



QIS

Ensuring Quality Health Care



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Quality Improvement Secretariat, MOHFW, Bangladesh

Volume: June 2017

Revision of draft RMNCAH QI tool at HEU Conference room on 5 June, 2017

A review working group meeting was held in the conference room of Health Economics Unit with the aim to review the draft RMNCAH QI tools. Under the leadership of Dr Musa the 3rd working group (development of tools) has developed the tools in 4 segments. The segments are, One for Reproductive health, 2nd is for Maternal & Neonatal Health 3rd is for Child health and 4th one is for Adolescent health. Dr Md Aminul Hasan presided over the meeting. Dr SAJ md Musa facilitated the meeting. Again the 4 segments were distributed among the participants for further revision and identify the missing areas that might be linked to Quality od Care. In The meeting it is decided that the framework will be validated in next month ina wider perspective. In the workshop all of the working group members of RMNCAH framework were invited.



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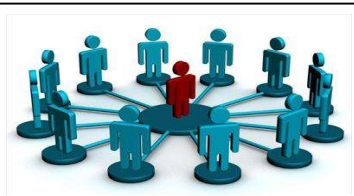
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Launching of Safe Surgery Checklist in Shaheed Suhrawardee Medical College hospital on 6 June, 2017

Ensure Patient Safety is one of the core objective of Quality of Care Strategy for Health Service Delivery. Quality Improvement Secretariat is working for development of Patient Safety Guideline. Introduction of Safe Surgery Check list is one of the important component of Patient Safety. QIS has customized and finalized the Safe Surgery Check list by holding series of Working group meeting in DMCH which developed by WHO.

6th June was the launching day of Safe Surgery Check List in Shaheed Suhrawardee Medical College Hospital. Prof Dr Uttam Kumar Barua, Director, ShSMCH presided over the meeting. Md Ashadul Islam, DG, HEU was the chief guest. Dr Md Aminul Hasan focal person of QIS has facilitated and conducted the session. Prof Dr ABM Jamal presented the key note presentation of Safe Surgery Check List.



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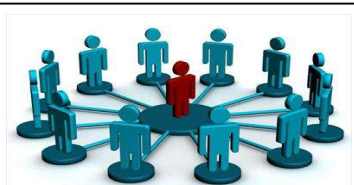
Workshop on Community Participation and Quality Improvement Initiative for Universal Health Coverage on 8 June, 2017

A Monitoring Workshop on Community Participation for Quality Improvement initiative was held in the conference room of MOHFW. Mr Faiz Ahmed Additional Secretary Admin and Md Habibur Rahman Khan were the chief and Special guest for the occasion.

The objective of the workshop was to review the activities of the 10 model hospitals for community participation. QIS has started scale up the Jhenaidah model of community participation in 10 districts from last October 2016.

Mayor of the Pourosova, Hospital Super and Civil Surgeon of each district were present in the workshop.

Earlier, an action plan has developed for the selected 10 district hospital for introduction of community participation. Lot of challenges were discussed in the session by civil surgeon and pourosova mayor.



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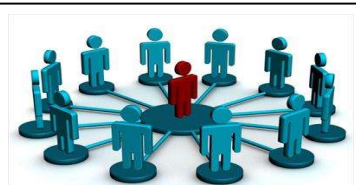
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Refresher's workshop on 5S-CQI-TQM at District Hospital Cox's Bazar, 7-8 June, 2017

Part of the QIS action plan a Refresher workshop was held in the Coxsbazae District Hospital. About 86 participants (1st day 42, 2nd day 44) were trained

Training was based on following topics

- Current situation of 250 bed Cox's Bazar DH regarding 5S (with pictorial presentation)
- Steps of 5S implementation at district hospital
- Application of 5S for hospital quality improvement
- 5S tools
- Video on 5S (Bangladesh video)
- Hospital visit: introduction of checklist and information collection for planning
- Development of Action Plan
- Presentation of action plan
- TOR for WIT

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

- 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



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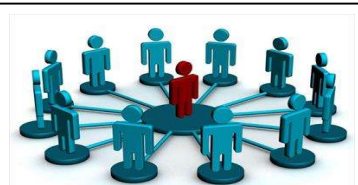
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Workshop on inclusion of Reproductive and Adolescent health cases in SSK benefit package on 11 June, 2017

A workshop was held in the BMA conference room with the aim to check and review the cases of Sexual and Reproductive health for SSK benefit packages. ICDDR, B has conducted a survey under the financial assistance of UNFPA for reviewing the SRH packages. Md Ashadul Islam was presided over the workshop. Dr SAJ MD Musa facilitate the workshop. Dr Md Aminur Rahman from ICDDR, B presented the key note. After the presentation participants took part in the discussion for finalization of the packages. Dr Md Aminul Hasan facilitate on behalf of QIS facilitate the discussion in the workshop.



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e-News Letter

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Meeting with IHI USA on 11 June, 2017

Representatives from Institute of Healthcare Improvement of USA were in the QIS for initiate the discussion on Patient Safety.

Patient safety is a discipline that emphasizes **safety in health care** through the prevention, reduction, reporting, and analysis of **medical error** that often leads to **adverse effects**. The frequency and magnitude of avoidable adverse events experienced by **patients** was not well known until the 1990s, when multiple countries reported staggering numbers of patients harmed and killed by medical errors. Recognizing that healthcare errors impact 1 in every 10 patients around the world, the **World Health Organization** calls patient safety an endemic concern. Indeed, patient safety has emerged as a distinct healthcare discipline supported by an immature yet developing scientific framework. There is a significant transdisciplinary body of theoretical and research literature that informs the science of patient safety. The resulting patient safety knowledge continually informs improvement efforts such as: applying lessons learned from business and industry, adopting innovative technologies, educating providers and consumers, enhancing error reporting systems, and developing new economic incentives.



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5S Orientation to WIT members in Bhola district on 11-12 June, 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.

On 11th and 12th June 2017 the workshop was Chaired and inaugurated by the Civil Surgeon Bhola. The chairperson welcomed the participants and on his welcome speech he said that through the approach of QIS we have to improve the quality of the hospital to a new stage, with their very limited resources, but we should give services not compromising the quality. By Today's workshop 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.

Application of 5S for improvement of quality of hospital services Presented by Dr. Shawkat Ali, (MO, Wazirpur UHC). 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 Divisional Resource pool Member Dr. Shawkat Ali also presented the terms of references. Dr. Rathindra Nath Majumder (Civil Surgeon of Bhola) presented the 5S and 5s tools on 1st day and 2nd day program. A video on 5s was also presented on both day programs. 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.

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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Orientation of WIT Members in Sadar Hospital Chuadanga on (5S) 14-15 June, 2017

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

Workshop Inaugurated by Dr. Rawshan Ara Begum, Civil Surgeon, Chuadanga. Total Participants-146 in two batches. Participant category were Consultants, Medical Officers, Nursing Super, Senior Staff Nurses, Medical Technologists, Office Staffs and ward boy, Aya and cleaners.

Main discussion points:

- WIT action implementation
- WIT meeting

Decisions taken/ Agreement/ Consensus:

- Regular holding of WIT meeting
- Proper implementation of 5S activities.
- Supervision

Future plan (if any):

- Availability of logistics for setting.
- Procurement of cleaning materials according to necessity.
- Use of WIT meeting resolution register.





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Orientation on 5S in Adhunik 150 Bedded Hospital Joypurhat on 17-18 June, 2017

The 5S presentation for hospital quality improvement was presented by Dr. Habibul Ahsan Talukdar. He presented an elaborated bangla plus pictorial presentation for the better understanding of the participants. This was followed by a brief Q&A on 5S from the hospital staffs. The video presentation on 5S-Kaizen-TQM was then shown to the audience. Current situation of the hospital was presented by Dr. Aziz based on the baseline assessment taken a month back to portray the gaps regarding 5S and what we can do to improve the situation. Area and WIT wise picture was shown and explained to them for their better understanding.

Firstly previous day discussion was recapped. Then picture of the Narsingdi Sadar hospital was shown to them. Then individual WIT presented from the action plan they have developed to implement 5S in their respective areas. After the each presentation feedback and instruction was provided to the WIT Team Leader. WIT Team Leader was instructed to sit for a meeting weekly and maintain a register so that discussions and decisions become documented. RMO took the responsibility to distribute the register. After each presentation WIT Team Leader gave strong commitment that they will implement 5S in the hospital. Model hospital action plan was also discussed with them in short. Then minimum standards for model hospital was discussed. Some of the responsibilities was distributed to the WIT Team Leader from the minimum standards of the model hospitals for implementation in their respective working areas.

Major Decisions Taken:

1. Observe Big Cleaning Day: 2nd Tuesday of each month.
2. QIC Monthly Meeting with WIT: 4th Tuesday of each month.
3. Monitoring Visit to see the progress of 5S with Community Participation Group: 4th Tuesday July.
4. A facebook account of Joypurhat DH was connected with QIS facebook account.



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The chair of the meeting Dr. Md. Azizul Islam inaugurated the meeting and welcome all the participants to the "Two (2) day Workshop for WIT on 5S". Then the objective of the meeting was presented by Dr. Mohd Aziz Khan, Divisional QI Coordinator.

The 5S presentation for hospital quality improvement was presented by Dr. Ratan Kumar Saha. He presented an elaborated bangla plus pictorial presentation for the better understanding of the participants. This was followed by a brief Q&A on 5S from the hospital staffs. The video presentation on 5S-Kaizen-TQM was then shown to the audience. WIT organogram and TOR was discussed. The action plan format of the WIT was discussed with a special emphasis. They were given some priority areas where they should implement 5S and try to improve the current situation. Based on the discussion they were instructed to make an action plan for each WIT and present individually to the hospital authority. WIT Team Leader was instructed to sit for a meeting weekly and maintain a register so that discussions and decisions become documented. RMO took the responsibility to distribute the register. After each presentation WIT Team Leader gave strong commitment that they will implement 5S in the hospital. Model hospital action plan was also discussed with them in short. Then minimum standards for model hospital was discussed. Some of the responsibilities was distributed to the WIT Team Leader from the minimum standards of the model hospitals for implementation in their respective working areas.

Major Decisions Taken:

1. Observe Big Cleaning Day: Last Tuesday of each month at 8.30-9.30 am.
2. QIC Monthly Meeting with WIT: Last Monday of each month at 12 pm.
3. Monitoring Visit to see the progress of 5S with Community Participation Group: 1st Monday of August.
4. A facebook account of Natore DH was connected with QIS facebook account.



Advisor: Md Ashadul Islam
Editor: Dr Md Aminul Hasan





QIS

Ensuring Quality Health Care



Contents:

1. Finalization of RMNCAH QI tool at HEU conference room on 5 June, 2017
2. Launching of Safe Surgery Checklist in Shaheed Suhrawardee Medical college hospital on 6 June, 2017
3. Workshop on Community Participation and Quality Improvement Initiative for Universal Health Coverage on 8 June, 2017
4. Refresher's Workshop on 5S-CQI-TQM at District Hospital Cox's Bazar on 7-8 June 2017
5. Workshop on inclusion of Reproductive and Adolescent package in SSK benefit package, 11 June, 2017
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Advisor: Md Ashadul Islam
Editor: Dr Md Aminul Hasan