



## e-News Letter

# QIS

## Ensuring Quality Health Care



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1. Orientation on 5S at Shaheed Suhrawardee Medical College Hospital 2-4 April, 2017
2. Training workshop on 5s and clinical EMEN standards for providers from selected facilities under Mother Baby Friendly Facility Initiative On 3 April 2017 at HEU conference room
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## Orientation on 5S at Shaheed Suhrawardee Medical College Hospital 2-4 April, 2017

### Objectives:

- a) To orient new medical officers and nurses on 5S approach.
- b) To share 5S implementation plan.
- c) To orient regarding Monitoring and Evaluation tools.

**Background:** 5S approach has been introduced in DMCH in June 2015. Total 43 WITs have been formed and 3 monitoring teams are also formed for continuous monitoring of WITs. An initiative has taken for 5S orientation of new medical officers and nurses h joined recently.

**Discussions:** Hospital director chaired and inaugurated everyday session. He expressed his strong commitment towards the 5S program and encouraged all to implement it systematically in the hospital. Total 155 participants (70 Doctors 185 Nursing staff) has received training in 3 days.

**Conclusion:** The orientation workshop has created new enthusiasm among trainees. They understood importance of Quality Improvement initiative in the hospital.



Advisor: Md Ashadul Islam  
Editor: Dr Md Aminul Hasan





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### Training workshop on 5s and clinical EMEN standards for providers from selected facilities under Mother Baby Friendly Facility Initiative on 3 April 2017 at HEU conference room

QIS is leading the Mother baby friendly facility initiative (MBFFI) in Kurigram in selected facilities where Every Mother Every Newborn standards are being implemented. QIS organized a training workshop on the 2nd of April, 2017 for the newly recruited doctors and nurses from those selected facilities. The objective was to orient these providers on basic quality improvement approaches and important clinical standards that needs to be practised in the respective facilities. Md Ashadul Islam, the Additional Secretary and the Director General of HEU, chaired the workshop.

The Piloting facilities are Kurigram DH, Fulbari, Nageshori, Ulipur and Rowmari UHC.



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## Workshop on Community Participation for Quality Improvement in Hospital Services 10 April, 2017

Quality Improvement Secretariat of Ministry of Health and Family Welfare take initiatives for community participation in 10 selected districts for better and improve Quality health care. As a follow up of the activities, QIS has arranged a workshop, which held on BMA conference room dated 10<sup>th</sup> April 2017 at 09.30 am.

Participants involved are superintendent, RMO, representative of correspondent district's Mayor like Cox-bazar, Khagrachari, Chadpur, Lakhsmipur, Nator, Narail, Chuadanga, Kurigram, Sirajgonj & Joypurhat). Md. Asadul Islam (DG, HEU) discussed about MOHFW planning and Dr Md Aminul Hasan presented the objectives of the workshop. Challenges and future planning were discussed in the workshop. The participants showed their keen interest in the workshop for ensuring community participation.



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### Training for Quality Improvement in Hospital Services (PDCA cycle) at Narsingdhi 11-13 April, 2017

5S-CQI-TQM is an approach to improve the quality of hospital services. It is a three-step process beginning with 5S. 5S is currently being implemented at more than 100 public hospitals in Bangladesh. PDCA (Plan-Do-Check-Act) is the tool for continuous quality improvement (CQI). PDCA is an evidence-based participatory problem solving approach by the frontline workers for continuous but incremental improvement of quality of services.

The training on PDCA was organized at Narsingdi district during 11-13 April 2017. The overall objective of the training was to enhance the understanding and skills of the participants to solve day-to-day hospital problems using the PDCA cycle approach. Thirty six participants from Narsingdi Sadar Hospital and six Upazila Health Complexes (Raipura, Monohardi, Belabo, Palash, Shibpur and Sadar) attended the training. The participants were mostly the consultants (obs-gynae, medicine and anesthesia), medical officers and nurses. A few participants from MaMoni HSS Project also attended the training as observer. The training was organized by the Quality Improvement Secretariat and was facilitated by RMO of Sadar Hospital (Dr. Md. Mizanur Rahman) and MaMoni HSS Project seconded consultants (Tawfik Youssef and Md. Tajul Islam).

The training was participatory and the participants were divided into five groups for exercise. The PDCA cycle consists of seven steps. All the steps were covered in the training session. Each step was initially presented by the facilitators to make a clear understanding to the participants. Each of the presentations were followed by group exercise on the theme. The participants interacted with each other in the groups and completed all the exercises. Some but not all the group exercises (due to shortage of time) were presented before other participants for discussion and comments. At the end of the training the participants developed an action plan to carry out the PDCA activities at their own hospitals. This training was new to all the participants. The participants enjoyed the training and expressed their willingness to implement the action plan they have developed.



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## Training for Quality Improvement in Hospital Services (PDCA cycle) at Narsingdhi 11-13 April, 2017



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### PDCA Training for Quality Improvement in Hospital Services at AID Complex, Jhenaidah 11-13 April, 2017

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The training on PDCA was organized at Jhenaidah district during 11-13 April 2017. The overall objective of the training was to enhance the understanding and skills of the participants to solve day-to-day hospital problems using the PDCA cycle approach. Thirty three participants from Jhenaidah Sadar Hospital and six Upazila Health Complexes (Jhenaidah Sadar Upazila, Horinakundu, Soilokupa, Kaligonj, Kortchandpur and Mohespur) attended the training. The participants were mostly the consultants (Obs-Gynae, Medicine and Anesthesia), medical officers and nurses. Divisional Coordinator, QIS, Khulna division attended the training as observer. The training was organized by the Quality Improvement Secretariat and was facilitated by Dr. Emdadul Hoque (Snr. Consultant Gynae) of Sadar Hospital, Dr. Pranab Kumar Roy, MO of QIS and Dr. Harun Or Rashid, Consultant, QIS.

The training was participatory and the participants were divided into five groups for exercise. The PDCA cycle consists of seven steps. All the steps were covered in the training session. Each step was initially presented by the facilitators to make a clear understanding to the participants. Each of the presentations were followed by group exercise on the theme. The participants interacted with each other in the groups and completed all the exercises. Some but not all the group exercises (due to shortage of time) were presented before other participants for discussion and comments. At the end of the training the participants developed an action plan to carry out the PDCA activities at their own hospitals. This training was new to all the participants. The participants enjoyed the training and expressed their willingness to implement the action plan they have developed.





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## PDCA Training for Quality Improvement in Hospital Services at AID Complex, Jhenaidah 11-13 April, 2017



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## Dissemination Seminar on the Baseline Assessment of Quality of care Under MBFFI: A GoB - BMGF - UNICEF initiative Situation Analysis and Findings Sharing Workshop 12 April 2017

QIS is leading the Mother baby friendly facility initiative (MBFFI) in Kurigram in selected facilities where Every Mother Every Newborn standards are being implemented. A baseline survey was conducted by icddr on the implementing facilities during Mid 2016. QIS organized a workshop to disseminate the findings of that baseline survey by icddr. Mr Ashadul Islam presided over the ceremony. Dr Md Aminul Hasan, DD and focal person of QIS presented on the national initiatives and ongoing implementation plan for the MBFFI initiatives. Icddr team briefed the findings of the survey. Dr Md Ziaul Matin, Health Manager (MNCH) presented on the recent updates on different outcomes of the MBFFI. There was participatory discussion from the audiences following the presentations



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## Refreshers training of WIT team leaders and monitoring team members on 5S in DMCH 19, 20 & 23 April 2017

### Objectives:

- a) To reinforce 5S implementation in DMCH
- b) To make monitoring teams more active
- c) To communicate 5S monitoring tools.

**Background:** 5S approach has been introduced in DMCH in June 2016. Total 106 WITs have been formed and 8 monitoring teams are also formed for continuous monitoring of WITs. It was felt that a refresher training is needed for Team Leaders and monitoring team members in order to make them more active.

**Discussions:** The three days session was presided over by Director DMCH. He expressed his strong commitment towards the 5S program and encouraged all to implement it systematically in the hospital. He reiterated his assurance to supply all the logistics for this purpose.

Total 122 participants were showed up, of them 108 were senior nursing staff and 14 doctors.

**Conclusion:** The refresher training has created new enthusiasm among trainees. They had many things confusing which is now clear to them.





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## Orientation of WIT members on 5S at Sunamganj District Hospital, 24-25 April 2017

The orientation on 5S for WIT members at 250 bed Sunamganj District Hospital was held at EPI Bhavan, Sunamganj on 24-25 April, 2017. The orientation was participated by 88 members of 10 WITs (Work improvement Team) in two batches. The overall objective of the workshop was to develop an action plan for the hospital to improve the quality of services through application of 5S.

The workshop was inaugurated by Dr. Asotosh Das, Civil Surgeon, Sunamganj and Superintendent of Sunamganj DH. Superintendent welcomed the participants and described the objectives at the outset of the workshop. The workshop covered topics on basic knowledge on 5S and was facilitated by Dr Gautam Kumar Dutta, UHFPO, Sadar upazilla, Sunamganj, Dr Abul Kalam, MO-CS, Sunamganj and Dr Swarna Trivedi, MO-TB clinic and supported by Dr Tajul Islam, Sr Consultant, QIS. Overall management and coordination was done by Dr Anjuman Ara Begum, Divisional coordinator and Dr Hoimonty Mujumdar, District Monitor of Sylhet division.

The participants found the workshop useful and appreciated QIS for organizing such an effective workshop. The improvement of knowledge and understanding 5S was done in the workshop. All the WIT members listed down the things and items need to be sorted in their respective area and the works needed to be done. All the WIT members prepared action plan for next 3 months to implement 3S (sort, set & shine) in the facility. The workshop was concluded thanking all the participants for their active participation and commitment to implement 5S in their respective areas.



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## Orientation of WIT members on 5S at Sunamganj District Hospital, 24-25 April 2017



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Dr Md Aminul Hasan , Focal Person of Quality Improvement Secretariat, MOHFW has joined the conference arranged by BMJ & IHI jointly in London 26-28 April 2017. His paper was selected in the conference as poster presentation and he took part in a panel discussion session on Community Participation : an important approach of Quality Improvement for Health Service delivery.

The International Forum on Quality and Safety in Healthcare is one of the world's largest conferences for healthcare professionals committed to improving patient care and their safety. In April 2017 the International Forum returned to London, UK, connecting 3,000 healthcare leaders and practitioners from over 70 countries and providing an inspirational setting to meet, learn and share knowledge in our common mission to improve the quality and safety of care for patients and communities across the world.

The next spring International Forum will take place in Amsterdam, The Netherlands, 2-4 May 2017.



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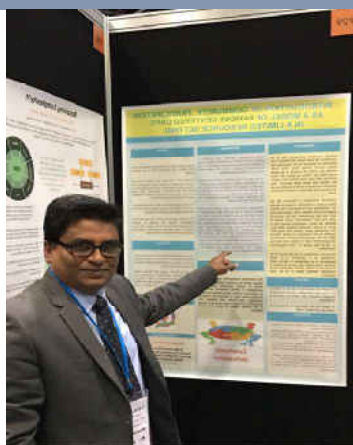


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