

Workshop: Quality Improvement approach to partnerships

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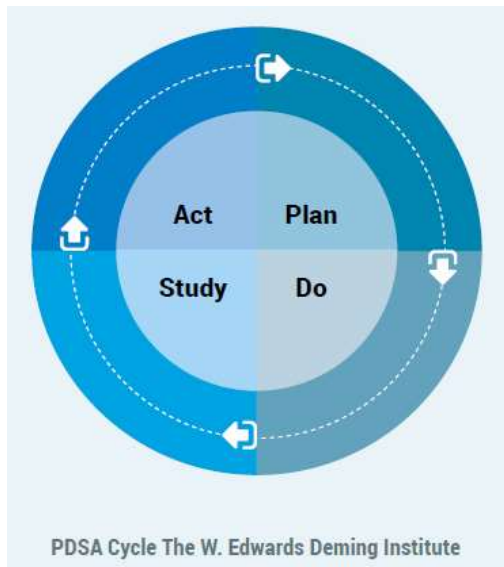
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Objectives

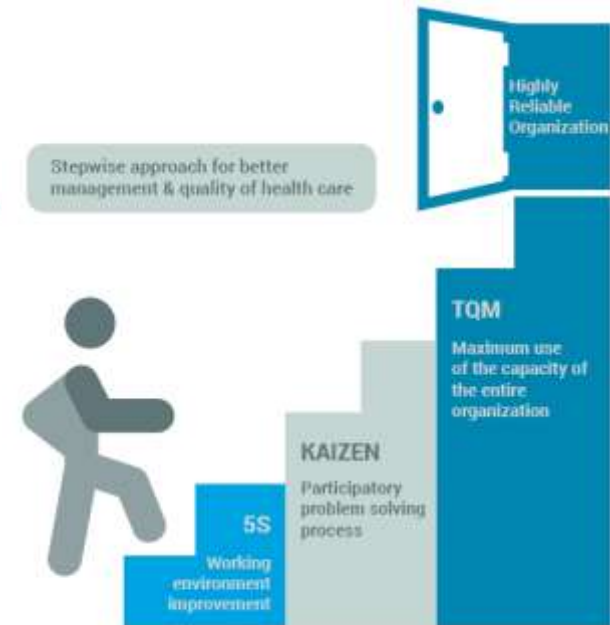
- Understand why quality is important to consider when establishing a health partnership
- Understand (and not be scared of) the basics of quality improvement

Quality Improvement

“An organizational strategy that formally involves the analysis of process and outcomes data and the application of systematic efforts to improve performance” (Agency for Healthcare Research and Quality)



SBM-R Jhpiego



5S-Kaizen-TQM approach

Systematic

Collaborative

Evidence-based

Continuous

Quality Improvement in health partnerships



- “First do no harm”
- Applicable to any clinical or non-clinical area – everyone can do it
- Partnerships can help give profile and human resource to these efforts
- Low resource
- Long lasting impact
- Opportunities to lead and learn
- Quality in the approach, and quality interventions

Scenario

- You are part of a small multi-disciplinary team at a hospital in Scotland that has been invited by one of the consultants to help establish a partnership with a hospital in Malawi. The consultant has suggested this should be to provide eye surgery for two weeks every year.
- The hospital in Malawi serves a district of 260,000 people. The main causes of morbidity and mortality are Malaria, HIV-related illness, and diarrhoeal illness, and rates of maternal and child mortality are high. It has 80 adult and 25 paediatric beds, and is staffed by 6 doctors, 22 nurses, 8 clinical officers, and 4 laboratory staff. Currently, no eye surgery is provided, but there are two operating theatres built in 1990. There are only two hand hygiene stations with running water. The facility experiences regular electricity blackouts.
- The local language is Chichewa. Most clinical staff speak good English but the majority of locals speak Chichewa or other local languages.

Scenario

- What further information would you want to know?
- Why and how could this partnership cause harm?
- How might you start to identify opportunities to improve the care provided at the hospital?
- What steps could you take to ensure positive impact and sustainability?

Game time!



THE IMPROVING QUALITY GAME

A mobile app for iOS and Android

Yesterday, 50 pregnant women came to your health care clinic but only seven received good quality care! The health workers in the clinic are overworked and don't have all the equipment they need. Your job is to fix the problem so that all women at the clinic get good care. You can't hire new staff and have no money for more equipment. Can you figure out how to make sure that all women get the care they deserve?

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