



**INTER-AMERICAN DRUG ABUSE
CONTROL COMMISSION
CICAD**

Secretariat for Multidimensional Security

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ICQ: CREATING QUALITY TREATMENT THROUGH QUALITY ASSURANCE

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**CREATING QUALITY TREATMENT
THROUGH QUALITY ASSURANCE**

AREAS TO BE COVERED

1

Quality and international guidance

2

QA mechanisms and supports to improve quality in SUD treatment

3

Areas of focus in Canada and a personal reflection

WHAT IS QUALITY IN DRUG TREATMENT?

QUALITY



**Quality is ...
something of a known
standard or 'degree of
excellence'**



World Health Organisation

- *Quality is “the extent to which health care services provided to individuals and patient populations improve desired health outcomes”.*

Treatment must be

- *safe;*
- *effective;*
- *timely;*
- *efficient;*
- *equitable; and*
- *people-centred*

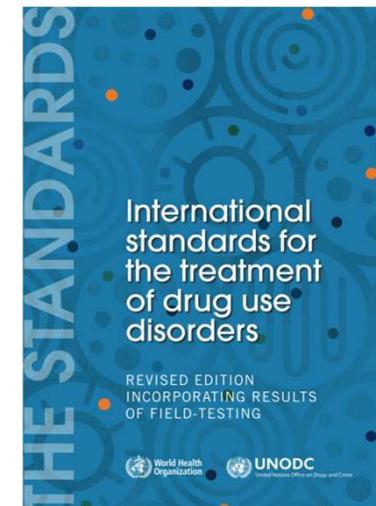


INTERNATIONAL GOALS AND AGREEMENT ON ETHICAL, EVIDENCE-BASED PRACTICE IN SUBSTANCE USE DISORDERS TREATMENT

United Nations Sustainable Development Goals 2030

SDG Target 3.5: Global priority to strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and the harmful use of alcohol.... Members States consider expanding the coverage of treatment and improving the quality of **treatment systems and services**

**‘The International Standards’
WHO/UNODC (2020)
Recognised by UN Member States
UNGASS 2016 resolution 59/4**



WHY SUBSTANCE USE DISORDER TREATMENT IS IMPORTANT



- Untreated substance use disorders – particularly dependence – **is costly to countries** – in terms of the harm to individuals, families and communities, and the economic burdens
- Substance use disorders can be **successfully treated**
- Substance use disorders treatment **is cost-effective**
 - **IF** the treatment is of good quality
 - **IF** the treatment is tailored to individual needs
- **Planned and funded quality systems are required** with the involvement of all local stakeholders
- Must ensure quality not just capacity

WHO/UNODC INTERNATIONAL STANDARDS (2020): SPECIAL POPULATIONS

Women and Pregnant Women

Special considerations noted for a tailored approach to delivering care in a People centred way:

- Significant interpersonal relationships and family history play an integral role in the initiation of drug use.
- Stigma deters treatment entry for woman.
- Women often enter treatment for drug use disorders from a wider array of referral sources.
- Women are more likely to encounter obstacles in seeking and during treatment as a result of caregiver roles, gender expectations and socioeconomic hardships. These barriers may result in a delayed treatment entrance at a more severe stage of the disorder with additional medical and psychiatric pathology.

WHO/UNODC INTERNATIONAL STANDARDS (2020): SPECIAL POPULATIONS

- Women are more likely to engage in help-seeking behavior and in attending treatment after admission.
- Pregnant woman may require adjustment of medication dosages.
- Woman may require women focused treatment in a safe single sex setting to obtain maximum Benefit.
- Woman may need training and support on issues such as sexual health, contraception, parenting and child care.
- Woman and children are more vulnerable to risk of domestic violence and sexual abuse, therefore a liaison with social agencies protecting children and women is helpful.
- Treatment services should be able to accommodate children to allow mothers to receive treatment.

TWO LEVELS OF QUALITY ASSURANCE: SYSTEMS AND SERVICES

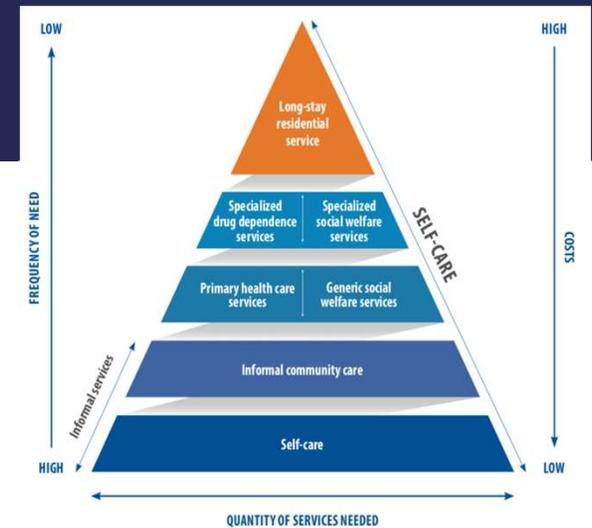


SYSTEM LEVEL QUALITY ASSURANCE

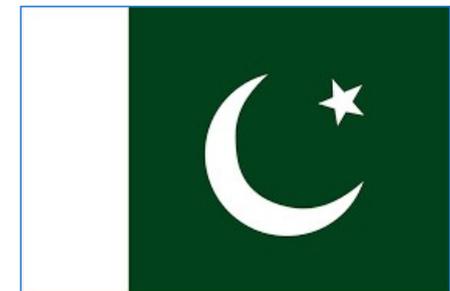
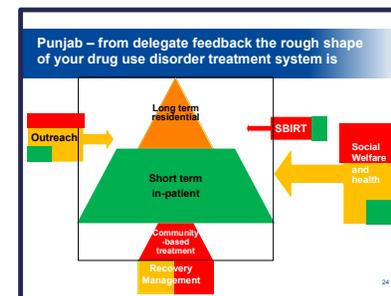
Are substance use disorder **Systems** designed in line with 'the International Standards' WHO/UNODC 2020.

5 System Standards

- Multiagency planning
- Needs assessment
- System plan (all key types of treatment in line with treatment with WHO/UNODC 2020)
- Funding in line with plan
- System quality assurance (data, reduce stigma, uphold human rights, staff competence)



Example: work in Pakistan 2020/2021
National and Provincial analysis of Systems against standards then plans to improve



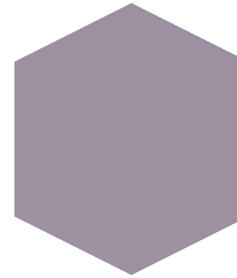
SERVICE LEVEL QUALITY ASSURANCE FOR SUBSTANCE USE DISORDERS

KEY QUALITY STANDARDS FOR SERVICE APPRAISAL (2021) AGREED BY INTERNATIONAL AGENCIES 2021

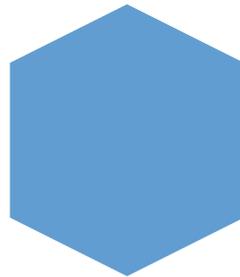
COPOLAD/CICAD Standards
Latin America and the Caribbean
and supported by OAS and PAHO



EQUUS Standards
European Union Standards
Supported by EU Drugs Agency
(previously EMCDDA)

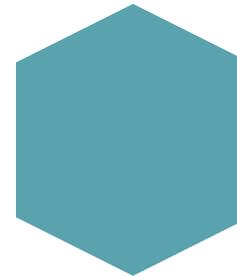


UNODC Services QA
Toolkits

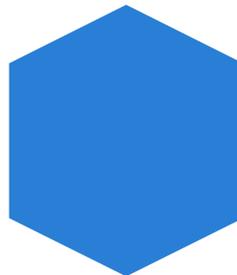


The
'Key Quality
Standards'
2021

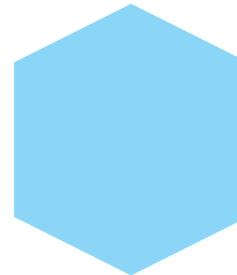
The International Standards
for the Treatment of Drug
Use Disorder (WHO/UNODC
2020)



UNODC Services QA Services training
in 14 countries – most commonly
chosen key standards



African Union Continental
Minimum Standards



OVERVIEW OF KEY QUALITY STANDARDS FOR DRUG TREATMENT SERVICE APPRAISAL AGREED BY INTERNATIONAL AGENCIES 2021

Effective management of the service	Individualized, patient-centred treatment and care	Timely access to evidence-based interventions	Promotion of patient health, safety and human rights
M1. The service adequately plans the delivery of treatment and care for drug use disorders	PC1. Patient assessments are comprehensive and participatory	E1. The service ensures timely access for its target groups	P1. Patients are treated with respect and protected from abuse, malpractice, and discrimination
M2. The service operates within established financial regulations	PC2. Treatment and care provided based on informed consent from patients	E2. The service monitors and improves its outcomes and performance	P2. Patients are fully informed about service rules, policies and procedures protecting confidentiality
M3. The service adequately manages its human resources to provide effective and caring treatment	PC3. All patients have a written individual treatment plan that is regularly reviewed and helps co-ordinate treatment and care	E3. Interventions are evidence-based and underpinned by established protocols	P3. The service promotes patients' health, wellbeing and social functioning.
M4. The service meets national/local requirements for providing drug use disorder treatment	PC4. The service works in partnership with other services to meet patient needs	Subset of standards thought most important to SUD services <ul style="list-style-type: none"> • 22 Standards • 59 Criteria 	P4. The service has a procedure of independent complaint for patients
M5. The service has adequate facilities and equipment for service delivery	PC5. The service meets the needs of diverse groups of patients		P5. The service actively ensures the cleanliness, fire & infection control and other serious incidence protection
M6. The service has a patient record system that facilitates treatment and care	PC6. The service involves patients in service design and delivery		P6. The service safely manages its medicines
M7. The service has sustainable quality assurance mechanism			

TWO INITIATIVES TO IMPROVE QUALITY and ALIGN WITH INTERNATIONAL STANDARDS AND GUIDANCE

FIRST initiative: Program for International Quality Assurance in Treatment (PIQAT)

PIQAT is a QA project funded by INL, providing technical support to countries to plan a system of care for people with substance use disorders and offer services that are evidence based and in line with international standards.

It is offered by, and supported through projects with, three international organizations, namely Colombo Plan, OAS/CICAD and UNODC.

Its purpose is to assess countries' adherence to and compliance with international standards that are based on science and ethical principles and to support countries in sustaining their quality improvement efforts.

Though the approach to the quality assurance assessment is standardized, it is tailored to the interest expressed by a country; it involves an implementation approach that utilizes an agreed-to set of 13 steps to assess the system and the services in a country.

PIQAT IMPLEMENTATION STEPS



Agree and Create Team

Support the country to develop or adapt the quality control mechanism: support it in various cycles of evaluation and improvement until it is sustained



System Assessment and System and Services Action Plan

Help the country establish a quality control mechanism in accordance with international standards



Develop, Test, Integrate and Maintain QA

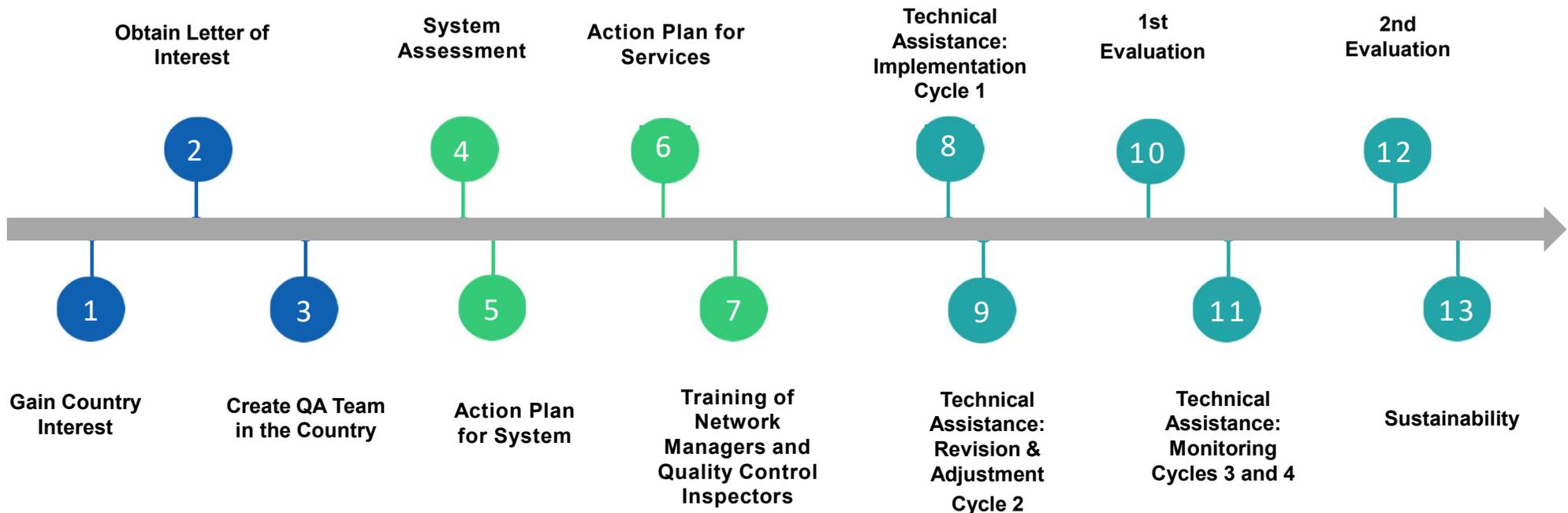
The country has sustainable quality control for the treatment of SUD and joins the international community to share good practices

PIQAT IMPLEMENTATION STEPS

Agree and Create Team

System Assessment and
System and Services
Action Plan

Develop, Test, Integrate and
Maintain QA



SECOND INITIATIVE: (aligned with the first)

INTERNATIONAL CONSORTIUM ON QUALITY IN SUBSTANCE USE
DISORDERS TREATMENT (ICQ)

Vision:

A healthier global community where quality, evidence and human rights transform approaches to treatment services for people with substance use disorders, their families and communities.

Mission:

ICQ provides global leadership and a hub for organizations interested in promoting and improving the quality of substance use disorders (SUD) treatment system and services to ensure the best positive outcomes for people who use alcohol and other drugs.

Value proposition:

ICQ was created to ensure that SUD services are in line with international standards for the treatment of substance use disorders through peer led mechanisms and resources and through technical assistance provided by the **Program for International Quality Assurance in Treatment (PIQAT)** and offered by Colombo Plan, OAS/CICAD and UNODC.

ICQ WORKS IN PARTNERSHIP WITH KEY STAKEHOLDERS



THROUGH **PIQAT** AND **ICQ** INITIATIVES FOR INTERESTED COUNTRIES:
EMBED QUALITY & QUALITY ASSURANCE IN SUD SYSTEMS AND SERVICES

Assessment of a system and service against international standards.

Partnership with countries to do assessment based on a standardized set of steps which includes a team of local stakeholders and external experts (through Colombo Plan, OAS/CICAD and UNODC) to undertake assessment of the system and services.

Ideally embed a culture of continuous improvement in services and systems and create a **sustainable** quality system of care.

CONCLUSIONS: STANDARDS SUPPORTED BY QA MECHANISMS HELP EMBED SUSTAINABLE, DEMONSTRABLE QUALITY IN SUD TREATMENT

What is the most effective way of helping countries and services improve quality?

- ✓ standards based on evidence
- ✓ QA mechanisms
- ✓ competent staff and
- ✓ ongoing training opportunities and technical supports

QA mechanisms can help us

- Recognise good practice
- Challenge poor practice and
- Encourage continuous improvement

CONCLUSIONS: STANDARDS SUPPORTED BY QA MECHANISMS HELP EMBED SUSTAINABLE, DEMONSTRABLE QUALITY IN SUD TREATMENT

But **IMPLEMENTATION** is critical and support is available through

ICQ and **PIQAT** INITIATIVES

- BOTH Initiatives promote international standards AND sustainable ways to check fidelity or adherence to via Quality Assurance mechanisms and cycles of continuous improvement; and
- TOGETHER they provide resources, expert advice and technical support to interested organizations and countries to achieve international recognition and sustainable ways to ensure fidelity to and alignment with international standards.

FOCUS IN CANADA AND PERSONAL REFLECTIONS

We all have strengths in our system and all have room for improvement; Canada is no exception. The issues we face and are addressing to improve quality relate to:

☐ Accessibility:

- Long waiting times.
- Publicly funded and privately funded.
- Primary care: inability to access primary care.

☐ People centred care:

- To integrate or not integrate Mental Health and Substance Use Health.
- The patient as a member of the team.
- Tailoring our services to people served: focus on equity, diversity and inclusivity.

☐ Specific Competencies in Substance Use and Addiction

FOCUS IN CANADA AND PERSONAL REFLECTION

- ❑ **Siloed system of care:**
 - With physical care, social services and mental health.
 - New standards of accreditation.
 - New Federal initiative focusing on standards for both MH and SUH and collaboration with primary care.
- ❑ **System funding and accountability for 'desired health outcomes'**
- ❑ **Stigma towards people who use alcohol and other drugs**

My hope

People who use drugs should have access to the same level of quality services as anyone else with a chronic health condition.

Let's make a difference; let's promote and implement Quality in SUD systems and services.

Thank you

For more information, please
check out:

www.ICQuality.org

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PIQAT - The Caribbean and Brazil
OAS/CICAD

PIQAT - Latin America
The Colombo Plan

PIQAT - Asia, Africa and Europe
UNODC