

# 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



The JATA (Japan Anti-Tuberculosis Association) cultural and drama group educating and entertaining community members and guests at the Chilenje First Level Hospital Open Day event held on October 09th, 2024.

**FIRST EVER  
OPEN DAY HELD  
AT CHILENJE  
FIRST LEVEL  
HOSPITAL**

**LUSAKA  
DISTRICT  
HEALTH  
WORKERS  
PARTICIPATE  
IN KCCP  
ORIENTATION  
FOR 2025 IN  
JAPAN**

**PHOTO FOCUS**



## FIRST EVER OPEN DAY HELD AT CHILENJE FIRST LEVEL HOSPITAL



Guests of honor at the open day event at Chilenje FLH touring the stands of different departments and stakeholders

**T**he atmosphere rung with drums and music on October 10th, 2024 at Chilenje First Level Hospital (FLH) when the facility opened its doors to the community and other stakeholders. A direct result of the strategic management and planning workshop conducted in May 2024 by the Lusaka Provincial Health Office (LPHO) and the Lusaka Provincial Administration Office, part of which was focused on 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.

Different cadres from Chilenje FLH were trained 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. Speaking at the event, Ms. Michiko Nyana, Japanese expert on hospital management and IPC, said she was glad that the facility moved from the planning stage to the implementation stage which actualized the idea. She stated that it shows great leadership and team work by the Chilenje FLH senior management and all the staff at the facility. Dr. Shinsuke Murai, chief advisor of the Cassiopeia project, visited the event and congratulated Chilenje

FLH's achievement and the leadership of the medical superintendent (MS), Dr. Richard Mwila.  
**DR. RICHARD MWILA**

Speaking to the hospitals' medical superintendent (MS) Dr. Richard Mwila on why management had decided to hold the open day, Dr. Mwila stated that they hosted the open day to showcase the facility and to show the community what kind of services they offer. Also, it was an opportunity to show development partners the work done at the hospital. Dr. Mwila further stated that they have had complaints from the community on services the community need so they wanted to show them the actual services they offer at Chilenje FLH.

The MS expressed his delight at being the first government hospital in Lusaka to hold an open day. He also stated that when they undertook the strategic management and planning meeting at MIKA Convention Centre, they conceived of this idea of engaging stakeholders from the community and other partners to show and not hide what they do at Chilenje.

Noting that the response had not been very overwhelming as it is the first time the event was being held, Dr. Mwila noted that they needed to hold more community engagement so that the subsequent events would reach more people. He also said that they needed to reach out to stakeholders earlier so that more would attend the event and be able to see and share what the facility had to offer. Asked on what he expected from the event, he said that the facility was expecting improved relationships between the hospital and community.

**Japan International Cooperation Agency**



**CONT'D**

“Since they will understand what we offer after coming to the open day event, they won’t be complaining about the other services not available at the hospital. We are happy with our partners who have come to join us and the community that have come for the open day. Dr. Mwila also noted that engagement between facility staff and the community will lead to better patient satisfaction”.



*Dr. Richard Mwila, Medical Superintendent making welcoming remarks*

**DR. CHOOLWE SIANCHAPA**

Speaking at the Open Day event held on October 10th, 2024 at Chilenje First Level Hospital (FLH), the Head of Clinical Care (HCC) at the Lusaka District Health Office (LDHO), Dr. Choolwe Sianchapa who was one of the guests of honour stated that it was good for Chilenje FLH to hold an open day as it demonstrated the great value that lies within the complex and positive relationship that exists between the growth of a hospital and its community. Dr. Sianchapa further noted that any endeavour that brings the hospital and the community together in such a manner invariably and ultimately leads to reduction in disease burden from both communicable and non-communicable diseases.

He observed that events like the Chilenje FLH Open Day should



*Dr. Choolwe Sianchapa, guest of honour at the Chilenje FLH hailing the event with some remarks*

happen more often in Lusaka, and must therefore be emulated by the other facilities thereby. The Open Day served as a point of emphasis for the District of Lusaka, reminding the attendants on how we need to reach out to our communities, more so in high density areas which may benefit from an open forum to meet and interact with hospital staff, the HCC said.

Lastly, Dr. Sianchapa encouraged the facility to have successive Open Days on a larger scale with a larger cohort of the other public health facilities in their sub-district represented. He called upon the Chilenje FLH administration to indeed invite referring facilities from their sub-district, like Kabwata Urban Health Centre, to showcase what they also have to offer to the community. This would lead to decongestion of Chilenje FLH as the community would know what the facilities near them have to offer, therefore subscribing to those facilities’ services as opposed to increasing traffic at Chilenje FLH.

Dr. Sianchapa thanked the administration of Chilenje FLH, led by Medical Superintendent Dr. Richard Mwila, for their innovative efforts in putting the Open Day together and continuing with the spirit of contributing positively to their community.

**MR. REUBEN MWENDAPOLE**

The guest of honour, Mr. Reu-

ben Mwendapole who is Chilenje Ward Councillor expressed his delight at what he called a very important event. Honourable Mwendapole said that it was his first time witnessing such an event and was looking forward to seeing more, maybe after six months because it will help the facility to bring the right information to the community and to correct misinformation about the services the facility offers.

He also stated that there are services that people don’t know about being offered and the event will create confidence in the community as they will get to know the staff and correct misperceptions.



*Guest of honor, Mr. Reuben Mwendapole, area councillor in Chilenje officially opening the event*

During the interview, Mr. Mwendapole said he had brought a concern regarding the casualty and outpatient departments (OPD): noting that the staff are the people who first interact with the people from the community. Therefore, there is need to have people who are dedicated to doing the work and who are able to work with people from various backgrounds. He further noted that their approach should be impeccable as they are the front facing departments of the facility: “I spoke to Dr. Mwila if they can have specific staff to be dedicated to this and work with patients and explain to patient what their issues are to avoid patient dissatisfaction”.

## LUSAKA DISTRICT HEALTH WORKERS PARTICIPATE IN KCCP ORIENTATION FOR 2025 IN JAPAN

**S**taff from the five first level hospitals (FLH), Lusaka District Health Office (LDHO), and Lusaka Provincial Health Office (LPHO) that work in collaboration with the JICA Cassiopeia Project undertook an orientation for the 2025 Knowledge, Co-Creation Program (KCCP) at LPHO on October 09th, 2024.

The positions that are slated to attend the 2025 KCCP in Japan comprise of two nurses, two Environmental Health Technologists (EHTs) and one doctor from who are part of the hospitals' Infection Prevention and Control (IPC) teams; one Medical Equipment Technologist (MET) from each of the

five hospitals, the Chief Nursing and Chief Environment Health Officers from LPHO; the Clinical Care Specialist (CCS) and MET at LDHO. In total, 14 health workers from Lusaka province will participate in the KCCP titled Japan's approach and experience in strengthening hospital management (Infection Prevention and Control, and Medical Equipment Management).

Previous KCCP participants have included five Medical Superintendents and the Provincial Health Director, Clinical Care Specialist and the Chief Environmental Officer from LPHO in 2022; the nursing officer and hospital administrator from each of the five hospital and the Public Health Specialist

and Chief Nursing Officer from LPHO in 2023; and five pharmacists and five planners in 2024.

With the first output of the JICA Cassiopeia Project being the strengthening of hospital management capacity and improving governance systems within five FLHS, the upcoming KCCP will continue to bridge the gap between senior management and other hospital cadres.

Another expectation of the 2025 KCCP is aligning departmental management styles and vision to that of the hospitals. Furthermore, participants will tour and observe hospital management at Japanese hospitals with the express view that what is learned will be implemented on their return on their return home.



*Group photo of the 2025 Knowledge, Co-Creation Program (KCCP) orientation at Lusaka Provincial Health Office*



## PHOTO FOCUS



Staff helping 2025 KCCP participants with their application forms



Staff at Chipata FLH participating in a surgical site infection (SSI) review meeting on October 15th, 2024



JICA Cassiopeia Project Chief Adviser Dr. Sinsuke Murai, Ms. Michiko Nyanga, Japanese expert on hospital management and IPC at the Chilenje FLH Open Day event



Staff at Chilenje FLH setting up for the Open Day held on October 10th, 2024



Mr. Clyde Ushibantu Environmental Health Technologist at Chilenje FLH, Ms. Michiko Nyanga and Mr. Kei Ogata at the 2025 KCCP orientation at LPHO



Chilenje FLH staff enjoying the entertainment during the Open Day event on October 10th, 2024



Chipata FLH Departmental heads during the eLMIS MET module orientation meeting on October 15th, 2024

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