

**EM/RC47/R.8 QUALITY ASSURANCE AND IMPROVEMENT IN HEALTH
SYSTEMS WITH SPECIAL REFERENCE TO PRIMARY
HEALTH CARE: A SHARED RESPONSIBILITY**

The Regional Committee,

Having discussed the technical paper on quality assurance and improvement (QA/I) in health systems with special reference to primary health care: a shared responsibility¹;

Acknowledging that QA/I is a planned and systematic approach to improving, monitoring and assessing the quality of health services on a continuous basis within the available resources;

Recognizing the importance of instituting a process of QA/I especially at primary health care level, to ensure that health services are both cost-effective and responsive to public needs;

1. **CALLS UPON** Member States to:
 - 1.1 Institutionalize quality in primary health care in the search for efficiency, equity and user satisfaction;
 - 1.2 Provide committed leadership, build new partnerships with civil society and mobilize adequate resources to sustain QA/I in primary health care;
 - 1.3 Measure performance in primary health care on a regular basis and introduce motivating factors to encourage proactive involvement of all primary health care staff in QA/I efforts;
2. **REQUESTS** the Regional Director to integrate QA/I principles in all WHO-supported programmes.

¹ Document EM/RC47/7