

This is a guide on QUOTE-TB, a tool to measure quality of TB services as perceived by TB patients. It consists of two volumes: volume one explains how to use QUOTE-TB, and volume two explains how to develop it or adapt it to other countries.

QUOTE is an acronym for Quality of Care as seen through the Eyes of the Patient. QUOTE-TB consists of two questionnaires: one to measure the performance of TB services (routinely) and one to measure the importance of various aspects of TB services (once every five years). The combination of the two scores measures the quality of TB services.

This tool is unique because TB patients are involved in all stages of its development and use. The information obtained by using the tool adds the patient's perspective to measuring quality in TB control.

The purpose of QUOTE-TB is to contribute to the empowerment of TB patients and their communities, by involving patients in the improvement process of TB services.



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