



# Quality Improvement Secretariat

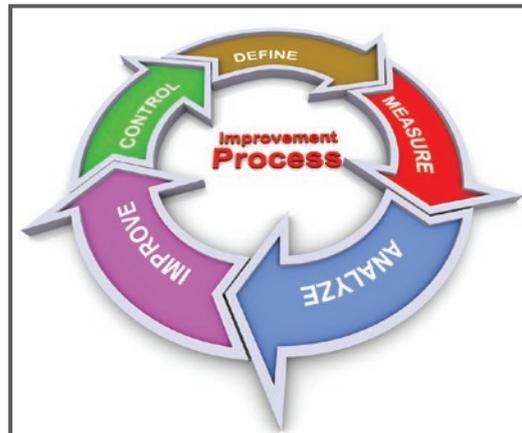
Ministry of Health & Family Welfare Bangladesh  
Govt. of the People's Republic of Bangladesh

Issue # September 2015

# e-newsletter

## Major activities of the Quality Improvement Secretariat in the month of September 2015

- Staff orientation of 5S-CQI-TQM at Kalihati UHC, Tangail
- Jhenaidah hospital QIC meeting
- QIS participation in a workshop on 'Participatory Quality of Care monitoring visit' in private sector hospital
- ShSMCH Quality Improvement Committee meeting
- Meeting with Development Partner (GIZ)
- Meeting on MPDR National Guideline Preparation





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## Staff orientation of 5S-CQI-TQM at Kalihati UHC, Tangail

Date: September 2, 2015

Venue: Kalihati UHC, Tangail

The main purpose of the orientation was to give the providers and staffs an overview on Work Improvement Team (WITs) of the hospital on 5S activities, to validate WIT team and to see the activities of the teams physically. Dr. Harun Or Rashid (Consultant) and Dr. Pranab Kumar Roy (Medical Officer) of QIS visited Kalihati Upazila Health Complex on September 2, 2015. Specific formats were suggested for recording activities as per the 5S guideline for 'Sort', 'Set' and 'Shine'. They were also guided on how to prepare action plans with special emphasis on monitoring of 5S activities internally.



## Jhenaidah hospital QIC meeting

Date: September 4, 2015

Venue: Conference Room of Jhenaidah District Hospital

The QIC meeting was held in presence of the facility staffs and consultant from Quality Improvement Secretariat, Dr. Harun Or Rashid. There was brief discussion with the QIC (Quality Improvement Committee) and the WIT (Work Improvement Teams).

The QIC members expressed their difficulties in terms of managing the HR shortage and patient load which has a gross impact on hampering the service quality. In the meeting, they discussed challenges related to conduction of regular WIT meetings and its documentation processes (meeting minute preparation and action plan development). From their experience, they mentioned that presence of all members in a weekly meeting is sometimes not feasible. There was discussion on holding urgent meetings at times if required and this can be communicated through QIC focal person to Chairperson and Member Secretary.

Dr. Harun Or Rashid also requested to maintain all record-keeping including the admission, discharge, death, absconding, DORB, referred in and out. He also advised to introduce and ensure recordkeeping for the adverse events in different wards.





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## **QIS participation in a workshop on 'Participatory Quality of Care monitoring visit' in private sector hospital**

Date: September 10, 2015 | Venue: Sylhet MAG Osmani Medical College Conference Room

Dr. Harun Or Rashid, Consultant, Quality Improvement Secretariat participated in a meeting on "Participatory Quality of Care monitoring visit in private sector hospital care", held on September 10, 2015 arranged by Iccdr,b.

In the meeting, there was participation of representatives from private hospitals owners association, BMA and Sylhet Medical College.

The basic standards of quality to be attained in a hospital were discussed in the meeting for a consensus development. A joint monitoring team was formed with mixed participants including member of Quality improvement Secretariat and it was decided that the monitoring activity will start from October, 2015. There will also be a baseline and end line evaluation for the project activities.



## **ShSMCH Quality Improvement Committee meeting**

Date: September 15, 2015 | Venue: Assistant Director's Room of ShSMCH

The 2nd QIC meeting was held on September 15, 2015 which was presided by Prof. Uttam Kumar Barua, Director of ShSMCH in presence of members of the QIC. Dr. A M A Ayub Ansari, the focal person of QIC, ShSMCH presented the summary of action plans of different WITs. Dr. Aminul Hasan, Deputy Director of HEU and Dr. Harun Or Rashid, Consultant of QIS provided feedback on the action plans. The participants agreed that a positive attitude has been developed among staffs and the working environment is better organized then before. Prof. Uttam Kumar Barua, the Director of ShSMCH assured that the condemnation of unnecessary items will be done soon. He also encouraged participants to work hard for improvement of services and create the ShSMCH as a model hospital in terms of quality service delivery. The Medical Officers of Quality Improvement Secretariat namely; Dr. Pranab Kumar Roy, Dr. Tonamy Chakma and Dr. Md Anwar Sadat were also present in the meeting.





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## Meeting with Development Partner (GIZ)

Date: September 15, 2015

Venue: QIS room, HEU

A meeting was held between QIS & GIZ on September 15, 2015 at Quality Improvement Secretariat. Dr. Aminul Hasan (focal person), Dr. Harun Or Rashid & Dr. Shayema Khorshed (consultants) along with Dr. Nazmul Haque, Dr. Tonamy Chakma, Dr. Pranab Kumar Roy and Dr. Md. Anwar Sadat (Medical Officers of QIS) attended from QIS side. Kelvin Hui, Principal Advisor shared QIS about their implementation on 5S approach. The GIZ team informed that they have conducted orientation, training and medical audit in both Sylhet and Rajshahi Medical College Hospitals. They also have discussed on the indicators used for quality management of Primary Health Care Centers in Narayanganj City Corporation. Dr. Aminul Hasan & Dr. Harun-Or-Rashid discussed about 5S monitoring tools, Key Performance Indicators (KPIs) tools and Facility based Indicator /standard tools to be used for monitoring and evaluation of health care qualities of hospitals in Bangladesh. Finally, GIZ also informed that they are going to arrange a training by an international consultant on quality of care and QIS members are invited to join the training during 3rd week of October, 2015.



## Meeting on MPDR National Guideline Preparation

Date: September 21, 2015

Venue: Conference room, HEU

As a part of National MPDR guideline preparation, Quality Improvement Secretariat, MOHFW arranged a group work on the 'verbal autopsy' section with the relevant working group members. Dr. Aminul Hasan, Deputy Director, Health Economics Unit and the Focal person of the QIS inaugurated the meeting and discussed the modalities of group work. The draft guideline were reviewed by the participants as the discussion was moderated by Dr. Shayema Khorshed (Consultant, QIS). The major discussion points and the comments were recorded and necessary adjustments suggested by the group were incorporated in the draft. It was decided in the meeting that another small group will work on the major comments before the next meeting.

