



# More than Access: Quality in SF Networks

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# QUALITY

How do you ***enforce*** quality standards in facilities you do not own?

# Structural Determinants

Knowledge and Skills

Equipment

Supplies

Infrastructure

Commodities

Continuum of care



# Behavioural Determinants

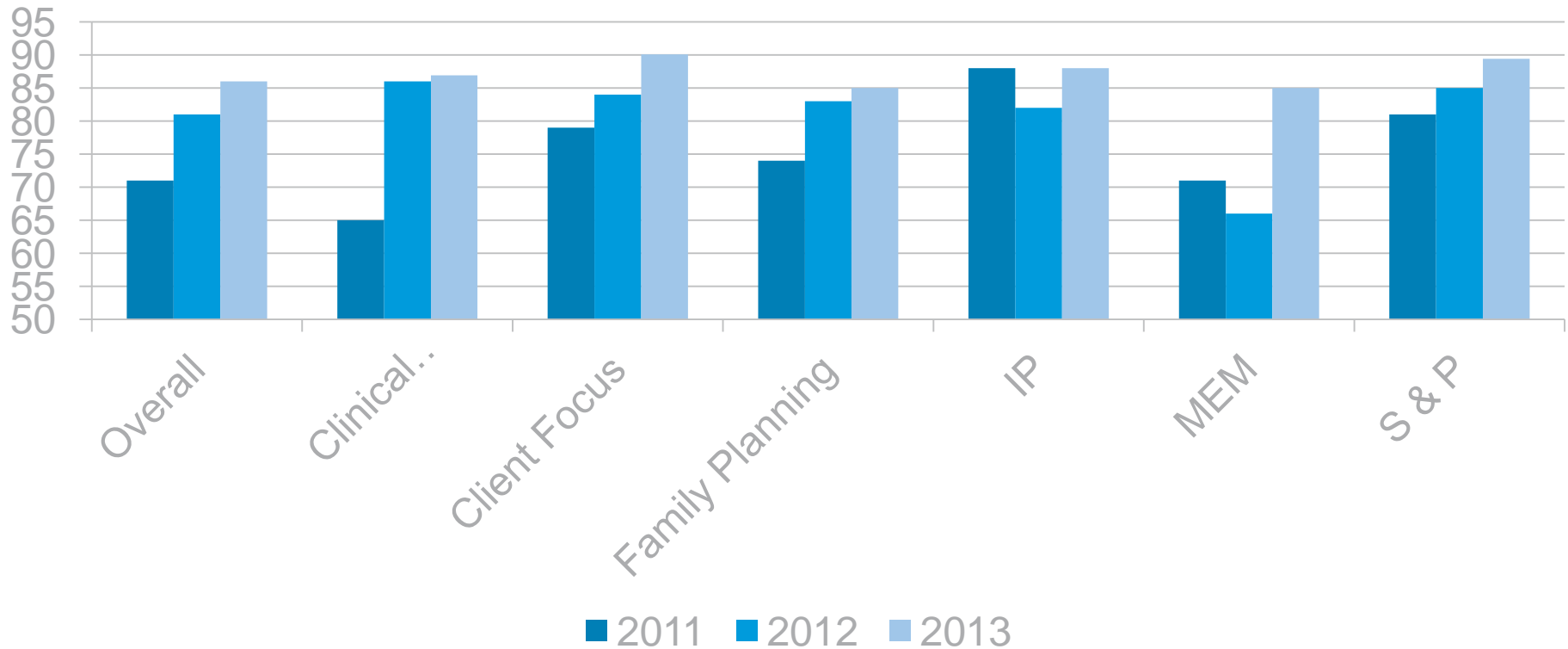
# Enforce or Influence?

# Value Proposition

How do we create a franchise offering that creates value for your franchisees?



# QTA Performance 2011-2013





# MSI QTA Scores Across Channels

	Clinics and Outreach	Social Franchise
2010	85%	n/a
2011	87%	n/a
2012	92%	81%
2013	95%	87%

# We are not declaring victory!



- What gets **measured** gets done
- Expansions of **scale** and **scope**
- Challenges with **continuous** quality monitoring

# Key Messages

- Private providers also share our quality agenda
- Addressing behaviour requires understanding our providers
- We require constant innovation in QA at scale to keep pace with SF growth

# Towards: Access with Quality



# THANK YOU

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