



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 expert for IPC and Hospital Management Ms. Michiko Nyanga and Ms. Jacqueline Mulako Chawama FLH IPC Nurse highlighting hand cleanliness using ultra violet light

**FLOOR  
MANAGERS  
FROM MATERO  
FIRST LEVEL  
HOSPITAL FINISH  
SUCCESSFUL  
EXCHANGE VISIT  
AT CHIPATA FIRST  
LEVEL HOSPITAL**

**READY TO  
SUSTAIN MEDICAL  
EQUIPMENT  
TECHNOLOGY  
REPORTING  
PRACTICE WITH  
SOP**

**DR OLIVER  
KAOMA SHARES  
HIS EXPERIENCE  
DURING THE  
ANTI-MICROBIAL  
RESISTANCE  
PROGRAM  
IN JAPAN**



## CHAWAMA FIRST LEVEL HOSPITAL HOLDS FOUR DAY TRAINING IN INFECTION PREVENTION AND CONTROL AND CREATION OF ANTI-MICROBIAL RESISTANCE STEWARDSHIP



*Mr. Prince Bwalya (EHT); Ms. Jacqueline Mulaka (IPC Nurse); Dr. Oliver Kaoma (IPC Doctor); and Mr. Elias Daka (EHT) at Chamawa FLH at the last day of facilitating the four-day training workshop on IPC and AMRST*

**T**he Infection Prevention and Control (IPC) team at Chawama First Level Hospital comprising of Mr. Prince Bwalya, Environmental Health Technologist and IPC focal person, Ms. Jacqueline Mulako (IPC Nurse) and Dr. Oliver Kaoma (IPC Doctor) conducted a four-day workshop on IPC and creation of anti-microbial resistance stewardship (AMRST) for over 200 hospital employees. Participants included all cadres at the facilities such as clinicians, maids, medical equipment technologists and pharmacists.

The training was prompted by recent IPC com-

mittee meetings at the hospital which revealed poor compliance with IPC standards, partly due to limited knowledge and understanding of IPC, surgical site infections (SSI) and antimicrobial resistance (AMR) among healthcare workers including support staff. To address the gap, the IPC team and management initiated this comprehensive IPC training to improve staff knowledge, attitude and IPC practices.

Mr. Bwalya led sessions on waste management with a focus on waste segregation and general cleanliness in the hospital. He emphasized the importance of separating infectious and highly infectious waste from general waste to

prevent cross-contamination.

Ms. Mulako demonstrated proper handwashing techniques using volunteers, and with the help of an ultra violet light, visualized hand cleanliness before and after washing.

On AMR, Dr. Kaoma discussed why AMR occurs, its impacts on the human body and the healthcare system, and the resulting rise in treatment costs for both individuals and the government.

At the close of the four-day training, Dr. Kaoma encouraged participants to share the knowledge gained with colleagues and called on department heads to ensure adherence to IPC standards and promote good IPC practices.



## LUSAKA PROVINCE NURSING LEADERS HOLD FIRST QUARTERLY MEETING FOR 2025

**N**ursing leaders from Lusaka province met at Lusaka Provincial Health Office and on-line to discuss progress made on action points from the previous meeting as well as to share updates on adult nursing initiatives.

The meeting featured presentations from two nurses who participated in the Knowledge Co-Creation Program (KCCP) in Japan in January 2025. Ms. Jacqueline Mulako, IPC Nurse at Chawama First Level Hospital (FLH), presented on hospital-acquired infections (HAIs) and the ways to mitigate them. She emphasized the need for strong IPC protocols in health facilities and demonstrated proper handwashing using UV light

to show hand cleanliness before and after washing.

Another presentation was made by Ms. Moono Shimooko, IPC Nurse at Chipata FLH, presented lessons from Japan on patient centered hospital management, color coded waste segregation, and categorization of patients by ambulation status. She also shared with the audience how the Japanese healthcare system operates under legal frameworks, including the use of balanced scorecard (BSC) for planning management purposes, using medical insurance scheme for sustainability of services, and many more.

She stated that some of the lessons learnt have already been adopted at Chipata FLH, such as label-

ling of urine bags and IV sets with placement time.

Mr. Friday Matafwali, Medical Equipment Technologist at Lusaka District Health Office explained the introduction of “medical equipment champions” in each department. These champions collaborate with MET department to ensure safe and appropriate use of equipment, manage repair processes, and maintain job request cards.

Closing the meeting, the Chief Nursing Officer for Lusaka province Ms. Inutu Mbangweta praised the leadership of the nursing teams and encouraged them to lead by example and follow through on action points to improve patient care.



*Chief Nursing Officer for Lusaka province Ms. Inutu Mbangweta (center) with Dr. Sophia Msiska Head Clinical Care Specialist for LPHO welcoming participants to the nursing leaders quarterly meeting*

CHILENJE FIRST LEVEL HOSPITAL UNVEILS NEWLY RENOVATED  
IN-PATIENT DEPARTMENT

**T**he in-patient department (IPD) at Chilenje First Level Hospital (FLH) which had been undergoing renovations since late December 2025 was finally re-opened after extensive upgrades on March 27th, 2025.

Speaking as to the motivation for the rehabilitation works, Hospital Administrator Ms. Mercy Ndimbwa, stated that the management team had put up a deliberate policy to undertake quality improvement projects drawing from the kaizen 5s. “We had agreed that if we were to embark on 5s .... for the facility... it would not really yield visible results if the environment remained the same. Thus, the

focus on infrastructure rehabilitation to change the environment. In order to achieve this, we therefore agreed to allocate a percentage of funds raised from NHIMA services to finance these projects”.

The renovations were funded through NHIMA remittances which are allocated in terms of priority- areas as per the mandate of the scheme with a focus on infrastructure improvement, equipment procurement and provision of essentials to pharmacy, laboratory, nutrition, environmental health, administration etc to ensure that patients’ needs are met within the facility in reasonable time. “We always focus on immediate patient care and service delivery,

hence, funds for infrastructure are usually allocated last”.

Ms. Ndimbwa also stated that the improved ward is having a positive impact on patient outcomes as patients are now being attended to in a clean and well-organized environment, with readily available movable beds to enable patients’ movement for further investigations. “For instance, for patients that are very sick, they are able to move them easily to seek other services in other departments like radiology.”

In addition, she added that the staff also feel motivated to work in a conducive environment that prioritizes not only patient care and safety, but theirs as well.



Above: Beds before the renovation



Below: Beds after the renovations



Above: Toilets before renovations



Below: Toilets after the renovations



## COLLABORATION STRENGTHENED IN IPC QUARTERLY MEETING AT LUSAKA PROVINCIAL HEALTH OFFICE

**O**n March 18, 2025, Lusaka Provincial Health Office (LPHO) hosted a quarterly IPC meeting with representatives from five first-level hospitals: Chawama, Chilenje, Chipata, Matero, and Kanyama. Provincial Health Director Dr. Simulyamana Choonga opened the meeting by emphasizing the importance of IPC based on lessons from COVID-19 and cholera outbreaks. He acknowledged the hospitals' contributions to the development of SSI (Surgical Site Infection) surveillance guidelines and SOPs.

During the meeting, each hospital reported on its SSI response and progress on action points developed during the Japan training. Chawama was praised for a 100% report submission rate and improvements in waste management and training. Chipata was noted for needing improvement in separating clean and dirty surgical cases.

In the later part of the

meeting, common action points to be implemented across the five target first-level hospitals were agreed upon. These included: standardizing operations (such as the use of balanced scorecards, patient feedback systems, and waste management); staff orientation on the patient satisfaction tool standardized by the Ministry of Health; establishment of a monitoring system for the use of balanced scorecards; ensuring timely and appropriate medical waste collection; piloting the use of a process checklist and sample transportation system related to surgical site infections (SSI); regular inspection and monitoring of SSI registers; and formal participation of laboratory personnel in IPC activities and meetings.

Additionally, hospital-specific action points were made, including the establishment of antimicrobial stewardship committees in selected hospitals.

In closing, Ms. Cathel Chiboola the LPHO Senior Environmental Health Offi-

cer called on all facilities to actively use the SSI checklist to help reduce surgical site infections and emphasized the importance of continued support from the JICA team and strengthened collaboration among hospitals.

This meeting was positioned as an important step toward translating infection prevention efforts into practical actions across the district and province and continued collaboration will be essential to further improve the quality of healthcare services.

The Cassiopeia Project is supporting the resumption of these regular in-person meetings at the Lusaka Provincial Health Office - which were held prior to the COVID-19 pandemic - with the aim of promoting communication among stakeholders, strengthening bottom-up standardization mechanisms based on good practices, and providing a platform to address cross-cutting issues across districts and the province as a whole.



Ms. Cathel Chiboola - Senior Environmental Health Officer at LPHO making a presentation



Dr. Simulyamana Choonga Provincial Health Director at LPHO making official remarks at the IPC quarterly meeting

## PHOTO FOCUS



Dr. Chanda Shula Medical Superintendent at Kafue General hospital making remarks during the 4th Drafting Meeting for Hospital Management Handbook



Patient Satisfaction Survey and Waiting Time Survey at Chilenje First Level Hospital



Labelling IV sets with time of placement at Chipata FLH



Dr. Sophia Msiska Head Clinical Care Specialist at LPHO encouraging participants during the Chawama FLH training on IPC and AMR



Color coding for patient management in the newly renovated IPD ward at Chilenje FLH



Mr. Friday Matafwali, Medical Equipment Technologist at LDHO explaining the introduction of medical equipment champions for the 5 FLHs during the nursing quarterly meeting



Group photo of the last days participants at Chawama FLHs' training on IPC and creation of AMRST

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