

# CASSIOPEIA NKANI

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CASSIOPEIA-BRINGING 5 STAR QUALITY HEALTH CARE SERVICES TO THE 5 TARGET HOSPITALS FOR UHC

## JICA - THE PROJECT FOR STRENGTHENING MANAGEMENT CAPACITY OF GENERAL HOSPITALS IN LUSAKA DISTRICT



JICA Cassiopeia Project Team lead by Projects Chief Advisor Dr. Norizuki Masataro explaining to the hospitals in-charges about the project and its key result areas; Hospital Management, Infection Prevention and Control, Management of EMMS and Medical Equipment and Coordination at Liteta District Hospital in the Central Region together with Rocinantes' Mr. Ryo Sato.

**CASSIOPEIA  
PROJECT  
SHARES GOOD  
PRACTICES TO  
LITETA DISTRICT  
HOSPITAL AND  
MALOMBE RURAL  
HEALTH CENTER  
IN CENTRAL  
PROVINCE**

**CHIPATA LEVEL  
ONE HOSPITAL  
CAPACITY  
BUILDING  
TRAINING OF  
SENIOR MANAGERS  
IN THE JAPANESE  
APPROACH  
OF HOSPITAL  
MANAGEMENT  
(9-13 OCTOBER 2023)**

**PHOTO FOCUS**



## JICA CASSIOPEIA PROJECT SHARES GOOD PRACTICES TO LITETA DISTRICT HOSPITAL AND MALOMBE RURAL HEALTH CENTER IN CENTRAL PROVINCE



Liteta District Hospital Management pose for a photo with the Cassiopeia Project Team.

**J**ICA Cassiopeia Project team headed by Dr. Norizuki Masataro visited Liteta District Hospital and Malombe Rural Health Center in Central Province, Zambia on 2nd October, together with the Rocinantes team. The reason for the visit was to interact with the hospital management by sharing good practices of the project and what the hospital can get from the projects' goal and key result areas, as well as to understand the different departments' operations and processes that take place in the facilities such as the number of patients seen per day and the referral system of patients to other higher hospitals. Challenges that the health facilities face were also discussed such as lack of space for the mothers' shelter as well as challenges with triaging patients that come to the facilities and the emergency unit.

During the visits, the team visited different departments of the health facility, operating theatre, Pharmacy, OPD, Maternity, High dependency unit, Male and Female ward, and the laboratory. While going round the departments the Cassiopeia Project team was given information regarding the respective departments visited and the project team offered its best practices on how best they can improve the services offered to the patients. For instance, on stock management of medicines, the hospital was encouraged to have committee meetings to help plan and carry out action points as well as ways to improve

on infection prevention and control such as waste management at the facilities.

Health facilities face challenges regarding management of pharmaceuticals, medical consumables medical equipment such as lack of equipment, preventive maintenance issues, human resource at the facility and also issues to deal with emergency/trauma center and lack of space is a challenge for the health facilities.

That is why to reduce these challenges JICA through the project for Strengthening Management Capacity for the General Hospitals in Lusaka District is supporting and working to strengthening the ability to improve problems based on monitoring, strengthening infection control, stock management of medicines and consumables and the maintenance of facility equipment and strengthening cooperation between the five targeted level one hospitals in Lusaka district namely; Chilenje, Chipata, Chawama, Kanyama, and Matero, the Lusaka Provincial Health Office (LPHO), Lusaka District Health Office (LDHO), and Ministry of Health (MOH).



Cassiopeia Project team pose for a photo with Malombe rural health center In-Charge.



JICA Cassiopeia project sharing best practices with Liteta District hospital Management.



JICA Cassiopeia project being shown the triaging of patients at Liteta District Hospital.



Project team being shown the male and female surgical wards at Liteta District hospital.



Farewell Message from the Out-going Project Officer in Charge of Public Relations - Ellen Mutinta Chipilipili

*I am so grateful to have had the opportunity to work and be part of Cassiopeia project team and the great works it is doing in the 5 first level hospitals and it has been a great experience. I wish the project team all the best in its endeavours to bring 5-star quality health care services in the 5 target hospitals for Universal Health Coverage. Thank you.*

## CHIPATA LEVEL ONE HOSPITAL CAPACITY BUILDING TRAINING OF SENIOR MANAGERS IN THE JAPANESE APPROACH OF HOSPITAL MANAGEMENT (9-13 OCTOBER 2023)

**C**apacity building programmes are essential as they provide an opportunity to align the programmes priorities to support operational objectives in the hospitals' implementation and interventions. Chipata Hospital Capacity building programme was conducted over a 5-day period in Chongwe and the main objective was to acquire knowledge in order to implement the Japan Management models in the hospital operations.

The training included presentations and discussions on pharmacy procurement processes, introduction to Kaizen, the 5S concept for sorting, setting, shining, standardizing and sustaining as a way of organizing and managing the workspace and work flow with the intent to improve efficiency and organization

for a productive work environment. Other topics also included continuous quality improvement, lessons from the philosophy and principles of Shinsekai Toyama hospital in Japan on "JIRI RITA" showing kindness to the patients, patient centered care and principles and characteristics of management (Quality Management) just to list a few.

During the training the project expert in Hospital Management/ Infection Prevention and Control (IPC) Ms. Nyanga Michiko gave a brief activity update on the current situation of the on-going Infection Prevention and Control activities at Chipata level one hospital such as zoning of waste management bins and labelling and placing of visual signs for waste management. She also commended the hospital of starting an infection prevention and control committee and

urged the departments to fully take part in the on-going activities so that no one is left behind and the hospital progresses together.

And the project expert in Pharmaceutical product Inventory Management/ Medical Equipment Management Mr. Kohei Shiota then ran the trainees through the weekly reporting system for medical equipment at Chipata which has been very good. He urged the hospital management to continue submitting the medical equipment weekly reports as this is important for senior management to take note and act upon the equipment that is non-functional. He also advised the pharmacy department to continue to update the drug tracer list so that stock availability of drugs is assured of.



Ms. Nyanga Michiko giving a presentation on IPC at the capacity building training for Chipata level 1 hospital.



Mr. Kohei Shiota explaining about medical equipment reporting and the Pharmacy tracer medicine list for stock management of drugs.

**Photo Focus:** Dr. Norizuki Masataro giving a presentation about Cassiopeia Project during 8th National Quality Improvement Conference at Mulungushi International Conference Centre in Lusaka held from the 4th to 6th October, 2023.



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