL HEALTH COVERAGE DATA PORTAL (UHC Data Portal)
Responsible organization	WHO
Year of establishment	2016
Brief description	This portal helps track progress towards universal health coverage around the world. It shows where countries need to improve access to services and where they need to improve information. The portal features the latest data on access to health services globally and among each of WHO's 194 Member States, along with information about equity of access. WHO will add data on the impact that paying for health services has on the finances of households.
Link	http://apps.who.int/gho/cabinet/uhc.jsp
Type of resource	Interactive repository
Most recent year of update/publication	2017
Relevance to quality	It summarizes the data essential to monitor and evaluate the current status of universal health coverage. As an increasing number of countries initiate the process of moving towards UHC, there is a unique opportunity to weave quality into the UHC fabric. It is an imperative to safeguard quality where it is now satisfactory, while simultaneously expanding coverage, as well as advancing to higher levels of performance.

No	8
Resource name	Joint Assessment of National Health Strategies (JANS) Tool & Guidelines
Responsible organization	International Health Partnership for Universal Health Coverage 2030
Year of establishment	2011
Brief description	IHP+ is a group of partners committed to improving the health of citizens in developing countries. The IHP+ workplan ties together five action areas, to help make this happen. These are: • to support inclusive national planning processes; • to jointly assess national health strategies and plans (JANS); • to negotiate and agree country compacts or their equivalent; • to report on progress in a more unified way, based on one common results monitoring framework; • to ensure mutual accountability between all stakeholders. IHP+ presents a country planning database, JANS tool and guidelines, One Health Tool, Monitoring and Evaluation Platform, Financial Management Assessment, and Survey tools for monitoring. The Joint Assessment of National Health Strategies is a shared approach to assess the strengths and weaknesses of a national health strategy or plan: • to enhance the quality and relevance of the national health strategy; • to increase confidence in the strategy and help inform decisions about funding, ensuring that funding is closely aligned to the national health strategy; • to reduce transaction costs at country level and cut down multiple assessments and review processes by different agencies. The JANS tool examines the soundness and feasibility of a strategy in five areas: situation analysis and programming, process, costs and budgetary framework for the strategy, implementation and management, and monitoring, evaluation and review.
Link	https://www.uhc2030.org/what-we-do/coordination-of-health-system-strengthening/jans-tool-and-guidelines/
Type of resource	Measurement guidance
Most recent year of update/publication	2016
Relevance to quality	This is a tool to assess the national strategies of countries working towards achieving UHC. As an increasing number of countries initiate the process of moving towards UHC, there is a unique opportunity to weave quality into the UHC fabric. It is imperative to safeguard quality where now satisfactory while expanding coverage, as well as to advance to higher levels of performance.

No	9
Resource name	Health Equity Monitor
Responsible organization	WHO
Year of establishment	2013
Brief description	An interactive data repository which provides an evidence base for equity-oriented interventions, and are a key component of mainstreaming gender, equity and human rights, as well as equity-oriented progress towards universal health coverage. It currently includes reproductive, maternal, newborn and child health indicators, disaggregated by education, economic status, place of residence (rural vs. urban) subnational region and child's sex (where applicable). Data are based on Demographic and Health Surveys (DHS) and Multiple Indicator Cluster Surveys (MICS) conducted in 102 countries, of which 100 are low- or middle-income countries. Core components of the Health Equity Monitor include the database, equity country profiles and interactive visuals. The database presents data for over 30 reproductive, maternal, newborn and child health indicators, collected from more than 280 surveys in 1993–2014. For almost three quarters of the countries, data are available for at least two time points. Equity country profiles highlight disaggregated data for 102 study countries where a DHS or MICS was conducted between 1993 and 2014 and data are publicly available. Interactive visualizations show inequalities in select health interventions and outcomes (latest situation and change over time). The assessment of within-country health inequalities can be facilitated by the Health Equity Assessment Toolkit (HEAT), which is a software application which can be used on desktop computers or laptops, as well as mobile devices. HEAT is organized around two main components; Explore inequality, and Compare inequality.
Link	http://www.who.int/gho/health_equity/en/ http://www.who.int/gho/health_equity/assessment_toolkit
Type of resource	Interactive repository
Most recent year of update/publication	2017
Relevance to quality	It presents the indicators and data for health care equity. Quality health care can be defined as health services that are effective, safe and people-centred. In order to achieve quality health care, health services must be equitable, timely, integrated and efficient.

No	10
Resource name	Joint External Evaluation Tool - International Health Regulations (2015) (JEE IHR)
Responsible organization	WHO
Year of establishment	2015
Brief description	A data-gathering instrument designed to evaluate a country's capacity for achieving health security, including all International Health Regulation and Global Health Security Agenda-relevant capacities across all relevant sectors at the national level. The tool has 19 technical areas arranged according to the following core beliefs: • Preventing and reducing the likelihood of outbreaks and other public health hazards and events defined by IHR is essential. • Detecting threats early can save lives. • Responding rapidly and effectively, using multi-sectoral, national and international coordination and communication. It helps to: • determine baseline capacity, including gaps and needs; • inform the development of implementations plans or roadmaps; • measure progress on work implemented across the IHR Core Capacities; • highlight gaps and needs for current and prospective donors and partners, as well as informing country-level planning and priority setting. The site presents the links for JEE alliance website and documents for monitoring framework for JEE IHR (2015).
Link	https://www.ghsagenda.org/assessments
Type of resource	Measurement guidance
Most recent year of update/publication	2017
Relevance to quality	It provides a country's capacity on preparedness, which is critically important at the national emergency situation including disease outbreak.

No	11
Resource name	Global Observatory for eHealth
Responsible organization	WHO
Year of establishment	2005
Brief description	An initiative dedicated to the study of eHealth—its evolution and impact on health in countries. Its objectives are: • to provide relevant, timely, and high-quality evidence and information to support national governments and international bodies in improving policy, practice and management of eHealth; • to increase the awareness and commitment of governments and the private sector to invest in, promote and advance eHealth; • to generate knowledge that will significantly contribute to the improvement of health through the use of ICT; • to disseminate research findings through publications on key eHealth research topics as a reference for governments and policy-makers. The observatory presents • the data and results of the global survey on eHealth to determine a series of benchmarks at national, regional and global levels in the adoption of the necessary foundation actions to support the growth of eHealth; • a series of publications, including atlas of eHealth country profiles • a directory of eHealth policies, including documents that outline the vision, goals and approaches for the use of ICT for health at the national level, meta-data about each of these documents, a brief summary of the content, and a link to the full text document in the original language of publication.
Link	http://www.who.int/goe
Type of resource	Interactive repository, Measurement guidance, Report
Most recent year of update/publication	2016
Relevance to quality	eHealth plays an important role in improving the quality of care and strengthening the health information systems in countries. Global Observatory for eHealth aims to monitor the countries' progress and provide strategic information and guidance on effective practices and standards .

No	12
Resource name	Civil registration and vital statistics (CRVS) and WHO mortality database
Responsible organization	WHO, UN
Year of establishment	
Brief description	Website which presents the standards, tools, technologies, publications and country profiles to produce civil registration and vital statistics, to register all births and deaths, issue birth and death certificates, and compile and disseminate vital statistics, including cause of death information. International Classification of Diseases (ICD), WHO verbal autopsy instrument, ICD-10 for low-resource settings, Strengthening civil registration and vital statistics for births, Strengthening CRVS resource kit, Comprehensive CRVS Assessment, Rapid CRVS Assessment, Analysing mortality level and cause-of-death data (ANACoD), Performing basic checks on cause-of-death data (CoDEdit) are representative standards and toolkit for CRVS. WHO mortality database is a compilation of mortality data by age, sex and cause of death, as reported annually by Member States from their civil registration systems.
Link	http://www.who.int/healthinfo/civil_registration http://www.who.int/healthinfo/mortality_data/en/
Type of resource	Simple repository/Measurement guidance/Report
Most recent year of update/publication	2016
Relevance to quality	It provides the information for producing mortality which is critically important outcome measures in assessing health care quality.

No	13
Resource name	WHO MiNDbank (More Inclusiveness Needed in Disability and Development) bank
Responsible organization	WHO
Year of establishment	2016
Brief description	Online platform providing quick and easy access to international resources and national/regional level policies, strategies, laws and service standards for mental health, substance abuse, disability, general health, NCDs, human rights and development, and more recently, children and youth, and older persons. It holds over 4000 documents from over 170 countries. The purposes of MiNDbank are; • to allow the sharing of key national resources and best practices across countries; • to bring together the key areas of mental health, substance abuse, disability, general health and human rights to promote a more holistic approach; • to reduce the fragmentation and duplication of information and efforts across and within countries; • to facilitate advocacy; • to promote research.
Link	http://www.mindbank.info/
Type of resource	Interactive repository
Most recent year of update/publication	2017
Relevance to quality	It provides access to evidence-based policies, strategies and laws to improve the quality of care for mental health conditions.

No	14
Resource name	WHO Mental Health Atlas
Responsible organization	WHO
Year of establishment	2000
Brief description	A repository of mental health information in WHO Member States. It provides much of the baseline data against which progress towards the objectives and targets of the Comprehensive Mental Health Action Plan 2013-2020 is to be measured. The Action Plan contains four objectives: • to strengthen effective leadership and governance for mental health; • to provide comprehensive, integrated and responsive mental health and social care services in community-based settings; • to implement strategies for promotion and prevention in mental health; • to strengthen information systems, evidence and research for mental health. The Atlas is the mechanism through which indicators in relation to agreed global targets, as well as a set of other core mental health indicators, are being collected. In collecting this information, the Mental Health Atlas 2014 questionnaire covers critical areas of mental health system development, including governance and financing, human resources, service availability and delivery, promotion and prevention and surveillance.
Link	http://apps.who.int/iris/bitstream/10665/178879/1/9789241565011_eng.pdf
Type of resource	Simple repository/Measurement guidance/Report
Most recent year of update/publication	2015
Relevance to quality	It enables countries benchmark with others to improve the quality of care for mental health conditions.

No	15
Resource name	WHO HIV/AIDS data and statistics portal
Responsible organization	WHO
Year of establishment	
Brief description	A repository of HIV information for WHO Member States, it presents data, news, focused information on key populations, key guidelines. It also provides information on World AIDS Day and publications including “Guidelines on pretreatment HIV drug resistance” and “Guidelines on advanced HIV disease.” It provides the links to the GHO AIDS section to enable interactive analysis.
Link	http://www.who.int/hiv/data/en/
Type of resource	Simple repository/Measurement guidance/Report
Most recent year of update/publication	2017
Relevance to quality	From this portal presented by WHO, countries can acquire information on the evidence- based policies to improve the quality of care quality for HIV and AIDS , and data on quality of care for the HIV/AIDS population.

No	16
Resource name	UNAIDS data portal
Responsible organization	UNAIDS
Year of establishment	
Brief description	Data repository which presents information on HIV/AIDS epidemiology publications, country reporting, data tools, monitoring and evaluation guidance, and clinical information of AIDS. Epidemiology publications include documents on surveillance guidelines and national/subnational estimates of countries HIV/AIDS for each country. Country reporting shows global AIDS monitoring, country progress reports, national commitments and policies instrument, and national AIDS spending assessment. Data tools presents AIDS info, national AIDS spending assessment publications and tools, incidence by modes of transmission, indicator registry, software for national estimates and projections (Spectrum), and global AIDS response progress reporting (GARPR).
Link	http://www.unaids.org/en/dataanalysis
Type of resource	Simple repository/Measurement guidance/Report
Most recent year of update/publication	2017
Relevance to quality	From this portal presented by UNAIDS, countries can acquire information on the evidence-based policies to improve quality of care for HIV and AIDS and data on quality of care for the HIV/AIDS population.

No	17
Resource name	AIDS data hub for Asia and the Pacific
Responsible organization	UNAIDS, UNICEF, WHO, ADB
Year of establishment	2008
Brief description	A data hub providing decision-makers and experts with data on HIV in Asia and the Pacific. It presents data sheets, overview in slides, maps and reviews organized by country or thematic area, for advocacy and evidence-based responses to the HIV epidemic. The Data Hub works: • to collate, analyse, use and share HIV data at various levels (subnational, national, regional and global) and on all major indicators of HIV risk, HIV knowledge and vulnerability, prevalence, infection estimates, economics of AIDS and national responses in 24 Asian and 22 Pacific countries and territories, including data disaggregated by age and sex; • to post updated data on the Data Hub web site and disseminate it to over 3000 subscribers within the two regions through data alerts, e-newsflashes, RSS feeds and social media networks such as Facebook and Twitter; • to collaborate with stakeholders to monitor the AIDS epidemic, identify data gaps, undertake analysis and generate further knowledge of new risks and trends; and • to increase coordination, share more and better data, identify data gaps and foster closer cooperation on HIV and AIDS in the Region by establishing an "ecosystem" of partners that can mutually benefit from participating in and using the Data Hub.
Link	http://www.aidsdatahub.org/
Type of resource	Simple repository/Measurement guidance/Report
Most recent year of update/publication	2016
Relevance to quality	This hub shows measurement guidance of health care quality for HIV/AIDS, and data in countries from the Asia and Pacific regions, which can be used in quality improvement of HIV/AIDS.

No	18
Resource name	World Malaria Report
Responsible organization	WHO
Year of establishment	
Brief description	This annual report summarizes information received from malaria-endemic countries and other sources, and updates the analyses presented in the previous year. It is released every year in December. It assesses global malaria disease trends and changes in the coverage and financing of malaria control programmes between 2000 and 2015, and summarizes progress towards international targets, and provides regional and country profiles that summarize trends in each WHO region and each country with malaria.
Link	http://who.int/malaria/publications/world-malaria-report-2015/report
Type of resource	Report
Most recent year of update/publication	2015
Relevance to quality	From this report, countries can acquire information on evidence-based policies to improve quality of care around malaria treatment.

No	19
Resource name	Global tuberculosis report
Responsible organization	WHO
Year of establishment	1997
Brief description	A global TB report published every year since 1997. The main aim of the report is to provide a comprehensive and up-to-date assessment of the TB epidemic, and of progress in prevention, diagnosis and treatment of the disease at global, regional and country levels. This is done in the context of recommended global TB strategies and targets endorsed by WHO's Member States and broader development goals set by the United Nations. It provides an assessment of the TB epidemic and progress in TB diagnosis, treatment and prevention efforts, as well as an overview of TB-specific financing and research, and discusses the broader agenda of universal health coverage, social protection and other SDGs that have an impact on health.
Link	http://www.who.int/tb/publications/global_report
Type of resource	Report
Most recent year of update/publication	2016
Relevance to quality	From this report, countries can acquire information on evidence-based policies to improve quality of care around tuberculosis treatment.

No	20
Resource name	Performance Assessment Tool for Quality Improvement in Hospitals (PATH)
Responsible organization	WHO EURO
Year of establishment	2004
Brief description	A performance assessment system designed by the World Health Organization to support hospitals in defining quality improvement strategies, questioning their own results and translating them into actions for improvement. The PATH system takes a more comprehensive approach to hospital performance within a framework comprising six dimensions: clinical effectiveness, efficiency, staff orientation, responsive governance, safety and patient centredness. For each dimension, indicators were selected based on their importance and usefulness, potential impact and burden of data collection. Starting with performance measurement, PATH encourages hospitals to learn about their strengths and weaknesses and initiate improvement activities that ultimately help them to fulfill their mission. PATH provides hospitals with a set of indicators with descriptive sheets, a feedback report, a newsletter, a website (www.pathqualityproject.eu) and E-Forum. The PATH Network offers: • the annual International PATH conference and national workshops. • The PATH newsletter which provides information on progress and current events. Here hospitals are invited to share their experiences and improvement strategies. • a structure for twinning projects between individual institutions facilitated via the PATH Network. • Possibilities of training and advice.
Link	http://www.pathqualityproject.eu/requirment_for_performance_measurment.html
Type of resource	Measurement guidance/Report
Most recent year of update/publication	2009
Relevance to quality	It presents the indicators and methodology to measure quality of hospital care.

No	21
Resource name	The Primary Health Care Performance Initiative (PHCPI)
Responsible organization	Bill & Melinda Gates Foundation, World Bank Group, WHO, Ariadne Labs, Results for Development
Year of establishment	2015
Brief description	A partnership bringing together country policy-makers, health system managers, practitioners, advocates and other development partners to catalyse improvements in primary health care in low- and middle-income countries through better measurement and knowledge-sharing. To help countries track key performance indicators for their PHC systems, identifying which parts of the system are working well and which ones aren't and by doing so, to enhance accountability and provide decision-makers with essential information to drive improvements. PHCPI supports stronger PHC through four interconnected areas of work: strengthen performance measurement; generate and share knowledge; promote country-level improvement; and engage partners to build momentum. PHCPI has developed 25 PHC Vital Signs indicators to provide a snapshot of primary health care performance. PHCPI has also started developing a menu of diagnostic indicators to help countries understand the underlying causes of system challenges. The country data for each indicator is presented on the website.
Link	http://phcperformanceinitiative.org/
Type of resource	Simple repository/Measurement guidance
Most recent year of update/publication	2016
Relevance to quality	It shows the indicators and measures to measure quality of primary care and measures of diverse countries.

No	22
Resource name	Service Delivery Indicators (SDI) initiative
Responsible organization	World Bank, African Economic Research Consortium, African Development Bank
Year of establishment	
Brief description	An Africa-wide initiative that collects actionable data on service delivery in schools and health facilities. The SDI data are used to assess the quality and performance of education and health services for decision-makers to track progress over time, and for citizens to hold governments accountable for public spending. SDI surveys are standardized, thus enabling data comparison across countries as well as in-country regions. The indicators are broken down into three categories: provider competence and knowledge, proxies for effort, and availability of key infrastructure and inputs. It has been designed to link with other research studies in education and health to capture the inputs in policy and institutional environment as well as education or health outcomes. The information is collected on the supply side and the intent is to inform the demand side with accountability and results by consumers. The sample design for the SDI is national and disaggregated by rural/urban locations and provider (education and health) type.
Link	http://datatopics.worldbank.org/sdi/ http://www.sdindicators.org/
Type of resource	Measurement guidance
Most recent year of update/publication	2014
Relevance to quality	Since the focus of the Service Delivery Indicators initiative is very much on quality, it can be used to improve the quality of care.

No	23
Resource name	OECD Health Statistics (previously called *OECD Health Data*)
Responsible organization	OECD
Year of establishment	1991 (first electronic edition of *OECD Health Data*)
Brief description	An online database offering a comprehensive source of comparable statistics on health and health systems across OECD countries. It includes a wide range of datasets covering: health expenditure and financing; health status; non-medical determinants of health; health care resources; health workforce migration; health care utilization; health care quality indicators; pharmaceutical market; long-term care resources and utilization; social protection; demographic references; and economic references. It also includes metadata on the complete list of indicators, their definition, national sources and methodologies. The most recent dataset on health care quality indicators in 2016 included 57 indicators under seven dimensions: primary care, prescribing in primary care, acute care, mental health care, patient safety, cancer care, and patient experience. While most of the health statistics contained in the OECD health database is updated annually, the dataset on health care quality indicators is only updated once every two years.
Link	http://www.oecd.org/els/health-systems/health-data.htm
Type of resource	Interactive repository/Measurement guidance
Most recent year of update/publication	2017
Relevance to quality	The dataset on health care quality indicators includes 57 indicators which are being used in OECD member countries.

No	24
Resource name	Health at a Glance - OECD Indicators (OECD HAG)
Responsible organization	Organization for Economic Cooperation and Development (OECD)
Year of establishment	2001
Brief description	Health at a Glance publishes key data on health status and health systems performance in OECD countries, candidate countries and key emerging economies. It was initially published every two years, but since 2010, the OECD-wide edition alternates with a European edition and an Asia/Pacific edition (see the next two items). Based on the OECD conceptual framework for health system performance assessment, the latest version of HAG in 2015 presents key data and indicators on health status, non-medical determinants of health, health workforce, health care activities, access to care, quality of care, health expenditure and financing, the pharmaceutical sector, and ageing and long-term care. A statistical annex provides additional information on the demographic and economic context within which health and long-term care systems operate.
Link	http://www.oecd-ilibrary.org/social-issues-migration-health/health-at-a-glance-2015_health_glance-2015-en;jsessionid=49un8n3jgoh4o.x-oecd-live-03
Type of resource	Simple repository/Measurement guidance/Report
Most recent year of update/publication	2017
Relevance to quality	Since 2007, one chapter of HAG has examined quality of care or the degree to which care is delivered in accordance with established standards and improves health outcomes. HAG 2017 provides comparisons on quality of care for chronic conditions and pharmaceutical prescriptions, acute care for life-threatening diseases such as heart attack and stroke, patient safety, mental health care, cancer care, the prevention of communicable diseases, as well as some important aspects of the patient experience.

No	25
Resource name	OECD Health at a Glance: Asia/Pacific
Responsible organization	OECD, WHO SEARO, WHO WPRO,
Year of establishment	2010
Brief description	This Asia/Pacific edition of Health at a Glance presents a set of key indicators of health status, determinants of health, health care resources and utilization, health care expenditure and financing, and health care quality across 27 Asia/Pacific countries and economies. Each of the indicators is presented in a user-friendly format, consisting of charts illustrating variations across countries and over time, brief descriptive analyses highlighting the major findings conveyed by the data, and a methodological box on the definition of the indicator and any limitations in data comparability. An annex provides additional information on the demographic context in which health systems operate.
Link	https://www.oecd.org/health/health-at-a-glance-asia-pacific-23054964.htm
Type of resource	Simple repository/Measurement guidance/Report
Most recent year of update/publication	2016
Relevance to quality	Since 2012, this publication includes a chapter on quality of care, covering indicators such as childhood vaccination programmes, in-hospital mortality following AMI and stroke, and mortality from different types of cancer.

No	26
Resource name	Health at a Glance: Europe
Responsible organization	OECD, European Commission
Year of establishment	2010
Brief description	This European edition of Health at a Glance presents key indicators of health status and health systems in the 28 EU countries, 5 candidate countries to the EU and 3 EFTA countries. It presents data and indicators on health status, determinants of health, health expenditure, effectiveness and quality of care, access to care, and the resilience, efficiency and sustainability of health systems. The 2016 edition contained two thematic chapters on the links between population health and labour market outcomes, and the important challenge of strengthening primary care systems in European countries.
Link	https://www.oecd.org/health/health-systems/health-at-a-glance-europe-23056088.htm
Type of resource	Simple repository/Measurement guidance/Report
Most recent year of update/publication	2016
Relevance to quality	Since 2012, this publication includes a chapter on quality of care covering indicators related to avoidable mortality, avoidable hospital admissions, prescribing quality in primary care, acute care for life-threatening diseases such as heart attack and stroke, patient safety (e.g., health care-associated infections), cancer care and the prevention of communicable diseases.

No	27
Resource name	European Collaboration for Health Care Optimization (ECHO)
Responsible organization	Institute for Health Sciences in Aragón – IACS; Aragón (Spain)
Year of establishment	2010
Brief description	An international effort using administrative datasets from several European countries to inform decision-makers on unwarranted variations in health care performance. ECHO set about pooling patient-level data from Denmark, England, Portugal, Slovenia and Spain, as well as, contextual information – demographic, socioeconomic, and health care supply data. This knowledge infrastructure allows the evaluation of more than 40 performance indicators, carefully developed to avoid inappropriate cross-country comparisons. The ECHO knowledge infrastructure allows the study of several performance dimensions (equity, effectiveness, safety and efficiency) at international, national, regional, and even provider level. It presents the e-handbook and publications including ECHO atlases (by country) and ECHO reports. There is also an ECHO tool, an interactive data repository which enables authorized users to develop their own research, based on the indicators calculated in ECHO, and export their results as structured reports and Excel files, including graphics.
Link	http://echo-health.eu/
Type of resource	Interactive repository (accessible upon registration only)/Measurement guidance/Report
Most recent year of update/publication	2015
Relevance to quality	This presents the indicators and measured value of hospital performances across different European countries.

No	28
Resource name	European Health Care Outcomes, Performance and Efficiency (EuroHOPE)
Responsible organization	Centre for Health and Social Economics (CHESS) of the National Institute for Health and Welfare (THL), Finland
Year of establishment	2010
Brief description	This is an effort to evaluate the performance of European health care systems in terms of outcomes, quality, use of resources and costs, coordinated by CHESS at THL. It analyses performance by using detailed data pertaining to specific health conditions to illuminate the interconnected aspects, i.e. financing, organizational structures, medical technology choices, responsible for health system performance, health outcomes and expenditure. The project focuses on five important disease groups: acute myocardial infarction (AMI), ischemic stroke, hip fracture, breast cancer and very low birth weight and very preterm infants (VLBWI). Since 2015 the EuroHOPE research infrastructure has updated for AMI, ischemic stroke and hip fracture. The episode-based approach has also extended to include primary health care and social services in a pilot study using data from Copenhagen, Helsinki, Oslo and Stockholm.
Link	http://www.eurohope.info/
Type of resource	Interactive repository/Measurement guidance/Report
Most recent year of update/publication	2017
Relevance to quality	It presents the quality of care indicators and performance data of six European countries (from 2006-2014), namely Finland, Denmark, Hungary, Italy, Norway and Sweden. Performance data are presented by national and regional level in the form of an atlas map application.

No	29
Resource name	International Consortium for Health Outcomes Measurement (ICHOM) Standard Sets
Responsible organization	International Consortium for Health Outcomes Measurement (ICHOM)
Year of establishment	2012
Brief description	ICHOM was founded as a non-profit organization by leaders at Harvard Business School, Boston Consulting Group and the Karolinska Institute, to unlock the potential of value-based health care by measuring and reporting patient outcomes in a standardized way. ICHOM define global standard sets of outcome measures that really matter to patients for the most relevant medical conditions and drive the adoption and reporting of these measures worldwide by health care institutions. The systematic measurement of standard sets of outcomes, will, for the first time, allow global outcome comparisons. This will catalyse a new wave of learning for health care professionals and transform health care systems worldwide; improving health care quality, supporting informed decision-making and reducing health care costs. Since 2012, ICHOM has created standard sets of outcomes that matter most to patients for over 21 medical conditions and population sub-groups being treated for prostate cancer, cataracts, cleft lip and palate, and Parkinson's Disease.
Link	http://www.ichom.org/
Type of resource	Measurement guidance
Most recent year of update/publication	2017
Relevance to quality	ICHOM recommends "Standard Sets," by condition or population sub-group, of essential standardized patient-reported outcomes, clinical outcomes and case-mix factors. This will enable global outcome comparisons to identify where the best outcomes are being achieved and then learn from the processes that they have in place.