



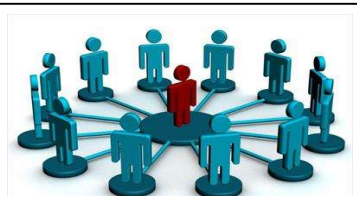
QIS

Ensuring Quality Health Care



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Meeting with Engender Health for Collaboration plan on 1st December 2016

A meeting was held with the QI representatives of Engender Health, those who will be working with divisional & district level Quality Improvement Committee (QIC).

Quality Improvement Secretariat has developed the collaboration modality with the selected development partners for implementation of Quality of Care activities in divisional, district & Upazilla level. The following areas were discussed and applicable for QI collaboration:

1. Selected DP/NGO members will be responsible to support the selected division /district QIC (Both Organizational & Facility level)
2. Facilitate holding regular QIC monthly meeting by contacting with the president of /members secretary/focal person of the QIC according to TOR in a coordinated way.
3. Structured coordination with the divisional coordinator for holding QI meeting, capacity development of the different service providers on QI and also holding different QI workshop orientation.
4. Proper engagement in reviewing the decision of previous QI committee meeting and performance review including the implementation of decision.
5. Provide secretarial & technical support specially analysis the statistical data and other desktop review.
6. Sending performance review findings in their specific areas / institution in a designed format in a regular interval, (3month) on the basis of observation with the service providers and clients through exit interview.
7. Assist /Facilitate member secretary of the committee
8. Liaison with the divisional Resource pool members for conduction of Quality Improvement related training.
9. Regular sending the monitoring report to QIS/DGHS/divisional director/ Super/ CS by using specific report template



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TOT on MPDSR training module on 10-12 December 2016 in BRAC CDM Savar

QIS has decided to implement the MPDSR activities in 22 districts with the technical and financial assistance of UNICEF, UNFPA and SCI as part of Clinical Audit activities.

As a part of the initiative, QIS has finalized the MPDSR guideline & TOT module for effective implementation. By using the TOT module selected service providers will be trained in three batch (three days residential training) with the financial assistance of UNICEF. The first batch TOT was held on 10-12 December 16



Planning & Editing by : Dr Md Aminul Hasan



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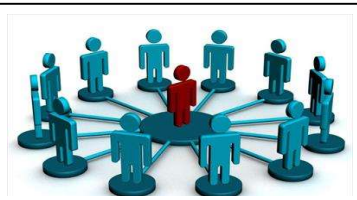
Orientation of Data Collection for Quality Survey on 11th December 2016 in QIS

Quality Improvement Secretariat has decided to conduct a baseline survey country wide with the aim to develop a baseline dataset.

Under the operation plan of HEU, a survey on : **“Study on the current initiative on quality of care in HNP sector and their impact”** has contracted out to SSMF.

A day long training session of the data collector and data supervisor was held in QIS; The objectives of the study are:

1. To explore the patient centered service situation of both public and private sector, i.e., explore the existing patient feedback system, consumer care plan, a system of accountability to patients etc.
2. To find out the status and initiatives of patient safety, i.e., the present status to raise awareness on patient safety, existence and implication of national patient safety standards, system of monitoring and documenting unsafe events and introducing interventions to continuously reduce the incidence of such events during the plan period.
3. To identify the measures taken for improvement of clinical services area, i.e., health indices and outcomes, and essential management practices (e.g., clinical audit, EMB, protocols, guidelines and in-house supervision) that lead to improved clinical care, and
4. To find out the status of Health system responsiveness (Eight domains of responsiveness will be identified and appropriate questions will be developed for all eight domains for hospital in-patient visits, but only for seven domains for OPD. Exit interview of the service recipient will be conducted for this domain.





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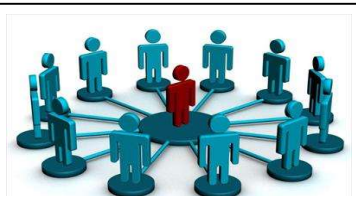
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TOT for Divisional QI Resource Pool 18-20 December 2016

The 2nd TOT for the divisional RP was held at BCAC CDM, Savar during 18-20 December. This was a residential training participated by 23 resource pool members from Dhaka, Chittagong, Rangpur and Sylhet divisions. In addition, the workshop was also attended by the divisional coordinators (n=2), district monitors (n=2) and MIS Officer of Quality Improvement Secretariat (QIS) seconded by MaMoni HSS Project. The overall objective of the workshop was to prepare the participants with necessary knowledge and skills to train the district resource pool members to introduce 5S at district hospitals.

The workshop was inaugurated by Dr. Md. Aminul Hassan, Deputy Director and Focal Person of QIS, MOH&FW. The workshop covered topics on National Quality Improvement (QI) strategy, appreciative inquiry, leadership, and 5S, and was facilitated by Dr. Md. Aminul Hassan (Focal Person, QIS), Mr. Md. Lutfor Rahman (Consultant), and MaMoni HSS Project's seconded Consultants to QIS (Dr. Harun Or Rashid and Dr. Md. Tajul Islam). Overall management and coordination was done by the Medical Officers of QIS.

The participants found the TOT useful, and appreciated QIS for organizing such an effective workshop. The TOT was evaluated through pre and post-test at the beginning and at the end of the workshop, respectively. The results show significant improvement of knowledge and understanding of the participants about QI and 5S. The participants pledged to work from their respective positions to implement the national QI strategy and 5S at the targeted hospitals. The workshop was concluded thanking all the participants for their active participation and commitment to implement QI strategy.





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TOT for Divisional QI Resource Pool 18-20 December 2016 (Cont.)



Planning & Editing by : Dr Md Aminul Hasan





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2nd TOT of MPDSR 19-20 December 2016 Savar BRAC CDM.

2nd Training of the Trainers (TOT) of MPDSR was held on 19-20th December in BRAC CDM, Savar. Programme Manager MNH, UNICEF representatives were present in the workshop. Dr Md Aminul Hasan Deputy Director, HEU was presided over the workshop. Participants from seven districts were present in the workshop. Deputy Civil Surgeon, MO CS, AD CC, MO ,MCH were present as a participants from each district.

Due to Central BMA election , the training was closed in 2 days.





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Chittagong Divisional workshop on 27th December 2016.

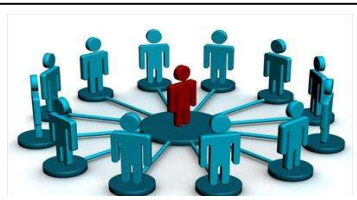
Background: Government is committed to improve the quality of hospital services. In order to achieve the goal Government has developed the Quality Improvement Secretariat (QIS) in the Health Economics Unit (HEU) under the MOH&FW. QIS has developed the national QI strategy and implementation structure including their terms of reference. The national strategy for QI has adapted 5S as the foundation for improvement of quality of hospital services. It has been decided to introduce 5S at all the hospitals step by step throughout the country. This was the 3rd divisional level workshop, technically and financially supported by MaMoni HSS Project, organized to advocate/orient the district managers of DGHS and DGFP and the QI Committee members on QI and 5S.

Objectives: The objectives of the workshop were to:

- ☐ Form the district resource pools and share their role for introduction of 5S at the district hospitals.

Date, venue and participants: The workshop was organized on **27 December 2016** at the conference room of Divisional Director (Health), Chittagong division. The workshop was participated by the district managers of DGHS (Civil Surgeon, n=10) and DGFP (DDFP, n=9) along with members of the district QICs of Chittagong division. In total 47 participants attended the workshop.

Presentations and discussion: The workshop was Chaired and inaugurated by the Division Director (Health). The chairperson welcomed the participants and mentioned that we have very limited resources, but we cannot stop giving services with quality. Today we shall learn about 5S, a new management technique, from the workshop and be able to use the learning to implement 5S at our own setting with available resources.





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Chittagong Divisional workshop on 27th December 2016 (cont.)

In the technical session, there were two main presentations – the national QI strategy and its relationship with universal health coverage (by Consultant, QIS) and application of 5S for improvement of quality of hospital services (by Senior Consultant, QIS). The implementation process of 5S was discussed and explained to the participants. The managers were requested to form the district resource pool and WITs according to the guideline presented in the workshop. The MaMoni HSSProject staff seconded to QIS in Chittagong division were introduced with the participants including their roles and responsibilities. Dr. Puchunu, Civil Surgeon of Cox's Bazar, shared his experience of 5S implementation with the participants. At the end the participants committed to support 5S implementation at their respective districts.

