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Quality of health care services to ensure healthy lives of mothers and newborns and thus reduce maternal and newborn deaths is identified as an emergent concern both in developing and developed countries. Bangladesh has remarkable achievement towards Millennium Development Goal 4 and 5. However, new target of Sustainable Development Goal-3 (SDG-3) to reduce maternal deaths less than 70 in 100,000 live births and under-5 and newborn deaths less than 25 and 12 per 1,000 live births respectively; and achieving global health coverage through access to quality basic health care services by 2030 is challenging for Bangladesh. It is worth mentioning that improving the quality of maternal and newborn health (MNH) care services has become a concern in the attainment of the SDG-3 for Bangladesh. Here, research on quality of MNH services of hospitals remains always neglected. Very few studies were conducted on quality issues and revealed that the quality of MNH services provided to the patients is poor. The studies of this thesis were conducted for the first time in Bangladesh where comprehensive evidence based “Model QI System” was implemented to improve the quality of MNH care services. The thesis illustrated how the “Model QI System” and its implementation framework, guidelines and tools were developed by considering country context and implemented by incorporating it in the regular hospital management system using the existing hospital resources. The evaluation revealed that the model was acceptable to the health care providers and feasible to implement in district and sub-district hospitals in Bangladesh.

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