



CASSIOPEIA Nkani

Vol. 40 February 2025

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 Knowledge Co-Creation Program participants receiving certificates of training completion at the National Center for Global Health and Medicine in Tokyo, Japan.

**FOCUS ON MET AND
IPC DURING KCCP
TRAINING IN JAPAN**

**PHARMACISTS
AGREE ON
ACTION POINTS
AT PROVINCIAL
QUARTERLY**

**SHORT TERM
EXPERT ON MEDICAL
EQUIPMENT
TECHNOLOGY JOINS
CASSIOPEIA PROJECT**



FOCUS ON MET AND IPC DURING KCCP TRAINING IN JAPAN



KCCP participants at NCGM in Tokyo where they toured the health facility with a concentration on hospital management, IPC and medical equipment management

Health professionals from the Lusaka Provincial Health Office (LPHO), Lusaka District Health Office (LDHO), the five First Level Hospitals (FLHs) (Chawama, Chilenje, Chipata, Kanyama and Matero) undertook training in Japan under the JICA Cassiopeia Project in collaboration with the National Center for Global Health and Medicine (NCGM) and other stakeholders from January 14th to January 31st, 2025.

Speaking on her experience in Japan, Ms. Inutu Mbangweta LPHO Chief Nursing Officer stated that she was impressed by how Japan has well-established infrastructure that enables the effective operation of infection prevention and control, as well as medical equipment management. Based on her experience, she would like to see infection prevention practices such as ensuring thorough hand hygiene education of children and promoting household waste separation implemented in Zambia.

As part of her action points, Ms. Mbangweta highlighted two key priorities. First, she intends to conduct induction and orientation for newly employed nurses and midwives in all the Districts of Lusaka Province on nursing ethics and principles, and

the public service principles. “As a country, we have well-defined public service principles and values, as well as nursing professional ethics and principles. However, what is lacking is enforcement to ensure that every staff member and nurse adhere to them”, she noted.

Secondly, she aims to conduct cascade orientation sessions for nursing officers in Lusaka Province, including those in the 5 hospitals, on the Ministry of Health’s Client Satisfaction Manual, ensuring that ongoing patient satisfaction surveys for outpatients and inpatients are effectively conducted.



Ms. Inutu Mbangweta Chief Nursing Officer at LPHO making remarks during the KCCP training opening ceremony

CONT'D

Mr. Aaron Kabwe, head of MET department at Matero Hospital, commented on how Japanese hospitals efficiently segregate waste and expressed his hope that Zambia could adopt waste recycling not only to maintain cleanliness but also as a source of income generation as well as keeping the surroundings clean to prevent the outbreak of diseases like cholera. As part of his action plan for MET, Mr. Kabwe emphasized three key initiatives.



Mr. Aaron Kabwe, Head of Department and Medical Equipment Technologist at Matero First Level Hospital

First, he intends to identify and establish a dedicated workshop for maintenance and construction activities, ensuring that all repairs can be conducted in a designated area rather than under the current conditions.

Secondly, he plans to implement equipment tagging to improve inventory tracking. Finally, he aims to introduce MET champions in all departments. These individuals will act as liaisons between their departments and the MET team that all faults are promptly reported using job request cards.



Dr. Choolwe Sianchapa Head of Clinical Care at Lusaka District Health Office during a group session

Dr. Choolwe Sianchapa LDHO Head of Clinical Care highlighted the strong service-oriented mindset of Japanese professionals, emphasizing their dedication to ensuring client-service provider experience.

He observed that while both Japan and Zambia employ multidisciplinary teams to manage healthcare facilities, Japan integrates modern technology into day-to-day facility management, leveraging the widespread availability of technology in the society at large. 'Indeed, most Japanese healthcare facilities operate based on pre-established objectives through near - total implementation of the Balanced Score Card (BSC)', he noted.

Dr. Sianchapa stated that the training in Japan led to several action points, including the establishment of IPC committees to strengthen scale up of the adoption and implementation of standards operating procedures (SOPs) and related IPC activities in other facilities under the DHO.



Participants taking part in an IPC round at a hospital in Tokyo, Japan



Participants touring the waste management facility

Additionally, he emphasized the need to establish medical equipment safety management committees and expand the adoption of management by objectives (MBO) through the widespread use of BSC across facilities and departments. Furthermore, he stressed the importance of developing and implementing SOPs for Planned Preventive Maintenance (PPM), which include ensuring that all end-users clean and disinfect equipment before submitting them to the MET department. He also highlighted the need for quarterly IPC-MET meetings to enhance collaboration.

CONT'D

Environmental Health Technologist Mr. Clyde Ushibantu, an IPC focal pointperson at Chilenje FLH praised the commitment and time management of Japanese trainers during KCCP.

He noted that the Japanese are highly committed to their planned schedules and activities, emphasizing effective communication and the importance of time management in achieving their objectives.

During the training, Mr. Ushibantu also observed how hospitals in Japan have adopted the principle of “Jiri Rita”, which means benefitting one and all, aiming to provide healthcare that brings relief and satisfaction. He noted that the head of the institution takes the lead in ensuring that staff receive training on patient-centred care.

As part of his action plan, Mr. Ushibantu aims to in-

troduce the use of the Balanced Score Card (BSC) in the EHT department, as well as strengthen the interpretation and utilization of surgical site infection (SSI) surveillance data to prevent more SSIs at the facility.

Like his colleagues he stressed the importance of closer collaboration between IPC and MET, particularly in preventive maintenance, which requires immediate cleaning and disinfection of medical equipment after use across all departments to prevent hospital-acquired infections.

LPHO was represented by the Chief Nursing Officer (CNO) Ms. Inutu Mbangweta and the Senior Environmental Health Officer (SEHO), Ms. Cathel Chibola. LDHO was represented by Dr. Choolwe Sianchapa, Head of Clinical Care and Mr. Friday Matafwali, Medical Equipment Technologist (MET).

The five hospitals were

represented by: Ms. Jacqueline Mulako (Nurse) and Mr. Darious Mulenga (MET) - Chawama; Mr. Clyde Ushibantu (EHT) and Mr. Chris Kaluba (MET) - Chilenje; Ms. Moono Shimoko (Nurse) and Mr. Luckson Manduku (MET) - Chipata; Dr. Ilunga Mutwale (MO/IPC Doctor) and Mr. Paul Sibanda (MET) - Kanyama; and Mr. Ezekiel Kankoloto (EHT) and Mr. Aaron Kabwe (MET) - Matero.

JICA's country-specific training program serves as a platform for technical co-operation in human resource development, where counterparts from various countries are invited to participate.

Moving forward, participants plan to leverage their learnings in Japan to implement concrete measures aimed at strengthening Zambia's healthcare system.



Mr. Clyde Ushibantu EHT at Chilenje FLH receiving his certificate of participation upon completion of the KCCP training



Participants being welcomed to the KCCP training

PHARMACISTS AGREE ON ACTION POINTS AT PROVINCIAL QUARTERLY MEETING

Pharmacists from five first-level hospitals in Lusaka District, the Lusaka District Health Office, and the Lusaka Provincial Health Office met at the Lusaka Provincial Health Office on February 26, 2025, for the first in-person quarterly meeting since the outbreak of COVID-19. They gathered to discuss the current state of pharmaceutical management, challenges faced by hospitals, and best practices across the facilities.

During the meeting, participants agreed on eight action points to be achieved by the end of March 2025. One of the key action points was for representatives from Chawama, Chipata, and Matero hospitals to visit Chilenje

and Kanyama hospitals, which have already established satellite pharmacies, to learn about their operationalization and standardization. Additionally, participants agreed to develop a standard template for drug bulletins, which are currently prepared in different formats at each hospital.

Another key action point was to initiate the operation of satellite pharmacies at Chipata, Matero, and Chawama hospitals, which have not yet introduced them.

Furthermore, participants committed to starting ward rounds by pharmacists at Chipata and Chawama hospitals, developing a data collection tool for prescription fill rate (PFR), and establishing guidelines for the use of trans-

portation in the supply chain.

In addition, participants agreed to conduct an orientation for pharmacists to engage in Quality Improvement (QI) projects and to collaborate with infection prevention and control (IPC) officers to enhance antimicrobial stewardship efforts.

This cross-hospital quarterly meeting is expected to go beyond the five targeted hospitals and contribute to the standardization of pharmaceutical management practices, consensus-building among stakeholders, and ultimately improving pharmaceutical management and patient services across Lusaka Province.



Mr. Abraham Mukesela Chief Pharmacist for Lusaka Provincial Health Office during the pharmacy quarterly meeting at LPHO



Ms. Siphwe Makowane Head of the Pharmacy Department at Chilenje FLH making a presentation during the pharmacy meeting

SHORT TERM EXPERT ON MEDICAL EQUIPMENT TECHNOLOGY JOINS CASSIOPEIA PROJECT



Left to right: Mr Isaac Chola BMET Levy Mwanawasa University Teaching Hospital (LMUTH), Mr. Kazuhiro Ajiki - Medical Equipment Management Consultant and Mr. Friday Matafwali - MET - LDHO discussing best practices in biomedical engineering by LWUTH that can be replicated in 5 FLHs

On February 15, 2025, the JICA Technical Cooperation Project for Strengthening Management Capacity of the First-Level Hospitals in Lusaka District welcomed Mr. Kazuhiro Ajiki, a medical equipment management specialist as a short-term expert on medical equipment management.

Mr. Ajiki has extensive experience working in medical equipment management in various continents, including Africa. Prior to this assignment, he participated in JICA's country-specific training held in Japan in January, where he became acquainted with healthcare professionals working in Zambia, who had joined the training.

Mr. Ajiki will work closely with Mr. Christopher Sinkala, the Principle Medical Equipment Officer at Lusaka Provincial Health Office (LPHO), Mr. Obed Samusiku and Mr. Friday Matafwali, both Medical Equipment Technologists (MET) from Lusaka District Health Office (LPHO), as well as medical equipment technologists and biomedical

engineers from the five targeted hospitals (Chawama, Chilenje, Chipata, Kanyama and Matero).

The Cassiopeia Project aims to strengthen medical equipment management in the five targeted hospitals, and Mr. Ajiki's assignment focuses on supporting preventive maintenance efforts. Understanding the local situation, he will work with hospital-based medical equipment technologists, nurses, and administrators to introduce preventive maintenance measures that minimize equipment breakdowns.

During preliminary facility visits, Mr. Ajiki observed that many medical equipment were not in working condition. "It is important to analyze why these failures occur, identify their causes, and develop countermeasures. By sharing case studies of breakdowns and their causes with medical equipment personnel, we can work towards reducing failures", he said.

He also emphasized the importance of clearly defining the roles of Medical Equipment Technologists (MET) and Biomedical engineers (BME) and enhancing

collaboration between them. In Zambia, METs handle not only medical devices but also auto parts and electrical equipment, whereas BMEs specialize solely in medical equipment. "To ensure efficiency in the long run, role specialization based on expertise will be essential," he noted.

Furthermore, the full implementation of job request cards across all hospitals is another key initiative. These cards will enable hospitals to track equipment failures and repairs. Regular reporting by METs and BMEs to the District Health Office (DHO) will help analyze failure causes – whether due to electric faults, water quality, dust, or user handling. This data will then be used to identify the most frequent issues and formulate measures to prevent them.

Mr. Ajiki is committed to working closely with LPHO, LDHO, METs and biomedical engineers in the five hospitals to contribute to the improvement of healthcare services in Lusaka. His assignment will continue until May 9, 2025.

MEDICAL EQUIPMENT TECHNOLOGISTS AGREE ON ACTION POINTS AT PROVINCIAL QUARTERLY MEETING

On February 27, 2025, following the Pharmacy Provincial Quarterly Meeting, medical equipment technologists (MET) from the five targeted hospitals in Lusaka District, the Lusaka District Health Office (LDHO), and the Lusaka Provincial Health Office (LPHO) gathered at the Lusaka Provincial Health Office for the first-ever provincial quarterly meeting to discuss the current state of medical equipment management, challenges, and best practices at each hospital.

Participants shared insights gained from JICA's country-specific and thematic training programs, along with their post-training action plans. They exchanged views on concrete steps to address challenges across hospitals and throughout the district. By the end of the meeting, participants had agreed on six action points to be achieved by the end of March 2025.

The first priority was to develop a standardized method

for using job request cards. Although the project had provided a format for registration, there were inconsistencies in its implementation across hospitals.

Other key action points included clarifying the procedure for creating medical equipment receiving lists and continuing lobbying efforts to address the shortage of medical equipment technologists. JICA pledged to support these efforts by increasing opportunities for site visits with district and provincial health office officials and providing hospitals with existing guidelines and newly developed standard operating procedures (SOPs).

Speaking on behalf of Provincial Health Director Dr. Simulyamana Choonga, LPHO Clinical Care Specialist Dr. Sophia Msiska praised the participants for their dedication to patient safety and care at their respective hospitals. She encouraged them to use these quarterly meetings as a platform for sharing best practices and seeking solutions to challenges

encountered in their daily work.

Dr. Msiska also emphasized the importance of taking an innovative approach to problem-solving and leveraging knowledge gained through partnerships such as the JICA Cassiopeia Project. She expressed gratitude for the project's continued support and hoped that such collaboration would persist beyond the project's conclusion.

Dr. Shinsuke Murai, Chief Adviser for the Cassiopeia Project, welcomed participants to the meeting and urged them to engage actively, emphasizing the importance of sharing acquired knowledge to tackle the challenges they face in their work.

He outlined three key expectations for the Provincial Quarterly Meeting: (1) Enhancing communication and mutual learning among METs, (2) Developing standardized SOPs for district and province-wide implementation based on successful hospital practices, and (3) Providing a platform to discuss challenges that span across districts and the province.

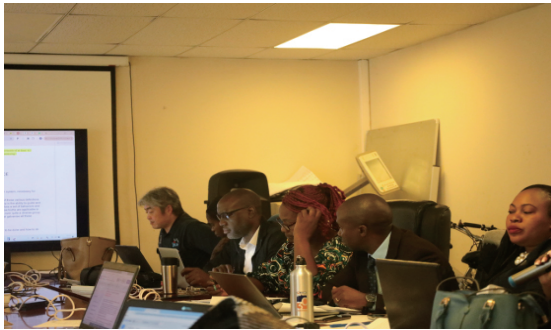


Mr. Christopher Sinkala Principle Medical Equipment Officer at LPHO giving remarks at the MET quarterly meeting



Mr. Darius Mulenga MET at Chawama FLH making his presentation at the quarterly meeting

PHOTO FOCUS



Participants during the 3rd Drafting Meeting for Hospital Management Handbook on 13th February, 2025



Dr. Sophia Msiska (center) the Clinical Care Specialist at LPHO giving opening remarks at the Medical Equipment Management quarterly meeting held on Feb 27th, 2025



Matero IPC team conducting 5th IPC round on 11th February, 2025



Participants during the Pharmacy Quarterly Meeting held on February 26th, 2025 at LPHO



Mr. Kazuhiro Ajiki with Medical Equipment Technologists and Bio-Medical Engineers at the University Teaching Hospital biomedical engineering workshop



Dr. Masataro Norizuki (former project Chief Adviser) presenting the Patient Checklist for Surgical Safety and SSI Prevention (PCS) to clinicians at Kanyama FLH on Feb 25th, 2025



Ms. Cathel Chiboola - SEHO at LPHO giving self-introduction in the opening ceremony of the KCCP training in Tokyo, Japan

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