



Representatives from the participating organizations in the ZIM-QIPS Project at the 3rd Annual Progress Report Meeting

APPLAUDING THE INCREDIBLE EFFORTS OF ALL HOSPITALS & PHEs: 3RD ANNUAL PROGRESS REPORT MEETING SUCCESSFULLY CONCLUDED!

The ZIM-QIPS Project reached its grand finale with the successful hosting of the 3rd Annual Progress Report Meeting held in Harare from March 16th to 18th, 2026. Bringing together 112 participants, including representatives from the Ministry of Health and Child Care (MoHCC), Provincial Health Executives (PHEs), target hospitals, district hospitals, development partners, the Embassy of Japan in Zimbabwe, and JICA, the meeting served as a vibrant platform to celebrate the immense progress made over the past years.



A member of QAPS Directorate presenting the project's achievements

During the three-day event, target hospitals and PHEs proudly presented their annual reports, creating a dynamic environment for peer learning and knowledge sharing. By exchanging experiences on both



Active Q&A session during the meeting

successes and challenges in their problem-solving activities using the "KAIZEN with QC Story", participants learned valuable lessons from one another. It was proudly shared that 3,698 staff from the 14 hospital and 10 PHEs have received training on Quality Improvement (QI) activities within the Project scope, and over 300 Quick KAIZEN cases have been reported by the target hospitals and PHEs over the past two years! The highly anticipated results of the Endline Survey were also highlighted, confirming that all target hospitals are now expanding

implementaion of 5S activites within their hospital, practicing KAIZEN with QC story, and meeting the median patient waiting time to the MoHCC standards.

A notable highlight was the confirmed expansion of 5S-KAIZEN activities to the district level. The Matabeleland South PHE reported on their initiatives to roll out the 5S-KAIZEN-TQM approach to district hospitals. And, Plumtree District Hospital, Chipinge District Medical Office, and Kadoma General Hospitals also presented their own unique good practices. It was truly inspiring to see how deeply the KAIZEN mindset for continuous improvement has taken root in Zimbabwe's healthcare system!



Presentation from Matabeleland South PHE



Award Ceremony

To celebrate these incredible milestones, an Award Ceremony was held to recognize outstanding performers. Based on external monitoring and evaluation results, client satisfaction surveys, and participant voting, top-performing facilities were honored. Congratulations to all the winners!

LOOKING AHEAD: THE 4TH JOINT COORDINATING COMMITTEE MEETING

Following the Annual Progress Report Meeting, the 4th Joint Coordinating Committee (JCC) Meeting was held on March 19th, 2026, at the MoHCC to officially mark the culmination of the project. The meeting was attended by 38 key stakeholders representing the MoHCC, target hospitals, PHEs, the Embassy of Japan, and the JICA Zimbabwe Office.

Participants reviewed the project's achievements and engaged in lively discussions on how to overcome remaining challenges. Crucial topics included appointing dedicated QI focal persons at both the PHE and hospital level, and securing internal funding through operational improvements to strengthen sustainability.



Closing remarks by the project director

The QAPS Directorate also presented the highly anticipated "Roadmap for Strategic and Sustainable Implementation of Quality and Patient Safety Initiatives (2026–2030)." This roadmap outlines the policy to embed QI activities into the national health system. While the JICA-supported phase of the project is coming to an end, this roadmap ensures that the MoHCC will continue to lead, scale, and sustain these vital QI initiatives independently for years to come!



The participants in the 4th JCC

EMPOWERING THE FRONTLINE: ON-SITE TRAININGS CONDUCTED IN ALL 14 TARGET HOSPITALS

To ensure the sustainability of QI activities and to strengthen the implementation capacity of each facility, the QAPS Directorate successfully conducted three-day intensive on-site trainings on QI activities for each of the 14 target hospitals between January and February 2026.



On-site training at Parirenyatwa Group of Hospitals



On-site training at Gweru Provincial Hospital

The first two days focused on capacity building, successfully training over 1,600 hospital staff nationwide, including Department Heads, members of Quality Improvement Team/Quality Assurance Department (QIT/QAD), and members of Work Improvement Team (WIT). The training covered crucial topics such as the roles of department heads and QIT/QAD in quality management, monitoring and evaluation, patient satisfaction, and incident reporting. On the final day, the QAPS Directorate conducted direct interviews with Hospital Management and QIT/QAD, providing tailored advice based on actual workplace observations.

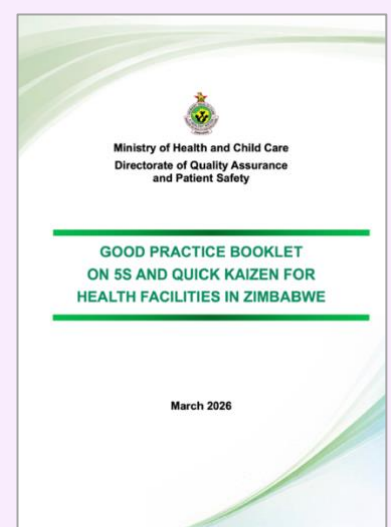
This massive undertaking proved that the QAPS Directorate is fully equipped to guide and support hospitals in their ongoing KAIZEN journey!

GOOD PRACTICE BOOKLET FINALLY COMPLETED!

As promised in Vol. 6, we are thrilled to announce that the **"Good Practice Booklet on 5S and Quick KAIZEN for Health Facilities in Zimbabwe"** is finally complete!

Gathered through Monitoring & Supervision (M&S) visits and hospital self-reporting, this booklet is packed with creative, low-cost, and highly effective solutions to common healthcare challenges—ranging from stock and patient flow management to safety and waste disposal.

This booklet is a testament to your hard work. We encourage all health facilities to read the booklet through the inspiring examples, and say to your team: **"If they can do it, we can do it too!"**



↓ Get your digital copy here!

https://drive.google.com/file/d/1XI997AGN_wTogcM4Urum1SBAJulgvHey/view?usp=drive_link

MESSAGES FROM THE PROJECT LEADERSHIP

As we close this chapter, we would like to share final words from the leadership team.

Message from Mr. Musiwarwo Chirume, Project Director (Director of QAPS Directorate, MoHCC)

To all hospital management, QITs, WITs, and frontline staff: Thank you for your unwavering commitment over the past four years. When we launched ZIM-QIPS, we envisioned a healthcare system where quality and patient safety are at the core of everything we do. The Endline Survey results and the amazing KAIZEN presentations during the annual report meeting we have seen prove that this vision is becoming a reality. Although the JICA-supported phase of this project is concluding, our journey does not stop here. We now have the National Guidelines, the trained personnel, and the KAIZEN mindset. The responsibility to sustain and scale these improvements nationwide now lies in our hands. Let us continue to work together to provide the highest quality of care for the people of Zimbabwe.



Message from Mr. Noriyuki Miyamoto, Chief Advisor (Japanese Expert, JICA)

The four-year ZIM-QIPS Project has been successfully completed. This achievement is truly the result of the dedication and efforts of each and every one of you from the 14 target hospitals and 10 Provincial Health Executives, all working toward improving healthcare services and patient safety in Zimbabwe. For all of us Japanese experts, it has been both a great pleasure and a privilege to work together with all our colleagues in Zimbabwe toward a shared goal. Throughout the project, we have learned so much from you. We sincerely thank you for this experience. The essence of KAIZEN does not lie merely in problem-solving activities. Rather, it lies in continuously thinking and acting to create value for patients and their families as they receive healthcare services. There is no single "correct answer" in KAIZEN. We sincerely hope that KAIZEN will continue to be sustained and further developed in Zimbabwe. Tinozoonana zvakare!!



Editor's Note – Ryota Hirama, Training Coordinator (Japanese Expert, JICA)

"It has been an absolute honor to serve as the editor of the project newsletter from Vol. 1 to Vol. 7. My greatest joy was reading about your brilliant 'Quick KAIZEN' activities, proving that big changes truly start with small, everyday improvements. I hope this platform has successfully highlighted your hard work and helped connect dedicated health professionals across the country. Thank you so much for reading, sharing, and participating—please keep the KAIZEN spirit alive and continue Getting Better!"



This is the final volume of the ZIM-QIPS Newsletter.

