



Participants of the Kick-off Seminar of ZIM-QIPS on 5<sup>th</sup> of May 2023

### FULL SCALE OF THE PROJECT HAS STARTED FINALLY!



H.E. Mr. Mangwiro, Deputy Minister of MoHCC, delivering a speech

On May 5th, 2023, a kick-off seminar of the Project was held in Harare to announce the full-scale implementation phase of the project to the project's stakeholders. About 70 people in total participated in this seminar from different organizations such as Ministry of Health and Child Care (MoHCC), Provincial Health Executives (PHEs), Provincial Hospitals, Central Hospitals, development partners, etc.

H.E. Mr. Chamunorwa Mangwiro, the Deputy Minister of MoHCC, and H.E. Mr. Satoshi Tanaka, the Ambassador of Japan to Zimbabwe, gave opening remarks. Afterwards, the project members made three different presentations on (i) the achievements of the 5S-KAIZEN-TQM Approach in Zimbabwe, (ii) an overview of the 5S-KAIZEN-TQM Approach, and (iii) an overview of the Project. 6 medical facilities: 1 PHE and 5 hospitals, that have already introduced the 5S-KAIZEN-TQM Approach, shared experiences of their initiatives to improve the quality of health services, its achievements, and challenges.



H.E. Mr. Tanaka, Ambassador of Japan to Zimbabwe, delivering a speech

The major activities of the Project will be **(i) various trainings to target hospitals and PHEs on 5S-KAIZEN-TQM Approach, (ii) Monitoring and Evaluation, and (iii) Experience Sharing.**

We are finally at the starting point, expecting that We Can Be Better through ZIM-QIPS!!

## **OPERATIONAL GUIDELINE WILL BE ISSUED SOON**

5S-KAIZEN-TQM Operational Guideline Revision Workshop was held in Kadoma from May 22nd to 25th, 2023. A total of 16 participants from MoHCC, PHEs, target hospitals, and Cordaid, finalized a draft revision of the operational guideline for 5S-KAIZEN-TQM Approach in Zimbabwe.



Group work for revising the operational guideline

The guideline will mainly be used in the following settings:

- Training on Quality Improvement (QI) at the national level
- Across all the ministry functions and programs
- In-house capacity building session on QI at the health facility level, such as Manager's training, Continuous Professional Education, Orientation for newly posted staff, Refresher training, etc.

The final draft will be completed after the overall proofreading and will be distributed to the target hospitals after the official approval by MoHCC.

## **TRAINING MODULES AND MATERIALS WERE FURTHER IMPROVED**

A workshop was held in Mazowe from June 5th to 8th, 2023 to improve training modules, teaching materials, and Monitoring and Evaluation (M&E) tools for QI activities for the upcoming trainings. A total of 22 participants from the MoHCC, PHEs, target hospitals, and Cordaid, finalized these materials through group work and discussion.

By using the completed modules, materials, and tools, 5S-KAIZEN-TQM Basic Training and KAIZEN Training for the target hospitals and PHEs were effectively done as below!



Mr. Pomerai, Deputy Director of QAPS, facilitating a discussion on the M&E tools

## **79 PEOPLE FROM 24 INSTITUTIONS LEARNED 5S-KAIZEN-TQM APPROACH**



5S practice session

From June to July 2023, KAIZEN training and 5S-KAIZEN-TQM basic training were conducted. A total of 38 staff from 12 hospitals participated in the KAIZEN training in Gweru and a total of 41 staff from 14 hospitals and 10 PHEs participated in the 5S-KAIZEN-TQM basic training in Mutare. Through the training, they acquired useful knowledge on key elements for implementing 5S-KAIZEN activities, such as positive attitude and mindset and how to utilize 5S and QC Story, etc.

The training programs included a visit to Gweru Provincial Hospital (for KAIZEN training) and Victoria Chitepo Provincial Hospital (for 5S-KAIZEN-TQM basic training). These were designed to make the training more practical by enabling participants to deepen their



Group work on QC story

understanding on how 5S-KAIZEN is used to improve the hospital workplace environment and operations, and also to practice M&E activities.



Gweru Provincial Hospital Visit



Victoria Chitepo Provincial Hospital Visit

On the final day of the trainings, the participants prepared draft action plan for the QI activities at respective health facility. The project will start M&E activities for each of the facilities from September 2023 to see whether the action plans are being implemented smoothly and to support the effective implementation of 5S-KAIZEN activities.

## GOOD PRACTICES OF 5S-KAIZEN ACTIVITIES

In this newsletter vol.2, we would like to share an example of good practices from Sally Mugabe Central Hospital. We really congratulate for their efforts and successful Quick KAIZEN!

### Quick KAIZEN by Sally Mugabe Central Hospital

<b>BEFORE</b>		<b>AFTER</b>	
	<ul style="list-style-type: none"> <li>◆ Expiring of surgical sundries</li> <li>◆ Difficulty to identify items of use</li> <li>◆ More time to complete the procedures on patient</li> <li>◆ Fatigue and burnout staff members</li> </ul>	➔	<ul style="list-style-type: none"> <li>◆ Orderliness</li> <li>◆ Improved efficiency of work</li> <li>◆ Less time to complete the procedures on patient</li> <li>◆ Reduced motion</li> <li>◆ Increased staff morale</li> </ul>

These remarkable achievements have been done by ONLY SORT, SET, & SHINE activities with their KAIZEN-MIND! Do you think you / your hospital can adopt same activities in your facility? If your answer is "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](mailto:mafiosij@gmail.com) & Mr. Hirama: [r.hirama@fujita-plan.com](mailto:r.hirama@fujita-plan.com)) so that all your colleagues in the whole country can learn some tips from you.

Thank you for reading our newsletter!

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

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