



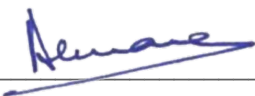
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## Policy

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# United Nations Healthcare Quality and Patient Safety Standards

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# Policy on United Nations Healthcare Quality and Patient Safety Standards

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## A. PURPOSE AND RATIONALE

1. The overarching goal of this policy is to introduce standards of Healthcare Quality and Patient Safety (HQPS). These standards are intended to reduce preventable harm to all United Nations personnel and any other person treated in United Nations health facilities by systematizing performance and improving the safety and quality of treatment provided in all United Nations medical facilities.
2. The HQPS standards are meant to equip United Nations medical personnel with the knowledge and guidance to optimize patient outcomes.
3. The Healthcare Quality and Patient Safety (HQPS) standards are detailed in the following publications:
  - [United Nations Manual for Healthcare Quality and Patient Safety – Level 1 Clinics \(2020\)](#);
  - [United Nations Manual for Healthcare Quality and Patient Safety - Level 1+, 2 and 3 Medical Facilities \(2019\)](#);
4. The HQPS standards complement the most current editions of the Medical Support Manual for United Nations Field Missions and the Manual on Policies and Procedures concerning the Reimbursement and Control of Contingent-Owned Equipment of Troop/Police Contributors Participating in Field Missions (COE Manual).
5. This policy has been prepared by the Department of Operational Support (DOS), Office of Support Operations (OSO), Division of Healthcare Management and Occupational Safety and Health (DHMOSH).
6. Due to the increasing demands and challenges, a multiplicity of current and emerging threats, and hazards faced by peacekeepers in field missions, it is critical that the United Nations be able to provide a robust, timely and consistent medical support system for all personnel through standardized procedures for quality healthcare management and patient safety.

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## B. SCOPE AND APPLICABILITY

7. This policy shall apply to all United Nations Level 1, Clinic, Level 1+, medical facilities and their personnel in field missions administered by the Departments of Operational Support, Department of Peace Operations (DPO) and Department of Political and Peace-building Affairs (DPPA). It covers all medical personnel in the UN Healthcare facilities in the field.
8. This policy should be read in conjunction with the most current editions of the Medical Support Manual for United Nations Field Missions, the COE Manual and all other relevant documents pertaining to medical care in field missions.

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## C. PRINCIPLES

9. Quality in healthcare is currently described across several domains. The United Nations healthcare quality approach broadly adopts the framework put forth by the Institute of Medicine (IOM)<sup>1</sup>, which includes the following six aims for the health care system:
  - 9.1. *Safe*: Avoiding harm to patients from the care that is intended to help them.

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<sup>1</sup> Institute of Medicine. 2001. Crossing the Quality Chasm: A New Health System for the 21st Century. Washington, DC: The National Academies Press. <https://doi.org/10.17226/10027>.

- 9.2.*Effective*: Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and misuse, respectively).
- 9.3.*Patient-centered*: Providing care that is respectful of and responsive to individual patient preferences, needs and values and ensuring that patient values guide all clinical decisions.
- 9.4.*Timely*: Reducing waits and sometimes harmful delays for both those who receive and those who give care.
- 9.5.*Efficient*: Avoiding waste, including waste of equipment, supplies, ideas and energy.
- 9.6.*Equitable*: Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location and socioeconomic status.

## D. ROLES AND RESPONSIBILITIES

10. **Member States Contributing Health Facility**: All Member States contributing Level 1, 1+, 2, 2+ and 3 medical facilities shall comply with the HQPS standards. Compliance with the HQPS standards shall be assessed after deployment to the mission. Only DHMOSH HQPS Certified Assessors can conduct an HQPS assessment.<sup>2</sup>
11. **Division of Healthcare Management and Occupational Safety and Health (DHMOSH)**: DHMOSH is responsible for medical standards for the United Nations and subsidiary organs. This role includes the formulation and review of United Nations medical standards, medical policies and guidelines, and ensuring coordination and monitoring of their system-wide implementation. DHMOSH shall provide overall governance, oversight and advice on the standards and the hospital assessment process, including advice during HQPS assessments conducted by HQPS Certified Assessors.
12. **Chief Medical Officer (CMO)**: The CMO is the senior ranking civilian medical officer in a field mission. The CMO technical authority supersedes the authority of all other medical officers (military and civilian) in the mission. The CMO shall plan, organize, manage, supervise and coordinate all medical services in missions, in accordance with the HQPS standards. They shall be accountable for ensuring that all health facilities in the mission comply with the HQPS standards.
13. **Force Medical Officer (FMO)**: The FMO is the senior ranking military medical officer within the peacekeeping force. They are the medical adviser to the Field Commander on all military and operational tactical medical matters. Under the authority of the CMO, the FMO shall conduct functional inspections, assessments, surveys and exercises in T/PCC medical facilities.
14. **Commanding Officers of Military Medical Facilities**: The Commanding Officer of each medical facility shall ensure its compliance with all HQPS standards.

## E. ABBREVIATIONS, TERMS AND DEFINITIONS

15. Abbreviations:

Abbreviations	Definitions
CMO	Chief Medical Officer
COE	Contingent-Owned Equipment

<sup>2</sup> All T/PCC medical facilities are required to implement the HQPS standards, in line with 2023 COE Manual.

<b>DHMOSH</b>	Division of Healthcare Management and Occupational Safety and Health
<b>DOS</b>	Department of Operational Support
<b>DPO</b>	Department of Peace Operations
<b>DPPA</b>	Department of Political and Peace-building Affairs
<b>FMO</b>	Force Medical Officer
<b>HQPS</b>	Healthcare Quality and Patient Safety
<b>IOM</b>	Institute of Medicine
<b>OSO</b>	Office of Support Operations
<b>T/PCC</b>	Troop/Police Contributing Countries

16. Definitions:

Terms	Definitions
<b>Compliance with Standards</b>	Demonstrated performance by the hospital that conforms to the HQPS Standards.
<b>Healthcare Quality and Patient Safety (HQPS) standards</b>	Set of healthcare standards that require compliance by Level 1 clinics, Level 1+, 2, 2+ and 3 field hospitals
<b>Assessment</b>	The process of determining compliance with the HQPS standards through on-site clinical observation, staff interviews and document reviews
<b>On-site visit</b>	A visit by United Nations staff to the hospital to assess compliance with the standards

## F. REFERENCES

17. [UN manual on healthcare quality and patient safety level 1 Clinics \(2020\)](#)
18. [UN manual on healthcare quality and patient safety level 1+ 2 and 3 medical facilities](#)
19. [Medical Support Manual for United Nations Field Missions \(2024\)](#)
20. [Manual on Policies and Procedures concerning the Reimbursement and Control of Contingent-Owned Equipment of Troop/Police Contributors Participating in Field Missions \(COE Manual\) \(A/78/87\)](#)
21. [Institute of Medicine. 2001. Crossing the Quality Chasm: A New Health System for the 21st Century. Washington, DC: The National Academies Press](#)
22. [Joint Commission International Accreditation Standards for Hospitals, 8th Edition](#)

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## **G. MONITORING AND COMPLIANCE**

23. DHMOSH has the overall authority for oversight, monitoring and assessment of the compliance with this Policy.

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## **H. HISTORY**

24. This is the second edition of this policy. It supersedes the United Nations Policy on Standards for Healthcare Quality and Patient Safety (DHMOSH/SOP/January/2020).