



FUNDAMENTAL PRINCIPLES OF THE QUALITY OF VETERINARY SERVICES

DEVELOPMENT OF PUBLIC-PRIVATE PARTNERSHIPS TO SUPPORT VETERINARY SERVICES

Rabat, Morocco, 16 February 2015

Gideon Brückner

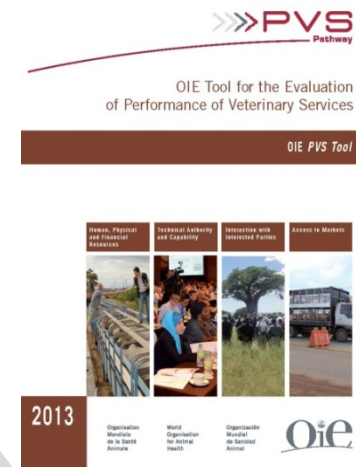
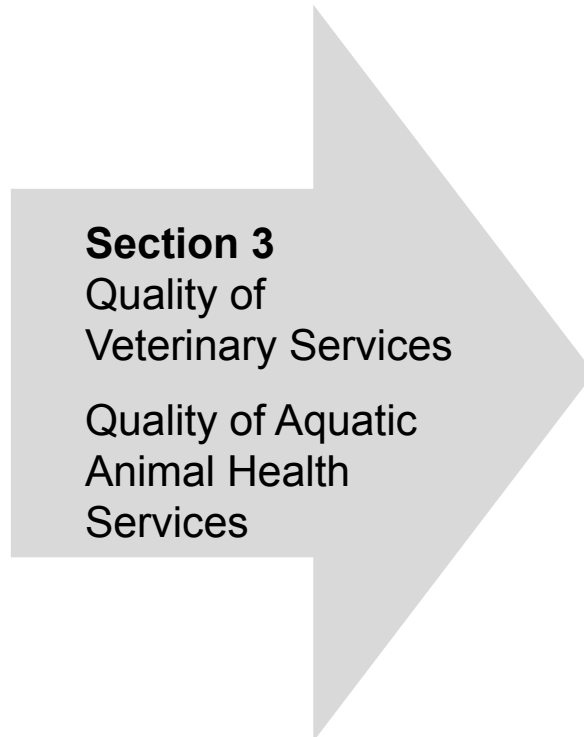
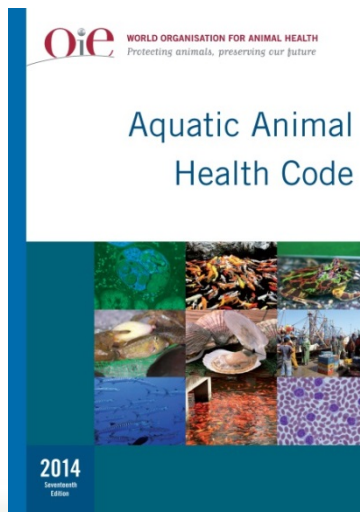
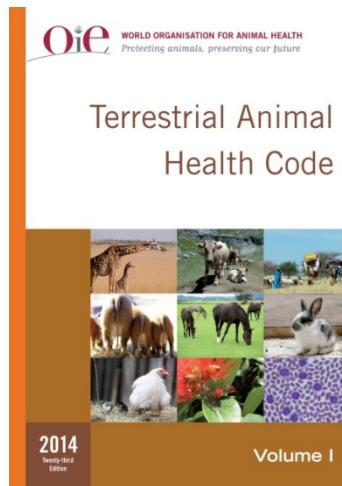
President OIE Scientific Commission for Animal Diseases



WORLD ORGANISATION FOR ANIMAL HEALTH
Protecting animals, preserving our future



What is quality?



How does the OIE Codes define quality?

- The quality of the Veterinary Services depends on a set of factors, which include fundamental principles of an ethical, organisational, legislative, regulatory and technical nature. The Veterinary Services shall conform to these fundamental principles, regardless of the political, economic or social situation of their country.



What is the public perception of quality?



- The standard of something (*Veterinary Services*) when it is compared to other things like it; how good or bad something (*Veterinary Services*) is
- A measure of excellence or a state of being free from defects, deficiencies and significant variations. It is brought about by strict and consistent commitment to certain standards that achieve uniformity of a service to satisfy specific customer or user requirements.
- A high level of value or excellence

What is the public reaction on a good quality veterinary service delivery?

A-1!

Five-star!

Superb!

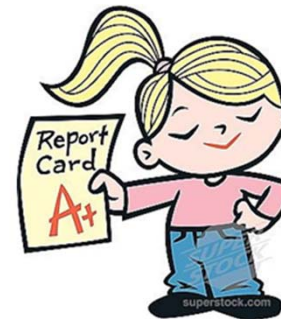
Superior!

Terrific!

Top-of-the-line!

Wonderful!

Excellent!



What is the public reaction on a poor quality veterinary service delivery?

- Awful!
- Lousy!
- Pathetic!
- Poor!
- Rotten!
- Terrible!
- Useless!
- No good!



Quality of Veterinary Services

Section 3 of the Code



Chapter 3.1

Fundamental
principles of
quality

Chapter 3.2

Evaluation
criteria and
information
requirements

What are described in the Code as fundamental principles of quality of veterinary services?



1. Professional judgement
2. Independence
3. Impartiality
4. Integrity
5. Objectivity
6. Veterinary legislation
7. General organisation
8. Quality policy
9. Procedures and standards.
10. Information, complaints and appeals
11. Documentation
12. Self-evaluation
13. Communication
14. Human and financial resources

- **Professional judgement:** The personnel of Veterinary Services should have the relevant qualifications, scientific expertise and experience to give them the competence to make sound professional judgements.
- **Impartiality:** Care should be taken to ensure that Veterinary Services' personnel are free from any commercial, financial, hierarchical, political or other pressures which might affect their judgement or decisions
- **Integrity:** The Veterinary Services should guarantee that the work of each of their personnel is of a consistently high level of integrity. Any fraud, corruption or falsification should be identified and corrected

What are described in the Code as fundamental principles of quality of veterinary services?



1. Professional judgement
2. Independence
3. Impartiality
4. Integrity
5. Objectivity
6. Veterinary legislation
7. General organisation
8. Quality policy
9. Procedures and standards.
10. Information, complaints and appeals
11. Documentation
12. Self-evaluation
13. Communication
14. Human and financial resources

Quality policy

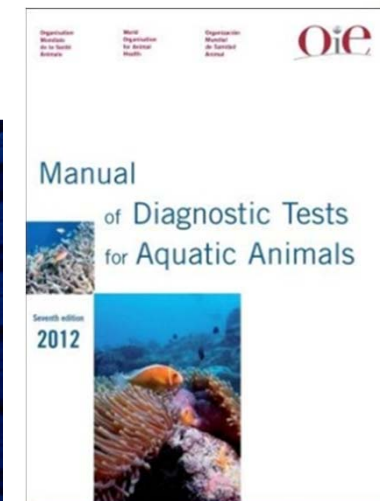
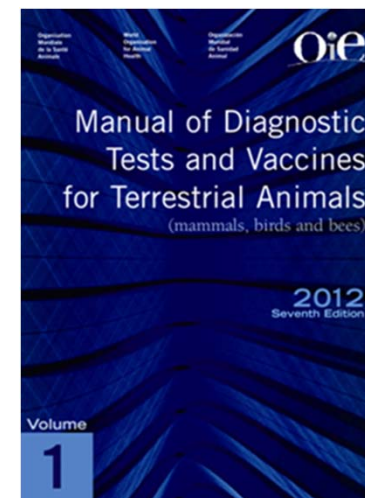
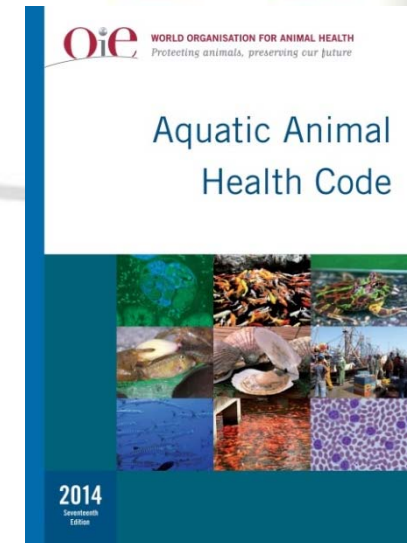
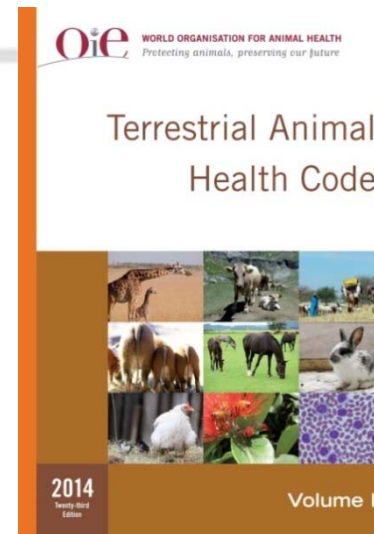
The Veterinary Services should define and document their policy and objectives for, and commitment to, quality, and should ensure that this policy is understood, implemented and maintained at all levels in the organisation



QUALITY CONTROL REPORT

The OIE Codes and Manuals

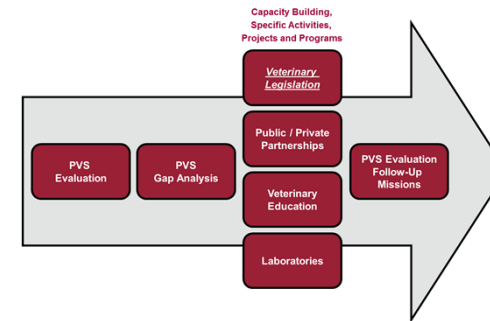
- Terrestrial Animal Health Code
- Aquatic Animal Health Code
- Manual of Diagnostic Tests and Vaccines for Terrestrial Animals
- Manual of Diagnostic Tests for Aquatic Animals



The multiple importance of quality of Veterinary Services



- What are the criteria for quality? (Chapter 3.1)
- What instruments can we use to determine quality? (Chapter 3.2 - PVS)
- How can we assess maintenance of quality? (Gap analysis, legislation, follow-up PVS)
- How does the OIE use assessments of quality? (Applications for status recognition)
- How does Member Countries use assessments of quality? (Risk analysis, import protocols)
- How can we improve the quality of service delivery? (Apply OIE standards)



Veterinary Services



› Veterinary Services

means the **governmental and non-governmental organisations** that implement animal health and welfare measures and other standards and recommendations in the Terrestrial Code and the OIE Aquatic Animal Health Code in the territory. **The Veterinary Services are under the overall control and direction of the Veterinary Authority.** Private sector organisations, veterinarians, veterinary para-professionals or aquatic animal health professionals are normally accredited or approved by the Veterinary Authority to deliver the delegated functions.

Veterinary authority



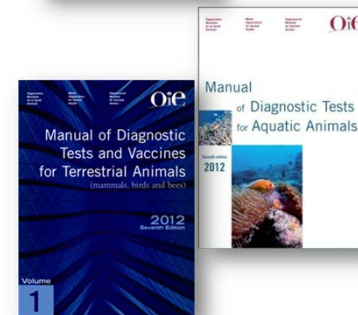
› Veterinary Authority

means the **Governmental Authority** of an OIE Member, comprising veterinarians, other professionals and para-professionals, having the **responsibility and competence for ensuring or supervising the implementation of *animal* health and welfare measures**, international veterinary certification and other standards and recommendations in the Terrestrial Code in the whole territory.

Relationship between the Codes and the PVS tool



- Codes existed and were not developed for the PVS Tool
- Codes became the benchmarks to evaluate the quality of Veterinary services
- PVS Tool has been expanding and evolving according to the Codes
- PVS Tool and the Codes are not always detailed enough
- The OIE, in collaboration with its Members will continue to improve the PVS Tool as the Code evolves



Thank you for your attention!



WORLD ORGANISATION FOR ANIMAL HEALTH

Protecting animals, preserving our future