



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



Mr. Kohei Shiota, JICA Cassiopeia Project for pharmacy and medical equipment with Dr. Sophia Msiska, LPHO Clinical Care Specialist interacting with participants at the Lusaka Province Medical Equipment Management Dissemination Work held at Taj Pamodzi hotel on April 23rd, 2024

**REPRESENTATIVES
FROM JAPANESE
MINISTRY OF
FINANCE AND
FOREIGN AFFAIRS
VISIT CHILENJE
FLH TO OBSERVES
PROGRESS OF THE
PROJECT**

**MEDICAL
EQUIPMENT
WORKSHOP
BRINGS LUSAKA
DISTRICT MEDICAL
TECHNOLOGISTS
TOGETHER**

**MORE FLHS HOLD
STRATEGIC
MANAGEMENT
TRAINING ON
BALANCED SCORE
CARDS**



REPRESENTATIVES FROM JAPANESE MINISTRY OF FINANCE AND FOREIGN AFFAIRS VISIT CHILENJE FLH TO OBSERVE PROGRESS OF THE PROJECT



Head of delegation, Mr. Shiraishi Daisuke of Planning and Administration Division in the Budget Bureau of the Japanese Ministry of Finance (in the middle)

In a highly anticipated visit, a delegation comprising representatives from the Ministry of Finance and Ministry of Foreign Affairs in Japan as well as those from JICA headquarters in Tokyo paid a courtesy call on the Chilenje First Level hospital on April 18th, 2024.

The purpose of the visit by the delegation was to learn from the hospital management via its medical superintendent Dr. Richard Mwila on how the JICA Cassiopeia Project through its various activities as well as other technical assistance from JICA and the Japanese government have helped the hospital fulfill its mandate of healthcare provision.

Present at the meeting were Mr. Keita Izumi - JICA Zambia Senior Representative, Dr. Masataro Norizuki - JICA

Cassiopeia Project Chief Adviser, Mr. Kei Ogata - Project Coordinator JICA Cassiopeia Project, Ms. Michiko Nyanga and Mr Kohei Shiota - JICA Cassiopeia Project experts, Dr. Sophia Msiska, Lusaka Provincial Health Office - Clinical Care Specialist, Dr. Richard Mwila - Medical Superintended at Chilenje First Level Hospital (FHL), Ms. Mercy Ndimbwa - Hospital Administrator at Chilenje FLH and other officials from different departments.

The head of the delegation, Mr. Shiraishi Daisuke who is the Deputy Director of Planning and Administration Division in the Budget Bureau of the Japanese Ministry of Finance thanked Dr. Mwila for hosting the various members of the delegation. He shared that the purpose of the visit to Chilenje FLH was to see how the project was being managed and what effects it was having in terms of accountability to the Japanese tax payers.



Dr. Richard Mwila - Medical Superintendent at Chilenje FLH explaining the workings of the hospital to the visiting delegation



Dr. Masataro Norizuki welcoming the delegation for their visit to Chilenje FLH



Dr. Sophia Msiska LPHO Clinical Care Specialist during her presentation to the Japanese government delegation



Top: Presentations by Japanese delegation at Chilenje FLH visit

Below: Group photo of the delegation, LPHO, Chilenje FLH staff and JICA Cassiopeia Project



CONT'D

Dr. Masa explained to the delegation the work conducted by the various project officers from Infection Prevention Control, hospital capacity management, management of medical equipment-stock management of essential medicines and strengthening coordination among the 5 FLHs. Dr. Norizuki also highlighted the training that various medical staff from the 5 hospitals have undertaken in Japan to build capacity.

Dr. Mwila thanked the delegates and the Japanese government for the continued support given to the Zambian people. He stated how the Japanese government through JICA not only built the 5 First Level Hospitals in Lusaka but how it has

continued to enhance the capacity of its human resource through the JICA Cassiopeia Project.

He further noted how the project has provided training on the use of Balanced Score Card as well as sent various hospital administrators for more training in Japan. The training, he stated, has had an impact on how the hospitals are now being run by implementing some of the best practices learned in Japan and adopting them to the Zambian context.

The medical superintendent, citing the growing population of Zambia, hoped that any talks between the two governments (Japan and Zambia) would include talks of expanding the facilities as Zambia has a large young population

which has led to facilities being overwhelmed.

Dr. Msiska also reiterated Dr. Mwila's sentiments regarding the impact both the infrastructure and the capacity enhancement of human resource done by the Japanese government through its projects. She also highlighted how the training received by hospital administrators has trickled down to departmental level through the strategic management training the hospitals have been conducting.

Dr. Msiska also praised JICA Cassiopeia Project through Dr. Norizuki for the work done on Infection Prevention Control particularly with the cholera outbreak that Zambia experienced.

Photo 1: Mr. Shiraiishi Daisuke head of Japanese government delegation with representatives from JICA Zambia office and JICA Cassiopeia Program experts

Photo 2: Dr. Masataro Norizuki - JICA Cassiopeia Project Chief Adviser, Dr. Choolwe Sianchapa - LDHO Clinical Care Specialist, Dr. Sophia Msiska - LPHO Clinical Care Specialist, Dr. Abel Kapembwa - Chilenje FLH Head of Clinical Care and Dr. Richard Mwila - Chilenje FLH Medical Superintendent



Japan International Cooperation Agency

MEDICAL EQUIPMENT WORKSHOP BRINGS LUSAKA DISTRICT MEDICAL TECHNOLOGISTS TOGETHER

In a big leap for the project, Bio-Medical Engineers and Technicians (BMET), Medical Equipment Technologists (MET) and Heads of Clinical Care (HCC) from across Lusaka province gathered at Pamodzi Hotel on April 23rd to attend the Medical Equipment Management Dissemination Workshop whose focus was to share and disseminate the pilot project undertaken by 5 First Level Hospitals (FLH) in Lusaka.

Chawama, Chilenje, Chipata, Kanyama and Matero have over the past year participate in a pilot program in which the MET/BMET departments begun using various tools to monitor the health and functionality of the medical equipment. A tool called the medical equipment tracer list was introduced which has various equipment listed and the BMETs and METs were required to submit weekly reports to the Lusaka District Health Office (LDHO) on the functionality of the said equipment.

The tracer list has 4 categories of reporting the functionality of the medical equipment. The 1st being in working order, 2nd being needing minor repairs, 3rd is needing major repairs and the 4th is not in working

order. The report is then submitted no later than 15 hours every Friday to LDHO.

Another tool introduced was the job request card which is a document given to various equipment end users to utilize to report to the BMET or MET department malfunctions in their departmental equipment. The job request card helps those responsible for repairing and maintaining medical equipment to keep track of which department makes frequent job requests and find root causes. They also help collecting data on the equipment itself to track the life of the equipment.

The workshop is a major milestone for Lusaka province BMET and MET departments and all health facilities as it standardized tools that will be utilized on a day-to-day basis for the betterment of the health facilities and ultimately the health of patients.

Officiating the event was Ministry of Health Acting Director for Clinical Care and Diagnostic Services Dr. Richard Musankanya who in his opening remarks stated that the meeting could not have come at a better time as the nation has been receiving new equipment at an unprecedented

level as from the perspective MOH this will help them know the status of medical equipment at national level as he would like what is being done in Lusaka to be replicated countrywide.

Also at the workshop was Dr. Simulyamana Choonga the Provincial Health Director at Lusaka Provincial Health Office (LPHO) and Dr. Astridah Maseka, Director of Health Services at LDHO who both expressed their hope and excitement at the standardization of the tools to help track and ease the maintenance and repair health facility equipment.

Dr. Masataro Norizuki Chief Adviser of the JICA Cassiopeia Project reiterated the support of the Japanese government through continued capacity building like the workshop that enhances the management capacity of health facilities in Zambia. Mr Kohei Shiota who is the JICA Cassiopeia Project Japanese expert on Management of EMMS and Medical Equipment- Stock management of essential medicines and medical supplies (EMMS) thanked the participants for showing enthusiasm for the standardized tools and also thanked MOH, LPHO and LDHO for supporting the project implement them to a wider audience.



Participants take part in a group discussion with project expert Mr. Shiota on the newly introduced job request cards



Dr. Masataro Norizuki, JICA Cassiopeia Project Chief Adviser being interviewed by ZANIS on the importance of the workshop

MORE FLHS HOLD STRATEGIC MANAGEMENT TRAINING ON BALANCED SCORE CARDS

The month of April was busy for Matero and Chilenje First Level Hospitals (FLH) as they held their first ever strategic management training on the use of the Balanced Score Card (BSC). The BSC is a strategy performance management tool that tracks the execution of tasks and activities and also provides an opportunity to examine the consequences of the actions taken.

The trainings which occurred on April 10th to 11th for Matero FHL and on the 16th to 17th and 24th to the 25th for Chilenje FLH were officially opened by the Director of Health Services at the Lusaka District Health Office (LDHO) Dr. Astridah Maseka. Dr Maseka applauded the efforts being made the Chilenje and Matero FLH management teams in making efforts to enhance management capacity of its staff as well as equipping them with tools that would make a positive impact on service delivery to the clients who visit the health facility.

The purpose of the 2-day training was focused 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 by learning the use and purpose of the balanced score card in the managing of hospitals.

Matero FLH Hospital Planner Mrs. Edith Banda, Hospital Administrator- Mrs. Florence Mwanza, Lusaka Provincial Health Office (LPHO) Senior Planner Mrs. Marjorie Ndemena, LDHO Senior Planner Ms. Priscilla Mali, and Lusaka Provincial Administrative Office (LPAO) Planner Mr. Mulenga Chimwala were the facilitators for the 2-day training session.

The facilitating team guided the participants through exercises on problem identification, problem solving, as well as how to realistically plan on tackling identified issues facing the hospital as well as at the departmental level. On 16th to 17th and the 24th to the 25th of April, Chilenje FLH followed suit with an in-house centered training. Led by Dr. Richard Mwila, the Medical Superintendent for the facility, who with the other facilitators walked

the participants through strategic management tools as well as how to identify departmental strengths and weaknesses and how those could be utilized to better service delivery to hospital clients.



Dr. Astridah Maseka - LDHO officiating at the Matero First Level Hospital Strategic Plan and Management Training



Mrs. Agness Mwila - Planner for Chilenje FLH interacting with participants at the facility's Strategic Plan and Management Training

CONT'D

Through the use of group work, the participants were tasked with analyzing how to identify, strategize and plan how to tackle the issues identified.

At the end of the training, the overall sentiment among the participants were calls for continued training in not only the use of BSC, but in updated ways of strategic management as well in or-

der to build the management capacity of the facilities human resource.

And in her closing remarks, Ms. Michiko Nyanaga, JICA Cassiopeia expert on hospital management and IPC shared with the participants that now that all departments with the facilities had undergone through the strategic plan and hospital management training, that they would take not only a keen interest in the

planning process of the facilities but also in the achievement of their vision.

She also expressed hope that the training will have a positive impact on the Medium Term Expenditure Framework (MTEF) 2025 including the Outcome Based Budget (OBB) plan which the Zambia government requires all government facilities to undertake and plan for the next fiscal year.

PUBLIC HEALTH SPECIALISTS AND COOPERATING PARTNERS AGREE ON WAY FORWARD ON CHOLERA

The Chief Adviser for JICA Cassiopeia Project, Dr. Masataro Norizuki participated in the National Cholera Intra-Action Review (IAR) meeting that aimed at assessing the strengths and weaknesses of governmental and cooperating partners response to the cholera outbreak that claimed over 700 lives since last year.

At the opening Ceremony, Dr. Kennedy Lishimpi who is the Permanent Secretary for Technical Services in the Ministry of Health acknowledged the work done by the JICA Cassiopeia Project through its Chief Adviser who was instrumental in setting up Infection Prevention Control measures at the National Cholera Center at Heroes Stadium in Lusaka. Dr. Lishimpi stated how Dr. Norizuki brought a

different perspective to the fight against cholera and urged him to participate in the IAR meeting.

The meeting which was held at Pamodzi Hotel from 8th to 12th of April brought together the national response team involved in mitigating and stopping the outbreak. Spearheaded by the Zambia National Public Health Institute, the meeting included frontline workers, multiple NGOs and various representatives from the Ministry of Health to interrogate the wins and misses that were experienced during the outbreak.

Speaking at the closing meeting, Dr. Lul Riek the Africa CDC Southern Africa RCC Regional Coordinator highlighted and congratulated the Zambian government who put in place a multi sectorial approach to combating the cholera outbreak. Dr. Nathan

Bakyaita – WHO Country Representative urged that there was need to stay vigilant with the current rains but also with the inevitable drought that will lead to diarrheal diseases.

He urged the government not to dismantle some of the community structures put in place during the outbreak due to the drought as this would help in staying ahead of potential threats and sustain continuity of services to the communities.

Closing the week-long meeting, Dr. Lishimpi highlighted the need for continued dialogue between government and all cooperating partners. Thanking them for their steadfastness during the outbreak, Dr. Lishimpi called upon the Cooperating Partners Group to take what had been discussed and recommended during the meeting and to make them into actionable (policy) documents.



Dr. Kennedy Lishimpi, Permanent Secretary for Technical Services in the Ministry of Health and Dr. Masataro Norizuki JICA Cassiopeia Project Chief



Dr. Masataro Norizuki, JICA Cassiopeia Project Chief Adviser with Ms. Cathel Chiboola, Chief Environmental Health Office (LPHO)

PHOTO FOCUS



Dr. Masataro Norizuki, Chief Adviser JICA Cassiopeia Project; Dr. Richard Nsakanya - Acting Director-Clinical Care & Diagnostic Services MOH; Dr. Simulyamana Choonga - Provincial Health Director LPHO Mr. Kaleya Mbewe, Chief Medical Equipment Officer - MOH



JICA Cassiopeia Project Japanese experts and national staff at Chilenje FLH during the delegation presentation from the Japanese Ministry of Finance and Ministry of Foreign Affairs



Mrs. Marjorie Ndemena - Senior Planner at Lusaka Provincial Health Office at the Matero FLH Strategic Plan & Management Training workshop



Ms. Michiko Nyanga and Mr. Kei Ogata - JICA Cassiopeia Project Japanese experts taking part in a health break at during the Chilenje FLH training session



Group work during the National Cholera Intra-Action Review (IAR) meeting held at Taj Pamodzi Hotel on from 8th to 12th of April



Mr. Kohei Shiota - JICA Cassiopeia Project expert with participants during the Medical Equipment Management Dissemination Workshop held Taj Pamodzi on April 23rd, 2024



Ms. Michiko Nyanga - JICA Cassiopeia Project expert with Chilenje FLH staff during their Strategic Plan and Management training at Mika Convention Center

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