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Effective Leadership for Quality Improvement in Health Care: A Practical Guide

One of the greatest opportunities to improve the quality of health services in low and middle-income countries (LMICs) – and meet global health goals, such as the Sustainable Development Goals (SDGs) and the UNAIDS 95-95-95 goals– is through enhanced leadership. Leadership and country ownership for QI are instrumental in creating the energy, excitement, teamwork, and shared learning needed to design and implement QI at scale from the national to the local levels, and to sustain gains.

Effective Leadership for Quality Improvement in Health Care: A Practical Guide is for those who are leading or want to lead quality improvement activities from design to postimplementation. The guide is oriented to leaders of all levels – community, health facility, district, regional, and national – and is suitable for leaders who want to support improvement focused in all health service areas. The guide builds on existing leadership and quality improvement frameworks.

The guide is developed in a self-study format for continuous learning and includes the following key sections:

- Section 1: Key leadership qualities and attributes
- Section 2: Recommendations for demonstrating key competencies
- Section 3: Leading quality improvement efforts: Case examples for HIV/AIDS service improvement

Basic knowledge of quality improvement principles, methods, and tools are recommended as the guide does not attempt to teach the science of quality improvement. Leaders are advised to use the resources provided in the appendices if they need to enrich their knowledge in quality improvement, methods, and tools.

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