



QIS

Ensuring Quality Health Care



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1. Advocacy Workshop on QI & 5S: Barisal Division, 3rd May 2017
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Advocacy Workshop on QI & 5S: Barisal Division, 3rd May 2017

Ministry of Health & Family Welfare is committed to improve the quality of hospital services delivery. In order to achieve the goal, the Quality Improvement Secretarial (QIS) in the Health Economics Unit (HEU) has taken the necessary initiatives. QIS has developed the national quality improvement (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.

The overall objective of the workshop was to improve understanding of the district managers, key QIC members and divisional resource pool members on national QI strategy and application of 5S for improvement of quality of hospital services. The specific objectives were to a) Orient the participants on National Strategic Plan on Quality Improvement (QI) and recent MOHFW initiatives on QI including formation and TOR of QI committees; and b) Improve understanding on basic concept of S-CQI-TQM for hospital management.

The workshop was organized on 3rd May 2017 at the conference room of Health Departmental Training Centre, Barisal. The workshop was participated by the district managers of DGHS (Civil Surgeon, n=6), DGFP (DDFP, n=6), members of district QICs and development partners of QIS of Barisal division. In total 45 participants attended the workshop. The workshop is financially supported by Mamoni Health System Strengthening of SCI.

The workshop was Chaired and inaugurated by the Division Director (Health). The chairperson welcomed the participants. He said “even though there are lots of limitations related to human and other resources, we cannot stop improving the quality of health care services. 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 settings with available resources.”

In the technical session, there were two main presentations – the national QI strategy and its relationship with universal health coverage (by Dr. Harun Or Rashid, Consultant, QIS) and application of 5S for improvement of quality of hospital services (by Dr. Tajul, 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 HSS Project staff seconded to QIS in Chittagong division were introduced with the participants including their roles and responsibilities.



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In the open discussion session the district level managers shared their limitations and experiences in improving the quality of services. They appreciated the 5S management technique and suggested to organize training for the hospital staff involving the health engineering department. The participants also pledged to support implementation of 5S at their respective districts.

This workshop was helpful to the participants to understand 5S as a management tool to improve quality of services. They also received information related to national QI strategy and structure. All the managers expressed his willingness and support to implement 5S at their respective district hospitals.



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WIT orientation on 5s at Khagrachari DH, 3-4 may 2017

The objectives of the workshop were to:

- Improve awareness of the participants on Quality Improvement initiative of QIS as part of Universal Health Coverage;
- Improve understanding on basic concept of 5S-Kaizen-TQM for improvement of quality of hospital services;
- Make an implementation plan for 5S at the district hospitals in the division; and
- Train the WITs of the hospital and introduction of 5S at the hospital.

The workshop was participated by the Civil Surgeon of Khagrachari and Divisional director of health, Chittagong division (as chief guest) along with RMO and members of the WITs. In total participants attended the workshop.

In the technical session, there were 3 main presentations –

- Current situation of 100 bed Khagrachari DH regarding 5S (with pictorial presentation)
- Application of 5S for hospital quality improvement
- 5S tools

Other sessions are based on practical Assessment of the participants -

- Development of Action Plan
- Presentation of action plan
- TOR for WIT

A video based on 5s was also displayed at the session

- Video on 5S (Bangladesh video)

Application of 5S for improvement of quality of hospital services (Presented by RMO). The implementation process of 5S was discussed and explained to the participants. The WIT members were requested to use their resources to improve quality of services according to the guideline presented in the workshop. The RMO also presented the terms of references. Dr. Binode Shekhore Chakma (UHFPO of sadar of Rangamati) presented the 5S and 5s tools on 1st day and 2nd day program. A video on 5s was also presented on both day programs



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WIT orientation on 5s at khagrachari 3-4 may 2017

The participants were requested to make a work plan and time schedule to complete the plan. They committed to support 5S implementation at their respective work place.

Attendance: At 2 days' workshop total attendance were 87.

This workshop was helpful to the participants to understand 5S as a management tool to improve quality of services. All the managers expressed his willingness and support to implement 5S at their respective departments of the hospitals. They also pledged to start the 5s activity by the WITs within their hospital with the help of QIS.



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Workshop on Implementing Quality Improvement Activities through PDCA at BRAC CDM, Rajendrapur, Gazipur 7-9 May 2017

The 5S-CQI-TQM is an approach to improve the quality of hospital services. It is a three-step process beginning with 5S. The second step is the CQI or continuous quality improvement. 5S is currently being implemented at several public hospitals in Bangladesh under the Quality Improvement Secretariat (QIS). 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 Workshop on Implementing Quality Improvement Initiatives through Plan-Do-Check-Act (PDCA) was organized at BRAC CDM, Rajendrapur during 7-9 May 2017. This was a residential training organized jointly by QIS & MaMoni HSS Project. The overall objective of the workshop was to enhance capacity (knowledge and skills) of the participants on PDCA approach so that they can use the approach to improve quality of hospital services.

The workshop was participatory. The participants were divided into four groups for doing exercise. The groups were developed according to the focused districts. The PDCA cycle consists of seven steps. All the steps were covered in the workshop. Each step was initially presented by the facilitators to make a clear understanding to the participants.

The presentations were followed by group exercise on the theme/step. The participants interacted with each other in the group and completed all the exercises and presented their group activities. At the end of the training (following the PDCA process) the participants developed an action plan which they pledged to carry out at their own hospital. The action plans were focused on the following issues:

- Reduce number of hospital attendants (Hobiganj district hospital)
- Increase utilization of KMC services (Noakhali district hospital)
- Improve infection prevention practices, especially sterilization of equipment (Laxmipur district hospital)
- Improve performance of EOC (Jhalokathi district hospital)

This training was new to all the participants. The participants enjoyed the training and expressed their satisfaction and willingness to implement the action plans going back to their facilities.



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SAFE SURGERY CHECKLIST LAUNCHING IN DMCH on 9 May 2017 at DMCH Conference room

Safe Surgery Check list is one of the important tools of ensuring Patient Safety. Quality Improvement activities are being under implementation in DMCH from June 2016. All the necessary steps for implementing 5S have been completed so far. Some of activities for next step that is CQI are gradually being introduced in the hospital. Safe Surgery Checklist introduction is one of the important steps to ensure patient safety particularly related to surgical procedures. The checklist is developed by WHO and many countries are using it doing customization for their context. QIS has developed the user manual and monitoring check list for the Safe Surgery Check List. The Validation workshop of the Safe Surgery Check List checklist was held with the presence (President & Secretary) of the societies of Surgery and allied discipline.

Dr. Brig. Gen Dr. Md. Mizanur Rahman, Director, DMCH inaugurated the occasion. Mr. Md. Asadul Islam, DG, HEU were present as Chief Guest. Dr Md Aminul Hasan DD HEU and focal person of QIS presented on background of the development of checklist. All the unit heads of the Surgery departments and dept. of Anesthesia were present in the workshop. Prof. ABM Jamal, General Surgery Dept. presented the customized Safe Surgery Checklist which is supposed to be used by surgery teams in the hospital. He pointed out the importance of using it and how it reduced lives and complications worldwide. He also described the modality of its use in OT.

All agreed that it is necessary to use for avoiding mistakes. It is decided that OT In-Charge will be the responsible for the checklist and one doctor who will work as focal person particularly for it will supervise and monitor it. Departmental Heads requested QIS to supply the checklist in poster form which can be displayed in OTs.

DG, HEU in his speech expressed his expectation that all will actively use it during surgical procedures. Director, Hospital expressed his enthusiasm and happiness for this success to introduce it in DMCH and he assured all out support to make all surgical operations safe including infection control processes.

All the Surgery teams will start using this checklist from now on. OT In-Charge will be responsible for checking / Ticking the format and a focal person (will be selected soon) will supervise and monitor the thing.



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QI festival and Award giving ceremony in Kurigram, 21 May, 2017

Quality Improvement Secretariat organized a QI fair in Kurigram targeting their EMEN implementing districts under GoB-UNICEF-BMGF initiative. The objective of the fair was to display the QI innovations by the implementing facilities and share their QI experiences. A team from Quality Improvement Secretariat headed by the Additional Secretary Mr Ashadul Islam, Deputy Director and focal person of QIS, Dr Md Aminul Hasan visited Kurigram. They led a QI rally from Kurigram CS office along with the Civil Surgeon, Dr SM Aminul Islam; Divisional Director, Rangpur Dr Mozammel Hossain; Dr Md Ziaul Matin, Health manager, UNICEF and a whole bunch of facility providers.

Following the rally, the stalls were opened for display and each of the QI teams of the 5 facilities displayed their innovations, their ideas through posters, photographs, display of QI materials and so on. The team from QIS visited each stalls and asked on different issues and exchange views and guided them for further progress.

There was an award giving ceremony to award the best performing QI teams from among each facility. The identification of the best teams was done using a scoring method and 5 best Work Improvement Teams were selected from 5 interventional facilities. One special award was given for the best performing facility for implementing EMEN standards. During the event, each facility presented on their QI implementation process focusing 5s and EMEN standards. Mr Ashadul Islam, DG-HEU inspired the teams and asked to continue the good progress. Dr Md Aminul Islam, DD-HEU discussed on their challenges and opportunities to implement the QI process. Divisional Director, Rangpur Dr. Mozammel Hossain committed his firm yearning to provide for any required support from the teams. Dr Md Ziaul Matin, Health Manager, UNICEF reiterated UNICEF's commitment to support the MoHFW for QI implementation.



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QI festival and Award giving ceremony in Kurigram 21 May, 2017



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5S orientation of WIT members at Adunik sadar hospital, Habiganj from 21 to 23 May.

The orientation on 5S for WIT members at Adunik Sadar District Hospital, Habiganj was held at hospital conference room, on 21-23 May, 2017. The orientation was participated by 95 members of 16 WITs (Work improvement Team) in three 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. Sabina Asrafee Lipi, Deputy Civil Surgeon, Habiganj District. She welcomed the participants and described the objectives at the outset of the workshop. The workshop covered topics on basic knowledge on 5S and was overall assisted Dr Mohammed Golam Mawla, Superintendent, Adunik Sadar District Hospital, Habiganj and facilitated by district pool (Dr Nirjhar Bhattacharia, MO-DC, CS office and Dr Nasrin Sultana, MO, Sadar hospital. 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 was 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 work 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 area.



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Orientation on 5S for WIT of 250 Bedded General Hospital, Gopalganj 22 May, 2017

The orientation on 5S for WIT members at 250 bed Gopalganj District Hospital was held at conference room of the District Hospital on 22 May, 2017. This one day orientation was participated by a total of 45 members of 17 WITs (Work improvement Team) including the district Civil Surgeon, AD Hospital, key members of the District Resource Pool (DRP) and Quality Improvement Committee among others. Representative (Asst. Director) from the Divisional Health office, Dhaka participated in the workshop as well.

The overall objective of the staff (WIT) orientation workshop was to develop an action plan for the hospital to improve the quality of services through application of 5S. The specific objectives were to:

- Improve knowledge and understanding of WITs on 5S
- Share baseline assessment findings with the hospital staff
- Improve understanding on responsibilities (TOR) of Work Improvement Team (WIT)
- Develop action plan by WITs for the hospital

The workshop was inaugurated by AD Hospital Dr. Faridul Islam Chowdhury, while Dr. Abid Hasan Sheikh, President BMA, Gopalganj and Dr. Himanshu Bimol Roy AD- Dhaka was present as special guest respectively. Civil Surgeon, Gopalganj Dr. Chowdhury Shofiqul Alam was present as the chief guest and wrapped up the closing session with an urge to all for a good team work with shared responsibility for providing patient centered quality care which is the ultimate objectives of the workshop. Dr Humayun Kabir, Sr. Consultant Orthopaedics conducted the inaugural session. The workshop session was facilitated by Dr. Harun-Or Rashid, Dr. Nasima Safa and Dr. Pronob Roy from QIS, Dhaka

At the outset of the workshop, the AD – Hospital welcomed the participants and invited for self-introduction. The divisional QI coordinator, Dhaka described the objectives of the workshop and shared the baseline assessment findings with pictorial. The workshop covered topics on basic knowledge on 5S and its application in hospital settings and was facilitated by Dr Pronob Roy, Dr Harun Or Rashid briefed the participants on QIC-WIT formation, responsibility of the teams with the advantage of application of 5S. He also introduced the checklist and information collection form for hospital visits for developing plan of action. Overall management and coordination was done by Dr Nasima Safa, Divisional QI coordinator Dhaka division.

The participants found the workshop useful and appreciated QIS for organizing such a useful workshop. All the WIT members felt the necessity of listing down the things and items need to be sorted in their respective area and the works need to be done. They wished to work 3 months initially 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 on 5S for WIT of 250 Bedded General Hospital, Gopalganj 22 May, 2017

Concluding remarks: Altogether this half day orientation workshop was a useful in terms of sensitizing the participant on evidenced based way to improve service provision and management through this QI-5S participatory approach. Only 45 representative participants covering QIC, WIT and DRP members in a single batch attended. Similar workshop will be required to cover remaining members of WIT, QIC and key staffs of 250 bed Gopalganj GH.



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Quarterly Monitoring Meeting at QIS, HEU 24 May, 2017

Dr. Aminul Hasan, Focal Person of QIS welcomed all the participants at the beginning of the meeting. This was followed by self-introduction of all the participants. The agenda of the meeting was shared by to all. He mentioned the special objectives of the meeting:

- Model Hospital activity
- Community Participation in model Hospital.
- Enhancement of DP's coordination.

Presentation done by Divisional Coordinators focusing on performance of QI activities like QIC meetings with important decisions, formation and training status of District Resource Pool, WIT formation and training status, base line survey using FLI form, status of 5S introduction and Model Hospital activity.

Concerned Divisional QI Coordinators presented the status of Model Hospitals with pictorial presentation of previous and changed present situation along with Community Support Modalities in each hospital. For Chuadanga District Hospital special presentation was given on Community Support and abrupt changes that is occurring there and future community support plan.

Open discussion was done on present situation of DP's coordination in QI activity in their assigned districts. Maximum unavailability and silent presence was revealed related to DP's involvement in QI activity due to lack of fund to utilize in QI purpose.

Dr. Tajul Islam, Senior Advisor, QIS presented the subject of MPDSR-

- Related definitions
- Process of data collection
- Personnel to perform the task in the facilities
- Reporting and response system.

Some financial issues were discussed by Mr. Milon Chondra Sarkar, Admin Officer. Mr. Rayhan, MIS Officer reviewed the various monitoring forms, FLI and base line survey forms. Dr. Aminul Hasan, Focal person, QIS concluded the meeting with a vote of thanks to everybody.



Advisor: Md Ashadul Islam
Editor: Dr Md Aminul Hasan



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