



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



Participants during the drafting meeting for the hospital management handbook at Lusaka Provincial Health Office on December 20th, 2024

**FIRST DRAFTING
MEETING FOR
HOSPITAL
MANAGEMENT
HANDBOOK
HELD AT LPHO**

**LUSAKA
PROVINCE
NURSE LEADERS
ENCOURAGED TO
CONTINUE GOOD
PRACTICES**

**MET
PARTICIPANTS
ALL SET FOR 2025
KCCP**



FIRST DRAFTING MEETING FOR HOSPITAL MANAGEMENT HANDBOOK HELD AT LPHO



Participants during the drafting of the Hospital Management Handbook at LPHO on December 20th, 2024

Various cadres from the five First Level Hospitals, Lusaka District Health Office, Lusaka Provincial Health Office and the JICA Cassiopeia Project for strengthening management capacity of the general hospitals in Lusaka met on December 20th 2024 to draft the hospital management handbook. This handbook is intended to describe hospital management initiatives that have been implemented at the target hospitals so that other hospitals can implement the similar practices.

The idea for the handbook arose after the drafting committee was launched and nominated the drafting members on 26th of June 2024. This was necessitated by the need to have a standardized document that will incorporate governance practices for hospital management such as the strategic planning (balanced score-card), regular and consistent meetings and hospital management committees which have already been established and are running in the five-target hospitals. The meeting was subsequently postponed several times.

A pressing issue is the strengthening of

monitoring to track the progress of the action plans and building connection with quality improvement (QI) practices to strengthen the capacity to implement the action plans.

The drafting committee comprising of the LPHO clinical care specialist, planners and pharmacist, LDHO planners and the TB/HIV coordinator; medical superintendents, planners, head of clinical care, hospital administrators, resolved that due to the nature and scope of the proposed handbook, more cadre need to be involved in the process in order to have a holistic and realistic handbook that will stand the test of time. The cadres added are hospital matrons and hospital information officers.

Speaking on behalf of the LPHO Provincial Health Director, Dr. Sophia Msiska who is the clinical care specialist applauded the participants for their contribution to the drafting a document to enhance hospital management capacity.

Dr. Shinsuke Murai, the Chief Advisor for the Cassiopeia Project (JICA) also stated that the hospital management handbook is essential to achieving the project's purpose and that it is a major step forward.

LUSAKA PROVINCE NURSE LEADERS ENCOURAGED TO CONTINUE GOOD PRACTICES

After what can only be characterized as a successful initiative, nurse leaders from across Lusaka province gathered at Levy Mwanawasa University Teaching Hospital on December 13th 2024 to share best practices learnt from the exchange visits they participated in during the 4th quarter of the year.

The exchange visit program is an initiative developed from a meeting held on July 11th 2024 when the Chief Nursing Officer for Lusaka province, Ms. Inutu Mbangweta made an impassioned speech on the need to improving the current situation in hospitals, building the capacity of nurses in the province, as well as taking the opportunity for the nurse leaders to learn from one another through the exchanging and sharing of best practices.

Levy Mwanawasa UTH Senior Medical Superintendent Dr. Charles Mutemba in his welcoming remarks noted the importance of leadership meetings and exchange visits as they would only lead to better experiences for patients as they visit health facilities. Dr. Mutemba further stated that patients should not be afraid to visit hospitals due to staff attitude and dirty hospital environments. He encouraged nursing staff to be welcoming to all patients as they are the face of health facilities.

Giving remarks on behalf of the Provincial Health Director, Clinical Care Specialist for Lusaka province Dr. Sophia Msiska appreciated the consistent quarterly meetings and nursing audits being conducted with an aim at improving service delivery to patients. She went on to commend the nursing

team for their commitment and dedication exhibited through consistency in holding the important nursing and midwifery activities.

However, Dr. Msiska also expressed sadness on the continued maternal deaths occurring in the province as well as the rise in suicides, not only among nursing staff, but other health workers as well. She implored those gathered to continue working together to achieve good patient outcomes but also encouraged them to look out for one another.

On the other hand, Dr. Shinsuke Murai, the Chief Advisor for JICA Cassiopeia Project, expressed his appreciation for the nursing work and mentioned that nurses around the world have been innovative in many areas, including patient safety, and he expressed his hope that Zambian nurses will be pioneers of innovative initiatives.



Sister Clara Mulenga (Kabwata Sub-District NO) during the nursing leaders 4th quarter meeting

MET PARTICIPANTS ALL SET FOR 2025 KCCP

A successful round of Infection Prevention and Control (IPC) was held at Chilenje First Level Hospital (FLH).

The group comprising of the facility IPC team and medical equipment technologists from other first level hospitals participated in the IPC rounds in preparation for the upcoming country-specific Knowledge Co-Creation Program (KCCP) to be held in Japan from 16-30 January 2025. The IPC rounds were

conducted to promote collaboration between different departments to find ways to improve patient outcomes and quality of patient experience.

The last group of participants to attend IPC rounds were medical equipment technologists - Mr. Chris Kaluba (Chilenje FLH); Mr. Paul Sibanda (Kanyama FLH), Mr. Luckson Manduku (Chipata FLH) and Dr. Choolwe Sianchapa who is the clinical care specialist at Lusaka District Health Office.

The participants were

able to observe how the departments are implementing the IPC protocol and understand the challenges they are facing. This experience will be helpful in understanding and discussing collaboration among health staff, one of the themes of country-specific training.

The 2025 KKCP training is titled Japan's approach and experience in strengthening hospital management (Infection Prevention and Control, and Medical Equipment Management).



Above: IPC team and visiting METs during IPC round in the adult in-patient department
Below: Group photo of IPC round participants

Above: IPC team and visiting METs in the post-natal department during the IPC round
Below: Participating METs filling in the online checklist

PHOTO FOCUS



Participants during the drafting of the Hospital Management Handbook at LPHO on December 20th, 2024



Dr. Sophia Msiska Head of Clinical Care at LPHO giving remarks on behalf of Provincial Health Director at the Nursing Leaders Meeting in Lusaka



Lusaka Provincial Health Office Director Dr. Simulyamana Choonga giving welcoming remarks at the Epidemic Preparedness Meeting held on December 12th, 2024



2025 KCCP participants at JICA Zambia during visa orientation



Dr. Shinsuke Murai speaking at the Nursing Leaders Meeting on December 13th 2024 at Levy Mwanawasa University Teaching Hospital



Ms. Lorraine Chikonka, matron at Chawama First Level Hospital asking a question during the Nursing Leaders Meeting at Levy Mwanawasa UTH on December 13th, 2024



Editor and Newsletter design: Ms. Kombe Kapatamoyo

Editor: Mr. Kei Ogata

Editor-in-Chief: Dr. Shinsuke Murai

CONTACT INFORMATION:

*JICA - The Project for Strengthening Management Capacity of the First Level Hospitals in Lusaka District
Plot No.11743A, Brentwood Lane, Longacres.
P.o. Box 30027, Lusaka, 10101, ZAMBIA*

<https://www.jica.go.jp/project/english/zambia/023/index.html>

Email: cassiopeia.project.zm@gmail.com

We bid farewell to Lloyd Mwanza who was JICA Cassiopeia Project Officer for Administration and Activities

Japan International Cooperation Agency