



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 experts and national staff helping Knowledge, Co-Creation Program (KCCP) training candidates comprising of planners and pharmacists from the 5 First Level Hospitals fill out their application forms during the orientation workshop held on March 22nd at LPHO

**JICA CASSIOPEIA
PROJECT HANDS
OVER 93 SHELVES
FOR STOCK
MANAGEMENT IN
PHARMACIES AT
FIVE FIRST LEVEL
HOSPITALS**

**LUSAKA DISTRICT
HEALTH OFFICE
(LDHO) VISIT
FLHS ON UPDATED
MEDICAL
EQUIPMENT
WEEKLY REPORT**

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JICA CASSIOPEIA PROJECT HANDS OVER 93 SHELVES FOR STOCK MANAGEMENT IN PHARMACIES AT FIVE FIRST LEVEL HOSPITALS



Stocked pharmacy shelves at Matero FLH hospital after support from the JICA Cassiopeia Project



Mr. Shiota with Kanayma FLH Medical Superintendent Dr. Wilson Mbewe and Ms. Eunice Nambeye inspecting shelves received

Mr Kohei Shiota, Japanese project expert with Ms. Eunice Nambeye - HOD Pharmacy department at Kanyama FLH receiving shelves

Chawama, Chilenje, Chipata, Kanyana and Matero First Level Hospitals were recipients of shelves for their pharmacy departments from the JICA Cassiopeia Project who handed over 93 shelves to the 5 facilities. This activity was prompted from observations on the lack of adequate space for storing medicines and medical supplies needed by the hospitals as well as space for receiving medicines and supplies from Zambia Medicines and Medical Supplies Agency (ZAMMSA) and dispersing them to the various departments.

Part of the third project output is ensuring that stock management of essential medicines and medical supplies is implemented at each target hospital to help the pharmacy departments keep track of medicines and medical supply inventory. Therefore, this activity will assist the hospitals in making it easier for pharmacists and pharmacy technologists to conduct medicine and medical supplies stock management. This will also have an impact on how pharmacies keep track of which medicines are most used at the facility (in order for them to plan

better), as well as keep track of medicines nearing expiration.

Another aspect of increased shelving spaces is the impact on staff safety. Previously, medicine and medical supplies' boxes were stored in a haphazard manner risking the boxes falling on staff accessing medicines or medical supplies. Currently, pharmacy commodities are being stored in an organized and safe manner.

So far, all but Chilenje FLH have installed the shelves as the health facility is renovating a bigger pharmacy space for storing medical supplies freeing up the existing structure for medicines.

The increase in pharmacy shelving has been welcomed by pharmacists and all hospital administrations as the more organized and spacious working environment will have a direct impact on work output and how hospital clients are served. This will also impact how the various departments are served by the pharmacy department.

Mr. Kohei Shiota, Japanese expert on the JICA Cassiopeia Project who spearheaded the technical support noted that for a long time, the pharmacies in the 5 FLHs which the project works in collaboration have had to make do with the space provided and he expressed his hope that the additional shelving space created will go a long way in alleviating some of the issues they faced in the past.



Left to right: Mr Kohei Shiota, Mr. Lloyd Mwanza, Mr. Kei Ogata, Ms. Rita Lungu, Dr. Masataro Norizuki and Ms. Michiko Nyanga.

Ms. Rita Lungu bid farewell to the JICA Cassiopeia Project as she left to pursue further studies. Working closely with Mr. Ogata and other project staff, Ms. Lungu was responsible for office administration and in various project activities.

Greetings All!

It has been a great honor to be part and parcel of the Cassiopeia Project team. I am very happy to be saying farewell on a good note as I proceed to pursue further studies and I am grateful to the entire project team for their support and wish the project tremendous success in achieving its objective of building management capacity within the five first level hospitals! Thank you.

LUSAKA FIRST LEVEL HOSPITAL ADMINISTRATORS MEET TO FORMULATE TRAINING MANUAL ON BSC

The Lusaka Provincial Administration Office (LPAO) from February 5th to 13th, 2024 provided seven days of training on the 8th NDP Strategic Plan and Balanced Score Card (BSC) to provincial government administrators through the Cabinet Office Management Development Division (MDD) team. Two senior managers from each targeted hospital under JICA Cassiopeia Project were invited to this training to enhance their understanding of BSC and management approaches in general. The workshop also fo-

cused on 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.

After the successful province-wide training, senior hospital managers from 5 First Level Hospitals (FHLs) attended a workshop on March 5th at Lusaka Provincial Health Office (LPHO) to standardize a hospital training manual that could be adopted to align with each hospitals' vision as well as enhance management capacity in the hospitals. The workshop

output was a synthesized and adaptable training manual that each hospital can adopt and adapt it to their own needs while working from a guide on how to manage the hospitals was agreed upon.

Building on the workshop to align management training among the 5 FLHs in Lusaka, the Hospital Administrator and the Planner of Chipata First Level Hospital with assistance from LPHO, LPAO and the JICA Cassiopeia project led a two-day training session on the 18th and 19th of March to introduce to overall management (from the medical superintendent to all



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heads of departments) strategies to hospital management and problem-solving skills based on the training conducted by MDD in February.

Various heads of departments took part in group work to discuss issues being faced at the hospital as a whole and in their respective departments. They also presented ways in which these issues can be mitigated or solved through the formation of a BSC adapted to departmental level.

The use of the BSC not only helps hospitals in how the

facilities are managed, but it also helps institutions align with the governments' goal to strengthen management in all government facilities.

Closing the training session, Dr. Thaddee Chibangu - Clinical Healthcare Specialist and acting Medical Superintendent at Chipata FLH - stated that he was impressed by the presentations and training conducted by the various facilitators and acknowledged the need for continued capacity building which would only lead to enhanced management capacity at the facility and ultimately

lead to better service delivery to hospital clients.



Photo 1: Ms. Michiko Nyanga and Mr. Peter Muleya -LPHO Head Planner at the hospital administrators workshop

Photo 2:Ms. Queen Champo LPAO at the Chipata FLH BSC training

Photo 3:Chipata FLH HoDs at the end of the BSC training

LPHO AND FLH STAFF PARTICIPATE IN ORIENTATION FOR KCCP IN JAPAN

A group of administrators from Lusaka Provincial Health Office (LPHO), Lusaka District Health Office (LDHO) and 5 First Level Hospitals participated in the Knowledge, Co-Creation Program (KCCP) orientation conducted by JICA Cassiopeia Project staff at LPHO on 20th and 22nd of March 2024.

KCCPs are a form of technical cooperation that JICA carries out in Japan throughout the year. The programs are an important means of technical cooperation which supports human resource development. The first output of the JICA Cassiopeia Project is to strengthen hospital management capacity and improve governance systems within 5 FLHS. Therefore, some of the knowledge that Japanese society has accumulated, including its background in areas such

as organizational know-how and social systems, can only be understood through first-hand experience.

Previous KCCP programs have focused mainly on building the management capacity of senior hospital. The first round of KCCP saw 5 Medical Superintendents and the Provincial Health Director, Clinical Care Specialist and Chief Environmental Officer from LPHO attend the training under the JICA Cassiopeia Project in 2022. In 2023, the nursing officer and hospital administrator from each of the 5 hospitals were accompanied by the Public Health Specialist and Chief Nursing Officer from LPHO.

This year's upcoming KCCP is continuing to bridge the gap between senior management to departmental heads of departments. Hence hospital planners and pharmacy heads from Chawama, Chilenje,

Chipata, Kanyama and Matero First Level Hospitals and some staff from LDHO and LPHO were introduced to what KCCP is and were oriented in what to expect when they travel to Japan for two weeks in June from the 12th to the 27th when they attend the capacity building program.

Another aspect of the 2024 KCCP is aligning departmental management styles and vision to that of the hospital. Furthermore, participants will be exposed to how hospital management is conducted in Japan with the express view that what is learned will be utilized in their day-to-day work after their training.

During the orientation, candidates were that they are expected to make a presentation on an action plan before their return to Zambia on what they will learn during their visit and how the program pertains to the facility they are coming from.

Photo 1: Mr. Kohei Shiota and Ms. Michiko Nyanga Japanese experts with the JICA Cassiopeia Project helping candidates for the KCCP training in Japan during their orientation session at LPHO

Photo 2: Mr. Kei Ogata, Project Coordinator for the JICA Cassiopeia Project, leading the orientation session for FLH Planners on the 2024 KCCP training to be conducted in Japan



LUSAKA DISTRICT HEALTH OFFICE (LDHO) VISIT FLHS ON UPDATED MEDICAL EQUIPMENT WEEKLY REPORT

Medical Equipment Officers (MEO) from Lusaka District Health Office (LDHO) accompanied by JICA Cassiopeia Project expert, Mr. Kohei Shiota on March 21st 2024 went on a visit of 3 First Level Hospitals to ascertain how Bio Medical Engineers (BME) and Medical Equipment Technologists (MET) were adapting to the revised medical equipment tracer list and weekly reporting as mandated by LDHO.

Mr. Friday Matafwali and Mr. Obed Samusiku together with Mr. Shiota held meetings with Mr. Joseph Kanyamale – BME from Chilenje FLH, Mr. Darius Mulenga – MET and Ms. Natasha Mwela (BME) from Chawama

FLH and Mr. Francis Kapepe and Mr. Richard Mumba (BME) from Kanyama FLH.

In each meeting, LDHO focused on the correct reporting procedure departments must follow to alert METs and BMEs on equipment that are malfunctioning or not working at all. Also emphasized was the need for weekly rounds of the various departments to conduct maintenance works on all equipment as well as write and submit weekly reports to the team from LDHO.

The reports are utilized by the health facilities to keep track of what equipment is in working order, which requires minor repairs, those requiring major repairs, and those that cannot be fixed and should be listed for decommissioning.

On the other hand, LDHO utilizes the weekly report to help identify the problems with the facilities medical equipment and advise them on the next steps to take especially with those requiring major repairs or those that need to be listed as obsolete.

The third output of the JICA Cassiopeia Project is to enhance stock management and of essential medicines and medical supplies and that appropriate management /maintenance of medical equipment is implemented at each target hospital.

Together with LDHO, Mr. Shiota encouraged the responsible parties to implement the medical equipment tracer list and adhere to the timelines put in place by LDHO.

Photo 1: Mr. Obed Samusiku LDHO MEO, Mr Joseph Kanyale - BME Chilenje FLH and Mr. Kohei Shiota project expert going over the revised medical equipment tracer list

Photo 2: Mr. Shiota, Mr. Friday Matafwali, (LDHO MEO), Ms. Natasah Mwela (BME) and Mr. Darius Mulenga (MET) at Chawama FLH with Mr. Samusiku going over the weekly reporting template



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Ms. Michiko Nyanga - JICA Cassiopeia expert - with the IPC team and theater incharge at Chawama First Level Hospital during an IPC round



Mr. Peter Muleya - Senior Planner at LPHO - conducting training for FLH administrators on formulating a comprehensive training manual on BSC



Mr. Friday Matafwali - LDHO MEO, Mr. Kohei Shiota - JICA expert and Mr. Obed Samusiku at Chawama First Level Hospital



Ms. Rita Lungu - JICA Cassiopeia Project Assistant with Ms. Agness Chanda Planner at Chilenje FLH during the KCCP orientation meeting for planners and pharmacists



Dr. Masataro Norizuki - JICA Cassiopeia Project Chief Advisor giving remarks at the BSC training by Chipata FLH in Chongwe



Mr. Shiota with colleagues at Chawama FLH discussing a malfunctioning oxygen concentrator



Mr. Shiota and LDHO Medical Equipment Officers pay a courtesy call on Dr. Wilson Mbewe -MS Kanyama FLH

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