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**Ensuring Quality Health Care**



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## Facility Level Indicator Assessment at Naogaon District Hospital on 07 August 2017

### Facility Level Indicator Assessment

**Venue: Naogaon District Hospital.**

**Date: 07.08.2017.**

**Team members:**

1. Dr. Monirul Alam Akand, RMO.
2. Dr. Mohd. Aziz Khan, Divisional QI Coordinator, Rajshahi.

Facility level indicator assessment was done in Naogaon District Hospital. Emergency, OPD, IPD, Labor ward, Hospital premises, Kitchen etc. were inspected one by one and score was recorded in the standard FLI tool. After finishing the assessment a quick feedback was given to the Superintendent of Naogaon District Hospital about findings.



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## Facility Level Indicator Assessment at Naogaon District Hospital on 07 August 2017



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## WIT Training on 5S at Rajshahi Medical College Hospital on 08-09 August 2017

### Workshop on 5S for WIT

**Venue:** Rajshahi Medical College Hospital (RMCH).

**Date:** 08.08.2017-09.08.2017.

**Chairperson:** Brig. Gen. AFM Rafiqul Islam, Director, RMCH.

The workshop was arranged as a part of QI activities in Rajshahi Medical College Hospital (RMCH). EPOS has been implementing QI activities for last one and half years in RMCH mainly focusing in 02 Obstetrics, 02 Pediatric and 01 Neonatology ward. In last month's monthly QIC meeting Director RMCH wanted to expand QI activities in all the wards in RMCH following the standard guideline from Quality Improvement Secretariat (QIS). That's why 12 WIT team were formed and then they were trained on 5S for implementing the QI activities in their respective workplace.

The workshop was inaugurated and chaired by Dr. AFM Rafiqul Islam, Director, RMCH. Then Dr. Atikuzzamn from EPOS presented on their QI activities and achievement in RMCH. Dr. Mohd. Aziz Khan, Divisional QI Coordinator, Rajshahi presented the 5S and 5S approach to be implemented by the WIT team members. The action plan to implement 5S was developed by the individual WIT and submitted to the Director afterward. Dr. Belal and Dr. Shahana then shared their experiences about implementing 5S in Obstetrics and Neonatology ward. The meeting then ended by a vote of thanks from Director, RMCH.



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## WIT Training on 5S at Rajshahi Medical College Hospital on 08-09 August 2017



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## Orientation of WITs on 5S at Jhalokathi District Hospital on 16 August 2017

### Orientation of WIT on 5S: Jhalokathi District Hospital, Barisal division

**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 1st workshop of Jhalokathidistrict hospital WIT orientation on 5s technically and financially supported by MaMoni HSS Project, organized to improvement of the quality of service of district hospital level by their hospital authority and QIS .

**Objectives:** 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.

**Date, venue and participants:** The workshop was organized on 16<sup>th</sup> August of 2017 at the conference room of district hospital of Jhalokathi, Barisal division. The workshop was participated by the Civil Surgeon of Jhalokathi (Chairperson) and Divisional Director (health) , Barisal Division ( as chief guest),AD-Admin (Health) Barisal Division (as Special Guest),Dr.Shahadat Hossain Hazra (UHFPO JhalokathiSadar-as Resource Person) along with RMO and members of the WITs In total 59 participants attended the workshop.



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## Orientation of WITs on 5S at Jhalokathi District Hospital on 16 August 2017

**Presentations and discussion:** On 16<sup>th</sup> August 2017 the workshop was Chaired and inaugurated by the Civil Surgeon Jhalokathi. 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.

In the technical session, there were 3 main presentations –

- Current situation of Jhalokathi District Hospital 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)



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## Orientation of wit members on 5s at District Hospital Brammanbaria on 16-17 August 2017

### Orientation of WIT on 5S:250 Bedded District Hospital Brammanbaria, Chittagong division

**Background:** 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 2<sup>nd</sup> workshop of district hospital WIT orientation on 5s technically and financially supported by MaMoni HSS Project, organized to improvement of the quality of service of district hospital level by their hospital authority and QIS .

**Objectives:** 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.

**Date, venue and participants:** The workshop was organized on **16-17 Aug 2017** at the conference room of district hospital of Brammanbaria, Chittagong division. The workshop was inaugurated by the Supernatant of the hospital, and Special guest and resource person was Civil Surgeon of Brammanbaria, The RMO and members of the WITshad attendant the worksop. There were 84 persons participate in the worshop in 2 days ( first day 40 second day 44 ) . Among them consultants ,doctors, nurses and other staffs were attended .



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## Orientation of wit members on 5s at District Hospital Brammanbaria DH on 16-17 August 2017

**Presentations and discussion:** On 16 aug the workshop was Chaired and inaugurated by the hospital supernatant of the hospital, The chairperson welcomed the participants and on his welcome speech he said that his supportive staffs do not have knowledge about 5s method . he hope that by this worksop they will gain knowledge about 5s method for quality improvement of their hospital. He advised his staffs to improve the qualitystatus of the hospital with the knowledge gained by this workshop, He hoped that though they have limited resource they will try to improve significant change in quality improvement . He gave thanks the QIS for starting 5S activity at this hospital .He hope that by this learning workshopthe staffs shall learn about 5S method. And newquality improvement techniques will learn from this workshop and they will able to use the5S method at their own setting with available resources.

In the technical session, there were 3main presentations –

- Current situation of 250 bed Chandpur DH regarding 5S (with pictorial presentation): presented RMO of the hospital with district monitor QIS
- Application of 5S for hospital quality improvement, 5S tools, -by CS of Brammanbaria , Dr. Nisit Kumar
- Development of Action Plan – Dr. Kabir
- Presentation of action plan—Dr. Kamrul ,TOR for WIT- Dr. Kabir



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## Quarterly meeting with Divisional Coordinators at HEU, on 19-20 August 2017

The Quarterly meeting was organized at HEU conference room at 9:00am (19-20 August 2017) chaired by Dr. Aminul Hasan, Deputy Director and focal person of QIS. In this two-day meeting, 1<sup>st</sup> day was designed for performance review and orientation on tab-based FLI and 2<sup>nd</sup> day was designed for orientation of facility based MPDSR and coordination with UNICEF for model districts. The orientation was participated by all divisional coordinators, all district monitors, Sr advisor, advisor, MIS officer, administrative officer and medical officer of QIS.

### Performance Review

At the beginning of the meeting, agenda of the meeting was discussed by Dr Tajul Islam. After that minimum standard for model hospital and action plan for QI model hospital (April, 2017 to April, 2018) was discussed (by divisions) for each of the model hospital which was facilitated by Dr Aminul Hasan. The following were the common observations:

- The activities of the checklist was discussed and explain to everybody.
- Standard Operating Procedures (SOP) were not found at any of the facilities.
- Safe surgery checklist was not introduced at any hospital.
- Patient satisfaction survey was not conducted in any model hospital.
- All the SOP should be downloaded from the QIS website and give copy to the model hospital.
- QIS will provide general posters to the model hospital for 5S.
- When anyone visit any model hospital should follow a checklist and monitor 5S activities, PDCA progress and follow up MPDSR activities as well.
- Patient satisfaction survey will be conducted in every 3 months by web-based which will instruct later on.
- TAB-based FLI will fill up for all model hospital every month from September, 2017.
- Everyone should include PDCA activities and MPDSR follow-up activities in the activity plan for every month.
- A universal banner for QIC meeting will be finalized after discussion
- QIC meeting regularly and send the meeting minutes to QIS



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## Quarterly meeting with Divisional Coordinators at HEU, on 20-21 August 2017



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## Joint Meeting with UNICEF at HEU Conference room, on 21 August 2017

Ministry of Health and Family Welfare conducted a mapping exercise to coordinate with development partners for facilitation of the QI process. This QI collaboration approach will help to facilitate the QI process that Bangladesh government has recently initiated.

### *Objective of mapping for joint GO-NGO collaboration*

- To identify out the coverage of QI initiatives by different organizations for improving the health care service delivery
- To identify the opportunities and challenges for improvement of the qi functioning at different tiers through coordination from DPs and NGOs

Quality Improvement Secretariat team conducted an in-house consultation to plan for the nationwide mapping of DPs and NGOs at district and upazila level. The team designed a mapping template for collecting information from different DPs and NGOs. These filled-in templates were analyzed to find out the intervening districts and upazilas and its staffing pattern.

UNICEF is one of the partner of Joint collaboration plan. A day long workshop was held in QIS with the aim to provide the orientation of the ZHO those will be involved in selected district level activities monitoring and supervision.



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## Joint Meeting with UNICEF at HEU Conference room, on 21 August 2017



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## WIT orientation on 5S at 250 Beaded General Hospital, Jessore, 22-24 August 2017

### Objectives:

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
  - Develop action plan by WITs for the hospital
1. Place: Jessore 250 Bed General Hospital. Date: 22-24 Aug 2017. 9-00 to 4-00Pm
  2. Important persons attended as guest or chaired:  
Inaugurated by Dr. A K M Kamrul Islam, Super, DH Jessore.
  3. Main participants including the number attended the workshop: Total Participants-223 in three batches. Participant category were Consultants, Medical Officers, Nursing Super, Senior Staff Nurses, Medical Technologists, Office Staffs and ward boy, Aya and cleaners.
  4. Presentations given on: Objectives of the Training.  
Present situation of the Hospital.  
Model Hospital Video-Narshingdhi 5S presentation.  
Trend of change in DH Chuadanga
  5. Main discussion points: WIT action implementation, WIT meeting
  6. Decisions taken/ Agreement/ Consensus: Regular holding of WIT meeting, Proper implementation of 5S activities, Supervision
  7. 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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### WIT orientation on 5S at 250 Beaded General Hospital, Jessore, 22-24 August 2017



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## WIT orientation on 5S at 250 Beaded General Hospital, Feni, 23 August 2017

**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 2<sup>nd</sup> workshop of district hospital WIT orientation on 5s technically and financially supported by MaMoni HSS Project, organized to improvement of the quality of service of district hospital level by their hospital authority and QIS .

**Objectives:** 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.

**Date, venue and participants:** The workshop was organized -**23 Aug 2017** at the conference room of district hospital of Feni, Chittagong division. The workshop was inaugurated by the divisional director of health as chief guest and chaired by Civil Surgeon Feni. Also DCS of Comilla joined as resource person of the workshop. Among other deputy superintendent of the hospital and RMO were present. Members of all WITs in the hospital participate in the workshop.

**Presentations and discussion:** On 23<sup>rd</sup> Aug the workshop was Chaired by Civil Surgeon ( Superintendent of the dist hos ) of Feni Dr. Hasan Shaharier and inaugurated by the chief guest : Division Director (Health) : Dr. Mujibul Haq. Chairperson Dr. Hasan Shaharier welcomed the participants and on his welcome speech he said that through the approach of QIS

In the technical session, there were 3 main presentations –



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In the technical session, there were 3 main presentations –

- Current situation of 250 bed Feni 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



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## Conference on Strengthening Quality in Healthcare and ASQua board meeting at KLCC Convention Center, Malaysia on 24-26 August 2017

A Conference on Quality and Safety for Health care jointly arranged by BMJ-IHI in KLCC Kuala Lumpur.

The conference connected 1,000 healthcare practitioners and leaders from over 35 countries, united by the vision to aim high with our goals for quality improvement, to act together across professions and with service users, and to achieve real success in improving care worldwide.

QIS of MOHFW is the board member of ASQua . The AGM of ASQua was held on 24<sup>th</sup> August 2017 in KLCC



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## Orientation on PDCA to WIT and QIC members of Habiganj DH on 29 August 2017

The orientation on PDCA for QIC and WIT member at Adunik Sadar District Hospital Habiganj was held at hospital conference room, on 29 August, 2017. The orientation was organized and supported by MaMoni-HSS project, Habiganj. The orientation was participated by 29 members of WITs (Work improvement Team) and 4 member of QIC (Quality Improvement Committee). Rest of the QIC and WIT member will be oriented on 10 to 11<sup>th</sup> September, 2017. The overall objective of the workshop was to provide basic knowledge on PDCA (Plan, DO, Check & Act) for the hospital to improve the quality of services.

The orientation was inaugurated by Dr. Rahindro Chandra Dey, Superintendent, Adunik Sadar District Hospital, Habiganj District. He welcomed the participants and described the objectives at the onset of the orientation. The workshop covered topics on basic knowledge on PDCA and facilitated by Dr Parimal Saha, Manager-Quality Assurance, MaMoni-HSS and Dr Anjuman Ara Begum, Divisional Coordinator QI of Sylhet division.

The participants found the workshop was useful and appreciated MaMoni and QIS for organizing such an effective workshop. The improvement of knowledge and understanding 5S was also done in the workshop. All the WIT members listed down the problems in their respective area and the work needed to be done. The workshop was concluded thanking all the participants for their active participation and commitment to implement PDCA in their respective area.



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