



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



Newly introduced floor managers at Chipata First Level Hospital responsible for helping patients navigate accessing healthcare at the facility.

Left to right: Peter Wambuzi, Prisca Musongwe, Rita Samututhu and Gladys Kaoma

**FLOOR
MANAGERS TAKE
CENTER STAGE AT
CHIPATA LEVEL
ONE HOSPITAL**

**JICA'S
KNOWLEDGE
CO-CREATION
PROGRAM (KCCP)
TRAINEES SHARE
ACTION POINTS**

**JICA PRESIDENT
PAYS
COURTESY CALL
CHAWAMA FIRST
LEVEL
HOSPITAL**



FLOOR MANAGERS TAKE CENTER STAGE AT CHIPATA LEVEL ONE HOSPITAL



Mr. Anthony Kazembe (Hospital Administrator), Matron Evelyn Nkhata, Ms. Michiko Nyanga (Japanese expert) and Dr. Thaddee Chibangu (Head Clinical Care)

Clad in khaki fishing jackets are four members of the Chipata First Level Hospital Floor Managers' team, comprising of Ms. Gladys Kaoma, Mr. Peter Wambuzi, Ms. Prisca Munsongwe and Ms. Lita Samututu. The four have become the first faces patients encounter when they visit the ambulance delivery bay as well as the out-patient department (OPD).

It was the first for any hospital in Zambia to introduce floor managers. Floor managers are staff members whose primary function is to help and guide patients navigate the facility who the hospital employs. The idea was born during the Knowledge Co-Creation Programme (KCCP) when Medical Superintendents

in January 2023 and Hospital Administrators and Matrons visited Japan in June 2023. Soon after their return, Chipata FLH focused on the floor manager's role and prepared to introduce this new service in March 2024.

The KCCP training was aimed to enable trainees to draw on Japanese approaches and experiences in hospital management and to examine practices appropriate to Zambia. During the training, trainees recognised that there is room for improvement in access to healthcare services in Zambian hospitals, including long patient waiting times.

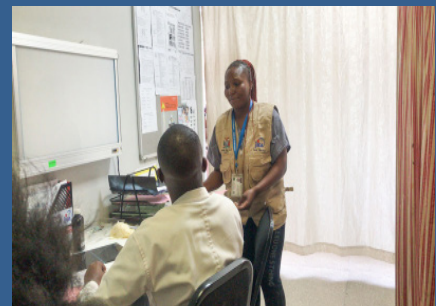
To combat this, the hospital management at Chipata FLH decided to 'borrow' the concept of floor managers. Stationed from the ambulance bay,



Gladys Kaoma taking a patient into a clinician's office for screening



Rita Simututthu giving directions to a patients looking for directions



Gladys Kaoma explaining patient vitals to the clinician



Top: Peter Wambuzi helping a patient at Chipata FLH

Below: Gladys Kaoma taking a patient's vitals before taking her to the clinician



CONT'D

Insurance Management Authority (NHIMA), the floor managers who are community-trained healthcare workers in psycho-social counselling and are therefore familiar with interfacing with clients seeking medical attention are able to identify abnormal signs in patients and help them accordingly. The help ranges from taking patient vitals, to accelerating their path to seeing a clinician if the patient is in crisis.

Speaking on their experience as the nation's first floor managers, Peter Wambuzi and Gladys Kaoma shared how the facility has reduced patient wait times, particularly in the OPD.

Presented with the fishing jackets from the JICA Cassiopeia Project with a slogan at the back that says "Talk to me if you need help" acting medical superintendent Dr. Thaddee Chibangu, Matron Evelyn Tembo Nhkata and hospital administrator Mr. Anthony Kazembe, as well as the floor managers expressed their delight in the uniform as it will help them become more visible to those seeking help.

Wambuzi also stated that the community has been very welcoming so far and that with the addition of the jackets from the JICA Cassiopeia Project, the community members will know that they are there to help them in any way possible.

The matron also stated that with the addition of floor managers, stretchers and wheelchairs are easily accessible to patients as they have a system in place to trace and know where the items are at all times. She further stated that they are also able to help 'sell' NHIMA to those not yet on the insurance scheme as they interact more with patients waiting for care.

Asked what advice she would share with other facilities in the district, the matron said that the investment is worth it because patient transportation has been streamlined which has led to fewer patient complaints and reduced waiting time.

***Below:** Gladys Kaoma a floor manager ant Chipata First Level Hospital writing down patient vitals before taking them to see a clinician*



JICA'S KNOWLEDGE CO-CREATION PROGRAM (KCCP) TRAINEES SHARE ACTION POINTS

The International Workshop was held on the last day of Japan's Knowledge Co-Creation Program (KCCP), connected online with Zambia. Trainees presented what they had learned from the training and the action points they planned to implement in their institutions.

The trainees included hospital planners and pharmacists from the five First Level Hospitals (Chawama, Chilenje, Chipata, Kanyama and Matero) as well as the planner and pharmacist from the Lusaka Provincial Health Office (LPHO) and Lusaka District Health Office (LDHO).

During their training, the trainees visited three Japanese hospitals, where they

received training in hospital management and learnt about pharmacy practices. In their presentations in front of their Zambian supervisors and colleagues, the trainees shared what they had learnt, and what they would like to put into practice at the hospitals and how to do so. The trainees responded with aplomb to the questions actively posed by the Zambian side.

Following the workshop, the Zambian side was ideally placed to officially launch an initiative to write a draft hospital management handbook. The purpose of the hospital management handbook is, for now, to describe and share the practical approaches to hospital management that have been tried and tested in the five first-level hospitals

in the Cassiopeia project.

The meeting participants included the Provincial Health Director from LPHO, Director of Health Services (LDHO), the Clinical Care Specialist (LPHO), the medical superintendents from the five hospitals and other cadres from LPHO, LDHO and the hospitals.

Attendees agreed on the need for this coming document, discussed what it should contain and concluded the formulation of a writing committee to prepare a draft. This writing committee is being prepared by Dr. Sophia Msiska, the Clinical Care Specialist (LPHO) and Dr. Shula Chanda, the medical superintendent for Chawama FLH.



Dr. Simulyamana Choonga, Provincial Health Director at the Lusaka Provincial Health Office officially opening the workshop



Group photo of participants at the 2024 KCCP Online Workshop

LAST FIRST LEVEL HOSPITAL CONCLUDES TRAINING ON STRATEGIC MANAGEMENT

Output 1 of the Cassiopeia Project has seen positive results with the conclusion of the facility level training in Strategic Planning and Management as Kanyama First-Level Hospital (FLH) became the last hospital to complete the two-day training for all heads of departments on the 4th and 5th of June 2024.

The purpose of the training was to introduce the various cadres to the concept and use of the Balanced Score Card as well as ways to improve planning in their departments.

Facilitators from the Lusaka Provincial Health Office (LPHO), Lusaka Provincial Administration

Office (LPAO) as well as the facility's head of clinical care and the hospital planner led the participants through various exercises. Part of the focus of the training was on how participants could find strategies to effective hospital management as well as building problem solving skills in administrators to take on challenges being faced in their day-to-day work environment by learning the use and purpose of the balanced score card in the managing of hospitals.

Ms. Marjorie Ndemena - LPHO planner, Mr. Mulenga Chimwala – LPAO, together with Dr. Ilunga Mutwale who is Kanyama FLH HCC emphasized the need to

learning effective tools for effective problem solving as well as how participants could identify, strategize and plan to tackle the issues identified.

And in her closing remarks, Ms. Michiko Nyanga, JICA Cassiopeia expert on hospital management and IPC shared with the participants that now that all departments within the facility had undergone through the strategic plan and hospital management training, she hoped they would take not only a keen interest in the planning process of the facilities but also in the achievement of their vision as a department as well as the overall facility vision of providing quality healthcare to the community they serve.



Ms. Marjorie Ndemena senior planner at Lusaka Provincial Health Office facilitating during the workshop



Workshop participants taking part in group work

JICA PRESIDENT PAYS COURTESY CALL CHAWAMA FIRST LEVEL HOSPITAL OUTBREAKS

Chawama First Level Hospital played host to a delegation headed by the president of the Japan International Corporation Agency (JICA) Dr. Akihiko Tanaka and other officials from JICA headquarters, the Embassy of Japan in Zambia and the JICA Zambia office. Dr. Tanaka visited several projects commemorating the 60 years of bilateral relationship between Japan and Zambia.

At the facility, Dr. Tanaka was welcome by Dr. Shula Chanda (medical superintendent),

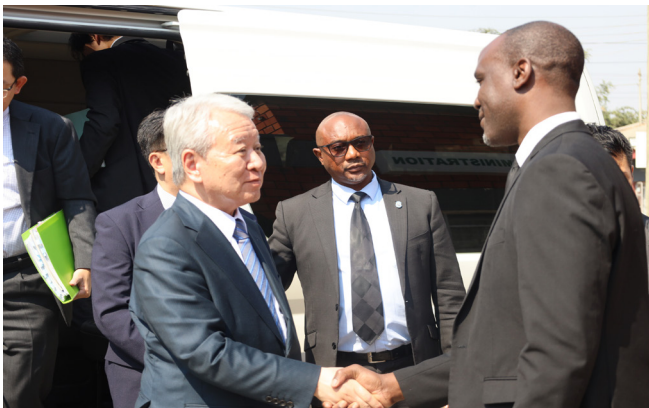
Dr. Sophia Msiska, who is the clinical care specialist at the Lusaka Provincial Health Office (LPHO) and some senior members of the hospital management team who showed the JICA project the section of the hospital that had been built by JICA to make it into a first level hospital.

Dr. Shula also presented to the visitors about the services provided to the community and highlighted the work that the JICA's construction of Chawama hospital and the JICA Cassiopeia Project's work with the infection prevention

team, pharmacy department and hospital management.

In his remarks to those gathered, Dr. Tanaka commended the hospital on the tremendous job it is doing in serving the surrounding community and acknowledged the challenges it faces.

He also highlighted the warm relationship between the two countries, which was exemplified in the project like Cassiopeia project on strengthening hospital management and infrastructure.



Dr. Akihiko Tanaka JICA President, meeting with Dr. Shula Chanda the Medical Superintendent at Chawama First Level Hospital (FLH)



The Japanese delegation listening to Dr. Chanda's presentation on Chawama FLH



Dr. Tanaka speaking with a new mother at the female surgical ward with Dr. Sophia Msiska - Clinical Care Specialist at LPHO and Dr. Chanda



Dr. Tanaka, Dr. Chanda with Mr. Kohei Shiota (Japanese expert) in the pharmacy department with pharmacy HOD Mr. Vincent Sakuya

PHOTO FOCUS



Participants of KCCP at a briefing at the National Center for Global Health and Medicine in Japan



Chipata First Level Hospital Floor Managers trying on their new uniforms



Group work during the Kanyama First Level Hospital workshop on strategic planning and hospital management at Crest Golfview Hotel



Dr. Sophia Msiska-Clinical Care Specialist at Lusaka Provincial Health Office; Dr. Akihiko Tanaka - JICA President and Dr. Shula Chanda - Medical Superintendent at Chawama First Level Hospital



Dr. Ilunga Chambah making a presentation on monitoring and planning at the KCCP Online Workshop



Group photo of the Kanyama First Level Hospital workshop on strategic planning and hospital management at Crest Golfview Hotel



Group photo of the JICA presidents' visit to Chawama First Level Hospital on June 3rd, 2024

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