



## e-News Letter

# QIS

## Ensuring Quality Health Care



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## Quality Improvement Committee Meeting at Naogaon DH on 11 July 2017

**Chairperson: Dr. Md. Emdadul Haque, Superintendent.**

Dr Md Emdadul Haque , Super DH, Naogaon, welcomed the participants at the beginning of the meeting and reviewed the previous decision taken in the meeting. Dr. Monir Ali, RMO inquired about the progress of 5S work in pediatrics ward and WIT Team leader gave update. The Gyane and Obs ward had made remarkable progress in terms of 5S in their ward. Then a decision was made to orient all the WIT's (n=15) about 5S in next month QIC with WIT meeting which will be supported by Engender Health. Engender Health consultant Mr. Shiddarth Alam Nury was also present in the meeting and they are the DP partner for QI activities in Naogaon.



Advisor: Md Ashadul Islam  
Editor: Dr Md Aminul Hasan





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## Quality Improvement Committee Meeting at Rajshahi Chest Disease Hospital, on 12 July 2017

### Chairperson: Dr. Mazharul Islam, Superintendent.

The progress of 5S and QI activities in last few months were briefly presented by superintendent of the hospital. Minimum standard of hospital delivered from QIS was discussed with the QIC members. Some decisions were taken to implement by next month from that minimum standard tools like numbering of all fan and lights in the facility, numbering all the bed and patient file to establish patient identification where necessary, using color code bin for in situ waste segregation according to protocol. This meeting was supported by Marie Stopes, Rajshahi.



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## Refreshers Orientation Workshop on 5S-CQI-TQM QI approach & review of Action Plan development on kurigram general hospital On 12-13 July 2017

Refresher orientation workshop inaugurated by Dr. Aminul Islam, Civil surgeon, Kurigram. The chairperson welcomed the participants and mentioned that the training is necessary to improve the Quality of hospital service and it helps to make Kurigram hospital as a model hospital in this division. Dr. Md Anwarul Haq Pramanik, Superintendent, General Hospital, Kurigram and all resource person was present there.

The overall objectives of the workshop was to prepare the participants to review their QI action plan using 5S-CQI-TQM approach. At the end of the training, the participants was expected to:

- Validate the QI teams (QIC and WITs) and adjust the new members in the team
- Review previous QI action plans of each WIT
- Develop new QI action plan for next 3 months by each WITs
- Orient the providers on 5S-CQI-TQM approach, conduction of meetings, monitor 5S implementation
- Specifically guide the maternal and newborn team to prepare the additional plan in light of implementing the EMEN standards and related areas.

The resource persons of the workshop were Dr. Ajay Kumar Roy, Deputy Director RMC&H, Dr. Nazrul Islam, UH&FPO, Sadar, Dr. Shipon RMO and Dr. Al Amin Masud MO, General Hospital, Kurigram. Total 44 number of participants were present there.

Main focused area of this workshop was:

- Recapitulation on 5s concept and its application.
- Validation of Quality Improvement Committee and Work Improvement Teams
- Sharing of QI tools
- Baseline assessment by different teams (using checklist and photos)
- Review of previous action plan
- Video on 5s
- Group work for summarize findings and action plan development.
- Presentation of action plan by each team





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## Refreshers Orientation Workshop on 5S-CQI-TQM QI approach & review of Action Plan development on kurigram general hospital On 12-13 July 2017

The Refresher orientation workshop was successfully end with group work for summarized previous action plan and develop a new action plan for next 3 month. Each WIT presented their action plan and the other participants and resource persons give their opinion on it ,in this way the action plan develop as more focused and feasible with the available local resources.

At the end of the workshop resource persons put their thoughts how to make this program more effective and helpful for this hospital .



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## Orientation for WITs on 5S at general hospital Comilla on 18 July 2017

The workshop was organized on **17-18 July 2017** at the conference room of Civil surgeon office beside the 250 bedded district hospital of Comilla, Chittagong division. The workshop was inaugurated by the Civil surgeon Dr. Mojibur Rahman, Comilla and Special guest was Dr. Kamaluddin ahmed, deputy Civil surgeon, Comilla, The facilitators were Dr. Kamaluddin ahmed, deputy CS comilla, Dr. Salauddin, and RMO of the hospital and the participants were the members of the WITs of district hospital comilla.

The chairperson welcomed the participants and on his welcome speech he said that they are lots of scope present at the hospital to improve the quality of the hospital. There is a willing from his side to improve the quality status of this hospital and he is trying his best for this with their limited resource. He gave thanks to QIS for organizing the workshop. He also said that by the knowledge gained from this workshop the WIT members will do the necessary actions what are to be implemented. He hope that a significant change in quality .improvement could be possible after this 5S learning program.

By this workshop it was the hospital started a journey toward quality achievement. The guest, facilitator and the participants were so hopeful that this 5S workshop will become a milestone of the quality achievement for the hospital. The management was also showed positive attitude for improve quality of services. The managers of different departments also expressed their willingness and support to implement 5S at their respective departments of the hospitals.



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## Orientation of WIT on 5S: At 250 bedded General Hospital, Chittagong on 20 July 2017

The workshop was organized on **20 July 2017** at the conference room of district hospital of Chittagong. The workshop was inaugurated by the superintendent of the hospital Dr. Ashim Kumar. The chief guest was divisional director, health. But he could not attend as because of attending the other program at Cox's Bazar, In absence of Divisional director health, assistant director of health Chittagong was present at the program as special guest. Also there were two facilitators one is Dr. Bijan Kumar Nath, consultant, surgery and another is Dr. Asifa Ali, consultant Gynae. Hospital's RMO and members of the WITs of different departments had participate at the workshop.

On 20 July 2017 after inaugurated by the supernatant of the hospital Dr. Ashim Kumar the workshop was started. The chairperson welcomed the participants and on his welcome speech he said that they are already started the quality improvement activities before this workshop. This workshop would give them more esteem for quality improvement. With the effort of QIS they should improve the quality of the hospital furthermore.. He thanks the QIS for starting 5S activity at this hospital. He hope that by this learning workshop the staffs should learn about 5S, and quality improvement techniques, and apply these at their working places

This workshop was so helpful for the participants to understand 5S as a management tool to improve quality of services at their hospital. The WIT chairpersons expressed some of their bad experiences about some poor status of their hospitals and realize that they need quality improvement. And they also expressed their strong will for support in all aspect to implement 5S at their respective departments of the hospitals. They were thankful to start the 5S activity by the WITs within their hospital with the help of QIS.



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## QI Committee Meeting at Civil Surgeon Office, Bogra on 18 July 2017

### Chairperson: Dr. Md. Shamsul Haque.

In the beginning of the workshop Civil Surgeon welcomed the participants for taking big effort for QI initiatives. Mr. Sazzdul Kabir, MO-CS discussed about the minimum standards of hospital shared from QIS. Civil Surgeon has taken the decision to share these indicators while visiting Upazila Health Complex to improve the hospital service delivery. Civil surgeon office staffs will also implement 5S in their respective work place. This meeting was supported by Mr. Moinul Islam, Marie Stopes, Bogra.



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## TOT of District Resource Pool (Barisal Division) on QI Initiatives (5S) on 17-19 July 2017

The TOT was chair & inaugurated by Dr. Md. Mahbubur Rahman, Director (Health), Barisal Division. Dr. Mahbubur Rahman welcomed all the participants and emphasized on the government's commitment to improve quality of health services. The workshop covered topics on National Quality Improvement (QI) strategy, leadership, motivation and 5S, and was facilitated by divisional resource pool members (Dr. Sankar Kumar Ghose, UHFPO Indurkani, Pirojpur, Dr. M A Mannan, UHFPO, Dr. Md. Shahadat Hossain Hazra, UHFPO and Dr. Md. Shawkot Ali, MO). Dr. Harun Or Rashid, Consultant QIS supplemented the sessions whenever it was needed. Overall management and coordination was done by Dr. Pranob Kumar Roy MO, QIS and Dr. Maruf, Divisional Coordinator of Barisal division.

District resource pool members from Barisal, Barguna, Pirojpur, Jhalokathi, Patuakhali, and Bhola districts joined the training. Total 24 people participated of whom 11 medical doctors and 9 Nurses were present.

The participants found the TOT useful, and appreciated QIS for organizing such an effective event. The participants pledged to work as trainer and as implementer for their own hospital from their respective positions. The TOT was concluded by Divisional Director Dr. Md. Mahbubur Rahman, thanking all the participants and facilitators for their active participation and commitment to implement QI strategy.

Divisional Director (Health) expressed his willingness and active support to 5S implementation. Participant found the QI initiative a promising agenda of MOHFW to bring positive changes in hospital services.



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## QI Committee Meeting and hospital Visit at Sirajgonj DH on 23 July 2017

### Chairperson: Dr. Uday Narayan Mohonth, Superintendent.

Mr. Akramul Islam, RMO read out the resolution of previous meeting. Then the WIT Team leaders gave update about the decision which were taken in the last meeting. Pediatrics ward have implemented 5S in their ward. Other WIT Team leader was taken to visit this ward after the end of the meeting. Minimum standard for model hospital was discussed with the participants. Some decisions were taken for implementation from the indicators like Staff ID card, implementing 5S in Gynae ward, and buy different color clip file for better patient identification. After the end of the meeting all the WIT Team leader were taken to pediatrics ward to see the 5S work done in this ward.



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## Meeting on Quality Improvement Council, at HEU Conference Room on 23 July 2017

The QIC met on May 23, 2017 at the Health Economics Unit, Quality Improvement Secretariat (QIS) conference room. The agenda of the meeting included: An update on main national Quality Improvement initiatives led by the QIS; brief update from each participating USAID project on key quality improvement activities; review of compiled list of QI materials developed by different projects; discussion on areas of potential collaboration between participating projects and national QIS; and updating QI Council members and focal persons.

The meeting was held at the conference room of the QIS. Dr. Md Aminul Hassan, Focal Person, QIS, Deputy Director, Health Economic Unit presided over the meeting. Dr. Youssef Tawfik, Senior Clinical and Quality Improvement Advisor, MaMoni HSS facilitated the meeting. Participants included representatives from USAID, QIS, and several projects members of the QI Council including: MaMoni HSS Project, National Health Services Delivery Project (NHSDP), Systems for Improved Access to Pharmaceuticals and Services (SIAPS), Mayer Hashi II Project, A2H Project, Fistula Care Project, Nirapod Project, Marie Stopes, ICDDR,B, and Social Marketing Company (SMC)



Advisor: Md Ashadul Islam  
Editor: Dr Md Aminul Hasan





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Advisor: **Md Ashadul Islam**  
Editor: **Dr Md Aminul Hasan**

Quality Improvement Secretariat, MOHFW, Bangladesh

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## 5S Orientation to WITs of Barguna DH at Barguna DH on 25 July 2017

The workshop was organized on 25<sup>th</sup> July 2017 at the Hospital Superintendent's room of Barguna District Hospital, Barisal division. The workshop was participated by the Barguna DH Superintendent (Chairperson) and Divisional Director (health), Barisal Division (as chief guest), AD-Admin (Health) Barisal Division (as Special Guest), Asst. Director (Diseases Control) (as Special Guest), Dr. Jashimuddin Howlader (Civil Surgeon Barguna) Dr. Md. Abdul Mannan (UHFPO of Kalapara UHC-as Resource Person) and other members of the WITs of Barguna District Hospital.

The workshop was Chaired and inaugurated by the Hospital Superintendent (Dr. Md. Shohrab Uddin). The chairperson welcomed the participants and on his welcome speech he said that through the approach of QIS hospital should improve the quality of the hospital to a new stage, with their very limited resources, but the service providers should give services not compromising the quality..

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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## 5S Orientation to WITs of Barguna DH at Barguna DH on 25 July 2017



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### District QI Committee meeting at Kurigram

Monthly QIC meeting held on July 19, 2017 at CS office, Kurigram. Dr. Aminul Islam Civil surgeon Kurigram chair the meeting. Dr. Anwarul Islam Pramanik, Superintendent of General Hospital, Dr. Nazrul UH&FPO Sadar, RMO, DCS and other members of District QIC including BMA president and representative from Private diagnosis center was present there. Dr. Zahid, Health officer UNICEF and Dr. Kaniz, Divisional QI Coordinator also attended the meeting. Civil surgeon welcomed all the participants and follow up the previous month meeting minutes to assess what is the status of work done in previous month. The main discussants issue was hospital waste management, hospital face regular challenges in this area. In this meeting decision was taken that Civil surgeon and Superintendent take initiative to communicate with City Mayor regarding this issue and asked for waste management vehicle support regularly. The other issues were unavailable waste been in the hospital, on this issue they decided to manage it with locally available been or drum which are available in local market and label as require. Monitoring issue also discussed in this meeting, regular monitoring of the WIT will be the priority task for the Monitoring team. At the end of the meeting Civil surgeon and Superintendent thank you all for their time and continues support to the hospital and hope for a good work together.



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## 5S Orientation on WIT of Meherpur District Hospital at Meherpur DH on 23-24 July 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

Inaugurated by Dr. Abdur Rahman, Assistant Director Admin, Director (Health) office, Khulna, Civil Surgeon, Meherpur and Superintendent, DH Meherpur.

Main participants including the number attended the workshop: Total Participants-147 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:

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





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## 5S Orientation to Wits of Meherpur District Hospital at Meherpur DH on 23-24 July 2017



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## 5S Orientation to WITs of Narail District Hospital at Narail DH on 25-26 July 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

This orientation program Inaugurated by Civil Surgeon, Narail and Superintendent, DH Narail.

Main participants including the number attended the workshop: Total Participants-88 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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## 5S Orientation to WITs of Narail District Hospital at Narail DH on 25-26 July 2017



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## Monthly QIC Meeting at District Hospital Natore 27 July 2017

**Chairperson: Dr. Md. Azizul Islam, Superintendent.**

In the beginning of the workshop hospital super welcomed the participants for attending the meeting. Dr. Abul Kalam Azad read out the resolution of previous meeting and inquired about the progress. Then tremendous progress of 5S work after the 5S workshop was shown by Dr. Mohd. Aziz Khan. Then the minimum standards for model hospital were discussed in the meeting. EngenderHealth donated some money to buy color file for different wards. TIB will provide digital citizen charter as shared by RMO. Hospital staff ID card, numbering of switchboard, reopening male and female line for pharmacy were some of the decisions taken for implementation. The meeting was supported by Engender Health.



Advisor: Md Ashadul Islam  
Editor: Dr Md Aminul Hasan





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## Dissemination Workshop of "Study on current Initiative of care in HNP Sector and their impact" at CYRDAP Auditorium on 27 July 2017

A dissemination workshop on "Study on current initiative for Quality of Care in HNP sector and their impact" was arranged by QIS in CIRDAP auditorium. Md Ashadul Islam DG. HEU presided over the workshop. The study was outsourced by HEU in last year and SSMF was responsible to conduct the survey. Team leader of SSMF Dr AM Zakir Hossain Presented the findings of the survey in the workshop. The will be available in the QIS website very soon.



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## Survey News published in the daily Prothom Alo

Recently QIS organised a dissemination workshop of a Survey findings in CIRDAP auditorium. The survey was conducted by SSMF (outsourced) on behalf of QIS. Renowned public health specialist Dr AM Zakir Hossain, Ex Director PHC is the team leader of the survey. News published by the Daily Prothom Alo on 28th July.

## স্বাস্থ্যসেবার মান নিয়ে সমীক্ষা হাসপাতালের চিকিৎসা নিয়ে ৮০ শতাংশ রোগী সন্তুষ্ট

### বিশেষ প্রতিবেদন

হাসপাতালে ভর্তি হলেই চিকিৎসকের দেখা পাওয়া যায় না, চিকিৎসা পেতে বিলম্ব হয়। এই অভিজ্ঞতা হাসপাতালে ভর্তি হওয়া দুই-তৃতীয়াংশ রোগীর। ২৫ শতাংশ রোগীর অভিযোগ, চিকিৎসকেরা ব্যবস্থাপত্রের বিষয় তাদের বুঝিয়ে বলেন না। তারা বলেছেন, চিকিৎসকেন্দ্রে গোপনীয়তার ব্যবস্থা পর্যাপ্ত নয়, জরুরি সেবার কক্ষের মান সন্তোষজনক নয়। তারপরও প্রায় ৮০ শতাংশ রোগী চিকিৎসা পেয়ে সন্তুষ্ট।

স্বাস্থ্য ও পরিবার কল্যাণ মন্ত্রণালয়ের স্বাস্থ্য অর্থনীতি শাখার এক সমীক্ষায় এসব তথ্য পাওয়া গেছে। বেসরকারি প্রতিষ্ঠান সোশ্যাল সেক্টর ম্যানেজমেন্ট ফাউন্ডেশন স্বাস্থ্য অর্থনীতি শাখার পক্ষে এই সমীক্ষা করেছে। গতকাল বৃহস্পতিবার রাজধানীর সিরডাপ মিলনায়তনে এ সমীক্ষার ফলাফল প্রকাশ করা হয়।

সমীক্ষায় দেখা গেছে, স্বাস্থ্যসেবার মান উন্নয়নে ইতিবাচক সিদ্ধান্ত নেওয়ার ক্ষেত্রে রাজনীতি একটি চ্যালেঞ্জ। স্বাস্থ্য মন্ত্রণালয়ের বিভিন্ন অধিদপ্তর ও শাখার কর্মকর্তাদের পদক্ষেপের জটিলতাও

স্বাস্থ্যসেবার মান উন্নয়নে ইতিবাচক সিদ্ধান্ত নেওয়ার ক্ষেত্রে রাজনীতি একটি চ্যালেঞ্জ। স্বাস্থ্য মন্ত্রণালয়ের বিভিন্ন অধিদপ্তর ও শাখার কর্মকর্তাদের পদক্ষেপের জটিলতাও ইতিবাচক পদক্ষেপের জন্য বাধা

ইতিবাচক পদক্ষেপের জন্য বাধা কর্মকর্তাদের একেবারে কোনো প্রশিক্ষণ না থাকাও সেবার মান বৃদ্ধির ক্ষেত্রে অন্তরায়।

যশোর, ভোলা, মৌলভীবাজার, পঞ্চগড়, খাগড়াছড়ি, মানিকগঞ্জ, শেরপুর ও নাটোর—এই ৮টি জেলায় ২০১৬ সালের জুন থেকে ২০১৭ সালের এপ্রিল পর্যন্ত সমীক্ষা করা হয়। এসব জেলার ৮টি জেলা হাসপাতাল, ৮টি বেসরকারি হাসপাতাল, ৮টি উপজেলা স্বাস্থ্যকেন্দ্র, ৮টি ইউনিয়ন স্বাস্থ্যকেন্দ্র এবং ৮টি কমিউনিটি ক্লিনিকের সেবা পরিস্থিতির তথ্য সংগ্রহ করা হয়। রোগী

ও হাসপাতালের চিকিৎসক, মাসে ১ হাজার ৭২৮ জনের কাছ থেকে তথ্য নেওয়া হয়।

সোশ্যাল সেক্টর ম্যানেজমেন্ট ফাউন্ডেশনের প্রধান নির্বাহী কর্মকর্তা আবু মুহাম্মদ জাকির হোসেন বলেন, কিছু নির্বাচিত সূচকের ভিত্তিতে স্বাস্থ্যসেবার মান জানাই ছিল এই সমীক্ষার প্রধান উদ্দেশ্য।

সমীক্ষায় দেখা গেছে, প্রায় অর্ধেক রোগী চিকিৎসককে কোনো প্রশ্ন করতে পারেন না। প্রতি চারজন রোগীর একজন বলেছেন, হাসপাতালে তাদের সমস্যা দেখানো হয় না। দুই-তৃতীয়াংশ রোগী বলেছে, হাসপাতালের খাবার ভালো নয়। তবে ৮০ শতাংশ রোগী হাসপাতালের সেবায় সন্তুষ্ট।

রোগীর সন্তুষ্টির ব্যাপারে জানতে চাইলে বদরুদ্দীন মুজিব মেডিকেল বিশ্ববিদ্যালয়ের সাবেক সহ-উপাচার্য ও বিশিষ্ট চিকিৎসক রশীদ-ই-মাহবুব মুঠোফেনে গ্রন্থম আলোকে বলেন, সমীক্ষার যথার্থতা নিয়ে তাঁর সন্দেহ আছে। সরকারি হাসপাতালে বেশি যার দরিদ্র মানুষ, তারা জানে না কোন সেবার কী মান হওয়া উচিত। তারা যা পায়, তাতেই সন্তুষ্ট থাকে।



Advisor: Md Ashdul Islam  
Editor: Dr Md Aminul Hasan





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# QIS

## Ensuring Quality Health Care



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Quality Improvement Secretariat, MOHFW, Bangladesh

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## Workshop on Development of IPC Module at HEU Conference room on 30 July 2017

The first meeting of the IPC module development was convened on 30 July at 10:00 am at HEU. The meeting was chaired by Dr. Md. Aminul Hasan, Deputy Director and Focal Person, QIS. The meeting was attended by participants from DGHS, NIPSOM, NIPORT, WHO, MaMoni, EngenderHealth, OFSB, and QIS (list of participants is provided in the annex). The agenda for the meeting was:

1. Discussion on process of development of IPC module
2. Identification/confirmation of the stakeholders to develop the module
3. Make small working groups (3 to 4) to develop the module
4. Allocation of chapters to working groups
5. Distribution of available materials
6. Confirmation of TOR of the working group and timeline
7. Miscellaneous



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## District Hospital QIC Meeting at CS Office Barisal on 31 July 2017

Barisal District Hospital QIC meeting held on 31/7/2017 at 11.30 am chaired by Civil Surgeon Barisal. All QIC members were present at the meeting.

### Decisions taken:

- FLI Checklist will fill up by using FLI Checklist on 6<sup>th</sup> August, 2017.
- 5S orientation to WIT members will be conducted On 23 August 2017 at Barisal District Hospital.
- Nursing Supervisor Mrs. Saidunnesawas appointed as focal person of QI at district hospital.



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## Workshop on Implementing QI Initiative through PDCA at BRAC CDM, Savar on 31 July -2 August 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 in Medical College hospitals, district hospitals and some Upazila 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 BRAC CDM, Savar during 31 July – 2 August 2017. Participants from 5 districts viz Bholra, Chandpur, Khagrachari, Cox's bazar and Moulvibazar, along with them five divisional coordinators of QIS and one Medical officer from QIS, total 25 participated the course.



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