**Concept note**

Life Course Quality of Care Metrics

Technical Working Group In-person meeting

**5-7 December 2022**

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Background

The Life Course Quality of Care Metrics Technical Working Group for Maternal Newborn Child and Adolescent Health and Ageing (MNCAHA) - herein after referred to as the LCQM – TWG - was established in 2021 to develop and promote the use of harmonized methodology, framework, guidance, and tools for quality of care measurement across the life course, and to support global and national quality of care measurement efforts for MNCAHA.

This TWG is linked to WHO’s MNCAHA measurement Technical advisory groups (TAGs). It is co-convened by WHO and UNICEF as the secretariat, and co-chaired by 3 experts (1 from WHO and 2 from partner organizations). Its membership consists of three groups whose roles are explained below.

1. **Members from the life course measurement TAGs**: Each measurement TAG has nominated 1- 2 individuals in their group with expertise in quality of care measurement. The nominated members represent their respective TAGs in various workstreams set up by the LCQM – TWG and report back to their respective TAGs the outcomes of the LCQM-TWG for discussion and action.
2. **Members from other relevant WHO departments**: Given the cross-cutting role of the LCQM – TWG, and its focus on developing normative products and supporting country implementation of quality of care measurement initiatives, additional experts from WHO’s PHC, IHS, HDC, and TEAM departments/units were invited to join the LCQM - TWG to provide complementary and specialized expertise to the LCQM - TWG.
3. **External pool of experts, partners, and observers:** Given the cross-cutting agenda of the LCQM -TWG and the focus on country support, an external pool of experts working in the QoC measurement space are critical in ensuring that the recommendations made reflect varying contexts across countries and are informed by the ever-evolving evidence base. To better align with other global quality of care measurement initiatives, members from other technical and implementing partners who are interested in or leading work in the quality of care measurement space were selected to partake in specific technical discussions and to provide technical support in various workstreams. Representatives from donor agencies who may have a stake in such discussions or workstreams are also involved.

By leveraging existing global and country level networks and expert measurement groups, the TWG aims to support WHO in the development of a harmonized and standardized framework and methodology for developing, testing, and implementing quality of care indicators across the life-course. In consultation with other relevant departments in WHO and partners leading global initiatives in this area, the TGW also helps MCA identify the need for, and where possible co-leads the development of standardized life course (or life stage-specific) normative and technical products to guide quality of care measurement, monitoring and reporting efforts at service point, subnational, national, and global levels. The TWG also implements or supports the implementation of select technical recommendations from the MNCAHA measurement TAGs related to quality of care measurement, develops actionable recommendations for emerging quality of care measurement challenges and opportunities across levels. The group also participates in global efforts aimed at supporting countries in the operationalization of quality of care measurement guidance and tools at national, subnational, and service levels, and develops and/or coordinates the implementation of a research agenda to support normative workstreams around quality of care measurement across the life-course.

The TWG has thus far met 3 times since it was established to discuss the draft terms of reference for the TWG and develop priorities for 2022 and 2023. Since then, task teams have been established within the TWG to lead specific thematic workstreams which require specialized expertise. The general purpose of the 3-day in-person meeting is to create a conducive environment for the TWG members to get to know each other more and hone down on the core functions of the TWG, and most importantly, to have focused time for members in these task teams to work intensively together to advance priority workstreams for 2022 & 2023.

Meeting objectives

The meeting will bring together WHO staff, global experts (within and outside the LCQM TWG membership), partners, and donors with a stake/interest in quality of care measurement across the life course to achieve the following:

1. To present and discuss MCA’s vision and interim strategy around quality of care measurement for the life course
2. To map key global quality of care measurement initiatives currently underway and discuss potential synergies between WHO and partners as key players
3. To present and agree on the core functions of the LCQM TWG and its strategic positioning within the MCA’s vision and donor landscape
4. Based on the MCA’s strategy vision and potential donor interest, to identify and agree on strategy areas which need attention over the next 5-7 years and agree on a short to medium term action plan
5. To create an enabling environment for 3 task teams leading the following workstreams for the 2022-2023 to advance their work and benefit from input that will be provided by the broader TWG members.
* *Priority 1*: Task team 1 (Estimating quality-adjusted coverage of Reproductive, Maternal, Newborn, Child, and Adolescent Health and Nutrition interventions at country level: A step-by-step manual for programme managers)
* *Priority 2*: Task team 2 (A conceptual framework and tool for developing quality of care indicators for routine and non-routine measurement and reporting for maternal, newborn, child, and adolescent health programming)
* *Priority 3*: Task team 3 (Common framework for conceptualizing patient-reported outcome measures (inclusive of experience of care/respectful care)

Expected outcomes

1. All meeting participants are aware of and have had an opportunity to contribute to MCA’s vision and interim strategy around quality of care measurement for the life course
2. All meeting participants are aware of key global quality of care measurement initiatives currently underway and potential synergies between WHO and partners around these initiatives are discussed
3. The core functions of the LCQM TWG are discussed and agreed upon by meeting participants
4. Strategic position of the LCQM TWG within MCA’s vision and donor environment is identified
5. A short to medium term action plan is drawn around what the LCQM TWG could focus on for the next 5-7 years
6. The three task teams within the TWG which are leading already funded workstreams (2 of which are WHO’s approved technical products) significantly advance their work by the end of the meeting.