

# CASSIOPEIA NKANI

Vol. 25 November 2023

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 led by project Chief Advisor Dr. Norizuki Masataro with Ms. Cathel Chiboola the Chief Environmental Health Officer (LPHO) and JICA Cassiopeia Project expert Ms. Michiko Nyanga at Chawama Hospital for the Cholera Treatment Center preparations

**JICA CASSIOPEIA PROJECT LEADS THE SET UP OF CHOLERA TREATMENT CENTERS IN LUSAKA LEVEL ONE HOSPITALS IN NOVEMBER**

**MANAGEMENT CAPACITY A MUST FOR EFFICIENT AND EFFECTIVE HOSPITAL MANAGEMENT**

**PHOTO FOCUS**



## JICA CASSIOPEIA PROJECT LEADS IN SETTING UP OF CHOLERA TREATMENT CENTERS IN LUSAKA LEVEL ONE HOSPITALS IN NOVEMBER



Nurse at Kanyama FLH preparing signage for the Cholera Treatment Center at the facility

**JICA Cassiopeia Project team led by the chief advisor Dr. Masataro Norizuki in November 2023 in conjunction with the Provincial and District Health Offices undertook the task of preparing and setting up of CTC and CTU in the five First Level Hospitals in Lusaka District as well as other hospitals and health facilities in the province. The hospitals under the Cassiopeia project are Chawama, Chilenje, Chipata, Kanyama and Matero FLH.**

During the visits, the project chief advisor and JICA expert Ms. Michiko Nyanga met with hospital staff, particularly those working within the CTCs and CTUs to support them and share best practices on how to curb and minimize the possibilities of cross contamination and infection from the patients to staff and vice versa.

Under the Cassiopeia Project, Infection Prevention and Control (IPC) is one of the projects main focus. The importance of having effective and efficient IPC protocols in place was emphasized and shared with hospital staff and management by Dr. Norizuki and the officers from the Provincial and District Health Offices. Issues relating to cross contamination and infection were addressed and measures were put in place to minimize the risks to both patients and hospital staff.

In terms of site preparations,

the five hospitals under the guidance of the Cassiopeia Project team were able to zone off different areas in the CTCs and CTUs by preparing and demarcating the staff areas away from the patient areas; the donning and doffing areas of personal protective equipment (PPEs) and doffing (removing) of the PPEs.

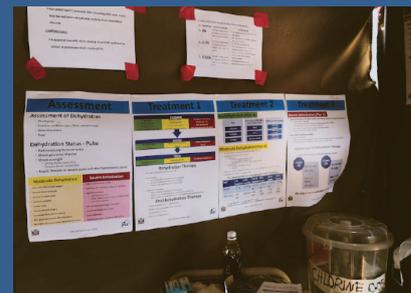
The JICA Cassiopeia team with the support of hospital staff also put-up signage giving directions to patients on the location of the treatment centers, posters on hand washing, waste management (separation of sharp instruments, general waste and medical waste) as well as other preventative measures.

However, some health facilities continue to face challenges in bed space availability to accommodate a potential increase in the number of cholera cases that may occur with the onset of the rainy season. Other challenges the hospitals faced in setting up the cholera treatment centers were lack of sufficient hand washing stations as well as bigger working spaces.

Since the cholera outbreak was declared by the Zambian government in Lusaka province on 19th October, the Cassiopeia project continues to monitor the needs and challenges being faced by all Lusaka Level One Hospitals as well as other hospitals that have been designated as cholera treatments centers and units in Lusaka province.



JICA Cassiopeia project Expert Ms. Nyanga and Chilenje FLH EHT putting up signage at the facility



Signage in the Cholera Treatment Center at Chipata First Level Hospital



Nurses putting up signage in the CTC at Chawama First Level Hospital



Top: Dr. Norizuki with Matero FLH staff preparing the CTC and sorting PPEs

Below: LPHO staff in Luangwa preparing a CTU



## MANAGEMENT CAPACITY A MUST FOR EFFICIENT AND EFFECTIVE HOSPITAL MANAGEMENT

**T**he Lusaka District Integrated Meeting for quarters one, two and three of 2023 that was held from November 7th to 10th at Southern Sun hotel brought together a diverse group of professionals that comprised staff from the **Zambian Ministry of Health, LPHO, DPHO, the various First Level Hospitals (Chawama, Chilenje, Chipata, Kanyama and Matero) and other health facilities. Representatives from cooperating partners also participated, with the JICA Cassiopeia Project being one of them.**

The objective of the integrated meeting was to review the district performance and achievements against Health Management Information Systems (HMIS) indicators. These range from health promotion, HIV/AIDS in adolescents, MCH, human resources and

other indicators. This falls in line with part of the Cassiopeia projects' mission which is to build capacity in hospital management and enable them to make evidence-based decisions for the facilities.

During the meeting, Cassiopeia project chief advisor Dr. Masataro Norizuki gave a presentation on the projects mandate to strengthen hospitals' management capacity in providing quality health care services. In the presentation, he emphasized the need to have strategic planning and management tools which tracks the implementation of the hospitals vision to the clients' experiences by keeping track of measurable KPIs thereby providing a clear plan of action.

He also shared the importance of using a Balanced Score Card that would help hospital management visualize – through data evidence – as well as summarize how the hospital's vision is linked to the activities of other departments.

Participants also received updates and discussed emerging issues in

the health sector affecting service delivery in the district. Different participants from various organizations and MOH departments made presentations on how they were faring on the various indicators. It was noted with concern that a lot of the hospitals and health facilities were facing challenges in terms of meeting targets for their departments.

There was also a concern with the direction most health indicators were showing (apart from the HIV with the district showing positive signs in achieving the 95-95-95 target). Most health indicators from child nutrition, TB, maternal deaths, etc, continue to be a challenge for the district.

Apart from the various presentations over the four days, the meeting involved plenary sessions that provided an avenue for participants to discuss the way forward on various performance indicators and came up with action points for some of the identified challenges.



*Dr. Norizuki making a presentation on the JICA Cassiopeia Projects' mandate to build hospital management capacity*



*A participant asking questions during a plenary session*

**Photo 1:** Cassiopeia Project Experts with Lusaka District Commissioner Ms. Rosa Zulu and Dr. Astridah Maseka - Lusaka Director Health Services

**Photo 2:** Participantants of the Lusaka District Integrated Meeting pose for a photo at Southern Sun Hotel.



## STOCK MANAGEMENT OF MEDICAL AND SURGICAL COMMODITIES KEY TO IMPROVING PATIENT CARE

**T**he pharmacy at Chilenje First Level Hospital located in a bustling neighborhood plays a key role in delivering good patient care to the hundreds of clients that visit the facility every day. At the heart of this patient care is the management and tracking of medicines provided to and acquired by the hospital and dispensed through its pharmacy department.

During a routine check up on medicine stocks in the various departments, JICA Cassiopeia Project expert Mr. Kohei Shiota met with heads of departments to observe the weekly stock taking exercise led by Ms. Siphwe

Makowane and keep track of the medicines received from the pharmacy department. A recurring theme of the visit was the complaint from the head of the pharmacy department Ms. Makowane of lack of space to store medical and surgical supplies in wards and other working environments.

Particularly of concern was the pediatrics department where the project was informed, they did not have adequate room to store required medicines and equipment for the department. Ms. Makowane and Mr. Shiota

The issue regarding lack of storage space at the hospital is being addressed by the restoration / renovations of several buildings to make room for bulk medical

supplies.

Mr. Shiota also shared some best practices of how the wards could maximize the spaces and environments they are operating in and also encouraged them to ensuring that drugs that are expired should be removed from the those still under use. He further advised them that if there was an overstock of some medicines and it was about to expire, they needed to find other departments or facilities in need of the drug or supplies and share in order to avoid spoilage.

Ms. Makowane assured Mr. Shiota that she would ensure the suggestions are taken into account to enable smooth flow of drugs among the departments.



**Photo 1:** Mr. Kohei Shiota JICA Cassiopeia Expert with Post-Natal Department HOD Sister Bertha Goma



**Photo 2:** Mr. Shiota with Pharmacy HOD Ms. Siphwe Makowane conducting stock take in the Post-Natal Department

**Photo 3:** Mr. Shiota with Chilenje FLH Pharmacy HOD Ms. Makowane conducting medical stock take with Sister Selina Banda in the Pediatric Department

**Photo 4:** Mr. Shiota with Pharmacy HOD Ms. Makowane conducting stock take in the NHIMA office with department HOD Sister Judith Moyo



## IPC COMMITTEE AT CHIPATA LEVEL HOSPITAL HOLDS HIGH LEVEL MEETING

**N**ovember was a busy month for the IPC committee at Chilenje First Level Hospital. Holding its first committee meeting for the 4th quarter of the year, the meeting held on November 24th 2023 highlighted key issues affecting the hospitals various departments in the areas of Infection Prevention and Control.

Facilitated by the Environmental Health Technologist (EHT) Mr. Clyde Ushibantu, the IPC meeting gave an opportunity for the committee to sit together and discuss IPC protocols for the hospitals and what they, as IPC champions, are championed to do in the various departments.

The meeting also focused on the strides and challenges that continue to plague the hospitals in terms of IPC. However, there were many positives discussed during the meetings. Several departments were commended on improving the IPC conditions within their departments.

Mr. Ushibantu invited participants to help demonstrate the proper way that needs to be followed for disinfecting health-care workers between patients. After the demonstration, the group had an opportunity to critique the technics utilized and provided feedback on the correct procedure.

Dr. Masataro Norizuki commended the hospital on the improvement noted in IPC levels and EHT department head Mr. Ushibantu encouraged the participants to follow the IPC protocols as discussed and agreed upon in previous meetings.

At the same meeting, IPC committee lead stated that they would embark on a hospital wide waste management zoning and putting up of IPC posters in all departments. This was carried successfully with the help of the JICA Cassiopeia project under expert Ms. Michiko Nyanga.

Ms. Nyanga and Mr. Ushibantu also carried out orientation on the different zoning rules and the importance of sort-

ing out waste in all the departments. New waste bins were also sourced for those departments that did not have as well as made sure the sourcing of refuse bags was consistent with the zoning colors.



**Photo 1:** Mr. Ushibantu (EHT) putting up IPC posters and zoning waste management areas.

**Photo 2:** Waste bins in the maternity ward were properly labelled and waste area clearly zoned off.



**Photo3:** Ms. Michiko Nyanga JICA Cassiopeia Expert with Post-Natal Matron / HOD Ms. Bertha Goma at Chilenje FLH labelling buckets for disinfected water

**Photo 4:** Mr. Clyde Ushibantu (EHT) from Chilenje FLH presenting at the IPC meeting held on November 24th.



## PHOTO FOCUS



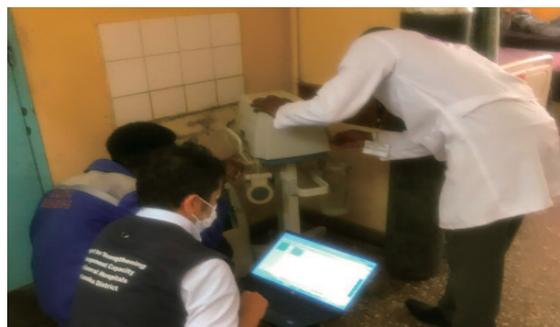
Lusaka District Commissioner Ms. Rosa Zulu officiating the 2023 Lusaka District Integrated Meeting held from 7th to 10th of November at Southern Sun Hotel.



Mrs. Wendezi Chikopela - Senior Planner and Dr. Chanda Shula - MS for Chawama on the sidelines of the District Integrated Meeting



Ms. Nelly Mumba - Pharmacist at Matero FLH making a presentation during an MTC meeting on November 28th, 2023.



Mr. Kohei Shiota with MET staff at Chipata FLH conducting medical equipment labelling on November 14th, 2023.



Ms. Michiko Nyanga and Ms. Siphwe Lusanso conducting IPC zoning in the MCH department at Chilenje FLH



Mr. Clyde Ushibantu, Ms. Michiko Nyanga and Dr. Sandra Siamuyoba at the Chilenje FLH IPC Meeting on November 23rd, 2023



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*JICA Cassiopeia team at Kanyama FLH preparing the Cholera Treatment Centre*