



Participants of the 1st Joint Coordinating Committee (JCC) meeting

2nd STAGE OF THE PROJECT WILL BE LAUNCHED SOON

On 2nd of May 2022, the government of the Republic of Zimbabwe launched the **Project for Quality Improvement of Health Service Through 5S-KAIZEN-TQM Approach (ZIM-QIPS)** in the collaboration with JICA. The objective of ZIM-QIPS is “Capacity on hospital management of target hospitals is strengthened under the supervision by Ministry of Health and Child Care (MoHCC)”; which is composed of two-stages.

The 1st stage was a preparatory phase. The project conducted baseline survey to analyze the current situation about quality improvement activities in 10 Provincial Health Executives (PHEs), 6 Central Hospitals, and 8 Provincial Hospitals. Based on the survey results, the stakeholder team inclusive of MoHCC representatives and JICA revised the project framework as described in the table on the right. This new trajectory was officially announced during the 1st JCC meeting on 16th of January, 2023.

Project Title	Project for Quality Improvement of Health Service through 5S-Kaizen-TQM Approach (ZIM-QIPS)
Target Hospital	6 Central Hospitals (UHB, Mpilo, Ingutsheni, Sally Mugabe, Chitungwiza, Parirenyatwa) 8 Provincial Hospitals (Victoria Chitepo, Gweru, Gwanda, Masvingo, Chinhoyi, Bindura, Marondera, St. Luke’s)
Project Period	May 2, 2022 – May 1, 2026 (4 years)
Overall Goal	Quality of health service in target hospitals is improved under the supervision of Ministry of Health and Child Care, QAPS Directorate
Project Purpose	Capacity on hospital management of target hospitals is strengthened under the supervision of Ministry of Health and Child Care, QAPS Directorate
Output 1	The capacity of QAPS Directorate and Provincial Health Executive (PHE) is built to enable the target hospitals to continuously implement 5S-KAIZEN-TQM Approach.
Output 2	5S-KAIZEN-TQM Approach is introduced to the target hospitals.
Output 3	Internal M&S system is established and functioning for continuous 5S-KAIZEN-TQM Approach

The 2nd stage will start in May 2023, which includes a host of **1) trainings to target hospitals and PHEs on 5S and Kaizen** **2) monitoring and supervision** and **3) experience sharing**. These activities can be game changers and will be equally exciting!

Good practices of 5S-KAIZEN activities

This corner will give you good practices of Quick KAIZEN observed in Zimbabwe and other countries. We will be very happy if you can get good ideas from other KAIZEN peoples in the hospitals.

In this first newsletter, we have chosen an example from Marondera Provincial Hospital in achieving excellent workplace organization. We really congratulate for their efforts and successful Quick KAIZEN!

Quick KAIZEN by Marondera Provincial Hospital



----- However, what exactly did they improve through this activity?

- ✓ *Efficiency of their work in stock management by improving accessibility to the items*
- ✓ *Safety for the staff by creating enough space for the staff movement, cleaning and shining*
- ✓ *Cost optimization by visualizing the stock level and possibly reduce expiries*
- ✓ *Improving staff morale by working in a clutter free environment*

This has been done by ONLY SORT, SET, & SHINE activities with their strong KAIZEN-MIND! Do you think can you / your hospital adopt same activities in your facility? If your answer "YES!", please try to start from today!

We are hearing your good practices. Please send your activities to ZIM-QIPS (Ms. Mafiosi: mafiosij@gmail.com & Mr. Hirama: r.hirama@fujita-plan.com) so that all your colleagues in whole the country can learn some tips from your activities.

Voice from the Project Director – Mr. Musiwarwo Chirume

Zimbabwe has a vision to achieve upper middle-class status by 2030. This will be only possible when the wellbeing of the citizens is guaranteed. Sadly, the obtaining health care delivery systems are in dire straits. The myriad of challenges ranging from shrinking and unreliable fiscal space, chronic shortages of tools of trade and medicines are confronting a staff complement that is hard hit by attrition and fast losing the belief of a better tomorrow under the prevailing circumstances. This has resulted in long waiting and service times for our patients, unacceptably and inexplicably long lengths of hospital stay resulting in dissatisfied staff and recipients of care.

However, despite this desperate situation, there still exists glimmers of hope from a resilient few; whether out of passion and desire to see better outcomes or out of compatible alternatives remains to be seen. What is definite is that nobody is spared from the dogma of poor health outcomes, and everyone can be a victim as indeed other relatives, friends, and co-workers. Any living soul shares this common aspiration of better health care.

Fortunately, there is a tried and tested philosophy that hardly fail. As the ministry, the adoption of the 5S-KAIZEN-TQM Approach is necessary and effective same as medical doctor's prescription for curing diseases. With front runner Provincial and Central Hospitals already showing promising signs of achieving great results with available resources, every stakeholder is invigorated and challenged to give their all. The second stage of the JICA supported Quality Improvement has already generated enthusiasm and belief across the country. This journey should not fail. Therefore, everyone associated with MoHCC should contribute to this Project. We are tracking all the above quality indicators and the results should tell us a story.



Thank you for reading our newsletter!

Please give us your feedback, which can help us to improve the contents.

Editor: Ryota Hirama, Training Coordinator, ZIM-QIPS (r.hirama@fujita-plan.com)

