THE PRACTICAL APPROACH FOR MONITORING QUALITY IN MATERNAL HEALTH SERVICES IN THE MOUNTAINS OF LESOTHO

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Background and challenges: Partners in Health Lesotho (PHL) has been implementing the maternal mortality reduction program (MMRP) using the accompaniteurs for the pregnant and nursing mothers. Lesotho has the highest HIV prevalence and maternal mortality rate (1155/100000 live births). Less than 50% deliveries occur at the facilities. MMRP has the objectives to; improve women’s health, utilization of HIV services and increase facility-based deliveries.

Intervention and response: PHL implemented MMRP using the assistants (MMRPAs) who are trained, monitored and supervised, to strengthen community partnership. Ongoing quality improvement takes place with the use of appointment diaries, MMRPAs supervisors, payment deductions for home deliveries, revised population estimates and target based approach, door-door surveillance, manuals for MMRPAs and trainers, ultrasound training and performance based financing system.

Results and lessons learned: MMRP is the best approach towards monitoring quality of maternal and child health services in the mountains of Lesotho, from 2009 there have been increased facility based deliveries by 350% and no reported maternal death.

Conclusions and key recommendations: Training, monitoring, supervision and strengthened community partnership is the best strategy for ongoing quality improvement at facility and community level.