**Raising Standards in Reproductive Health: Experience in Implementing Protocols at Moi Teaching & Referral Hospital, Eldoret**

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**Background**: Protocol-based care has been found to improve quality and equity in health services by addressing issues of what should be done, by whom, where and when. Unfortunately, many facilities in resource-constrained settings operate without the use of protocols. Moi Teaching and Referral Hospital is the second referral hospital serving Western Kenya and is the teaching hospital for the College of Health Sciences of Moi University. In 2009, we set out to develop protocols at the division of Reproductive Health to standardize care in keeping with the hospitals vision of quality and affordable health care.

**Methods**: In 2009, we initiated a systematic way of developing and implementing protocols in Reproductive Health. Once a need for a protocol is identified, staff members are assigned to draft a protocol for presentation during the monthly protocol meeting. At the meeting, nursing, clinical officer and medical staff deliberate on the draft and disseminate the edited draft electronically. Critical debate is encouraged and we aim to finalize a draft for approval within a month. Once consensus has been achieved, the division chair approves the use of the protocol in the target areas, which are made available in folders and used for teaching.

**Results**: From 2009-2012, we have developed 34 protocols, of which 17 cover Obstetrical care, 4 Gynaecological care, 4 both OB and GYN care and 9 administrative issues. Protocols are available at point-of-care and there are plans to print the protocols in pocketbook format. We have audited and revised 2 protocols.

**Conclusion**: It is possible to develop and implement institutional protocols at a health facility. To gain buy-in by all staff, it is necessary to have a multi-disciplinary approach with involvement of all cadres in the development and implementation. A system of analysis and audit to assess impact needs to be developed.