



Quality assurance: Reflections from the field



Quality: Our expectations have evolved

We once had lower expectations than those of our own providers.

We now have the same expectations.

Why? Quality is quality, it's not subjective.

Expectations of our franchisees

Putting quality and the client at the centre

Attend trainings and maintain competency

Adopt MSI quality assurance and supportive supervision requirements

Report through global MSI systems and structures

Quality is quality



Expectations of our teams to achieve this

Provide training on core services and cross-cutting clinical skills (IP, MEM)

Appropriate supervision structures for any one not achieving Level 1 competency

Annual internal clinical quality audits of every franchisee

Conduct competency assessments initially and every year

Conduct annual continuous supportive supervision visit for every provider

Conduct quarterly monitoring and supervision visits

Challenges to meeting these expectations

Franchising of low-
mid level facilities

Limited resources
and capacity

High turnover within
franchisees

Client volumes can
be low

Challenges meeting these expectations

Quality assurance is resource intensive

Providers and sites vastly higher than outreach and centres

Third party providers so more challenging to influence than own employees

Varying expectations of quality

Quality: Making it work

Commitment from both sides from the start

Consistent support system for each franchisee – getting the ratios right

Innovation in response to the specific challenges – tailor the support

Keep our value proposition to the franchisee clear – we are in this for the client



Thank you