



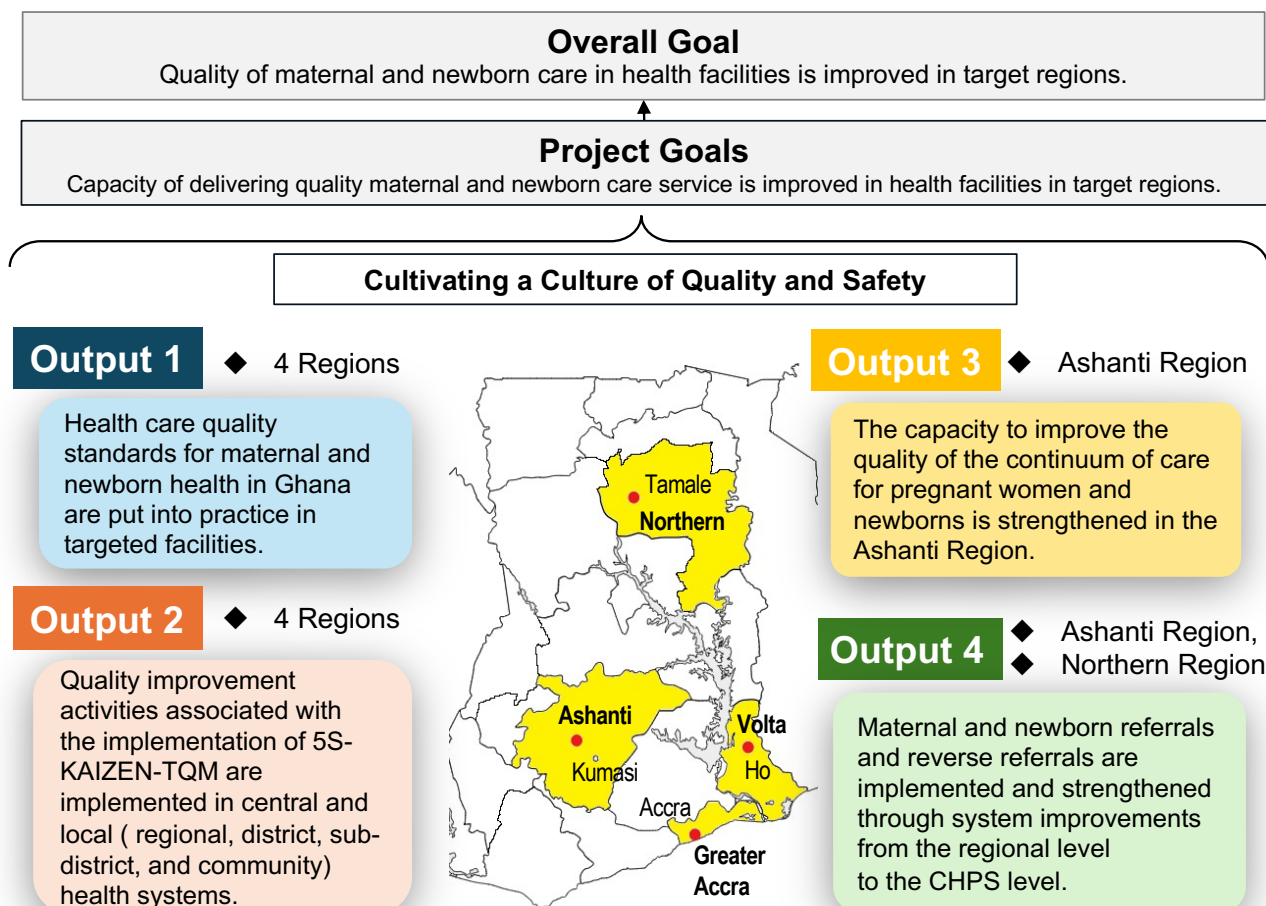
Project for Quality of Care for Maternal & New-born Health with Focus on 5S-KAIZEN

Newsletter

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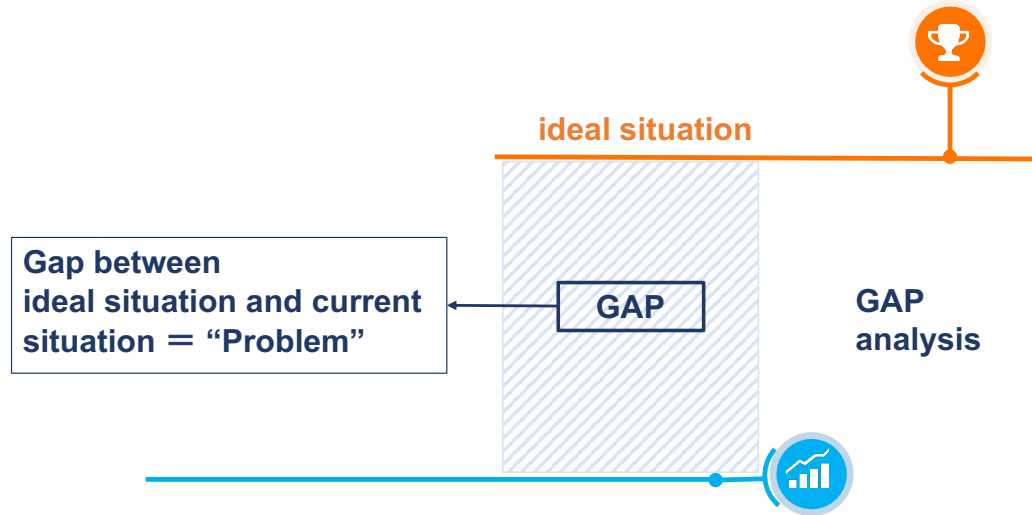
The Ministry of Health (MoH) and the Ghana Health Service (GHS) in collaboration with JICA launched a 5-year technical cooperation project with the goal of improving the quality of care for maternal, newborn, and child health in healthcare facilities in Ghana, in 2022.

The project, which is shortened as “MNH-KAIZEN project”, seeks to achieve its goal by: 1) improving the Quality of Care (QoC) standards for maternal, newborn, and child health, 2) improving quality-related activities at the national, regional, district, sub-district, and community levels of the health system with the implementation of the 5S KAIZEN-TQM methodology, 3) strengthening the capacity of providers in the continuum of care for maternal, newborn and child health, and 4) strengthening referral and counter-referrals of mothers and children at all levels of the health system.



Basic strategy of MNH-KAIZEN project

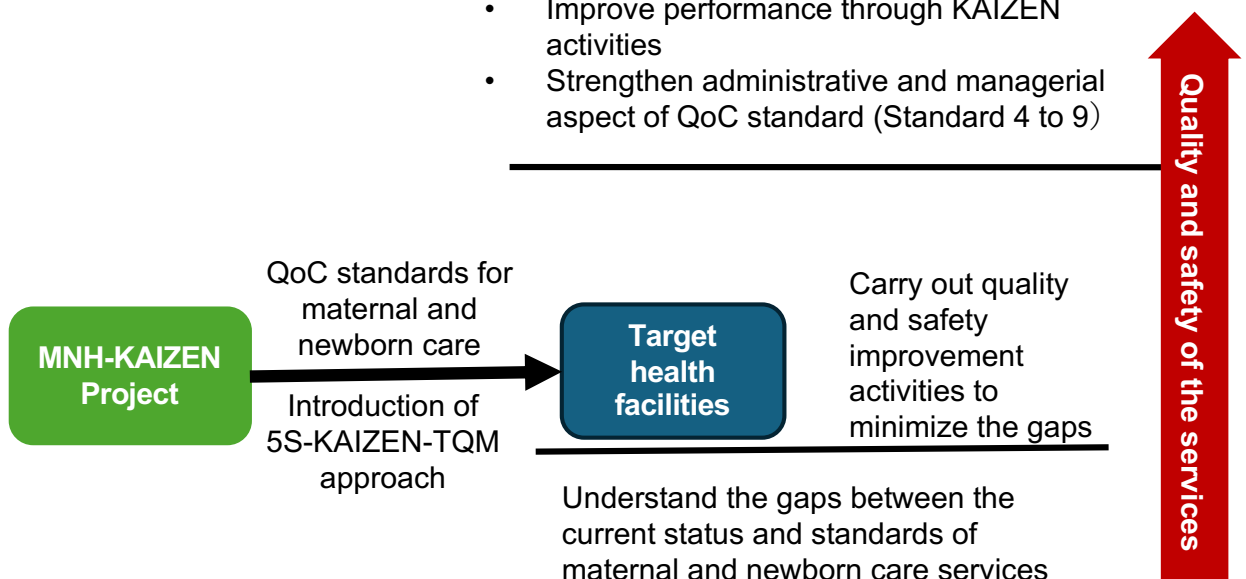
Through the project intervention, we aim to cultivate a culture of quality and safety. We support target facilities to reach the situation in which all facility managers, healthcare providers, and support staff share the value of prioritizing quality and safety in healthcare. In 5S-KAIZEN-TQM approach, the gap between the “ideal situation” and the “current situation” is defined as a “problem”. To improve quality of services, it is necessary to solve these “problems” and narrow the gaps.



In this project, the goal (ideal situation) to be achieved for each output and standards of maternal and newborn care services are clearly determined and set. In the 1st term, when implementing training on the 5S approach, the project not only provided guidance on the method but also conducted gap analysis and promoted understanding of the process to clarify and solve problems at each facility, making the 5S-KAIZEN-TQM approach effective.

Once the gaps between the current status and standards for maternal and newborn care services are identified, each of target health facilities carry out quality and safety improvement activities through 5S-KAIZEN approach to minimize the gaps. As the result of that, target facilities expected to create conducive working environment, improve their performance to provide better quality of care.

- Create conducive working environment through 5S activities
- Improve performance through KAIZEN activities
- Strengthen administrative and managerial aspect of QoC standard (Standard 4 to 9)



Key words of MNH-KAIZEN project

Maternal and newborn QoC Standard



Standard	Description
Standard 1	Evidence-based safe care is provided during labour and childbirth.
Standard 2	Evidence-based safe postnatal care provided for all mothers & newborns.
Standard 3	Human rights are observed and the experience of care is dignified and respectful for every woman and newborn.
Standard 4	A governance system is in place to support the provision of quality maternal and newborn care.
Standard 5	Qualified and competent staffs are available in adequate numbers to provide safe, consistent and quality maternal and newborn care.
Standard 6	The physical environment of the health facility is safe for providing maternal and newborn care.
Standard 7	Essential medications, supplies and functional equipment and diagnostic services consistently available for maternal-newborn care.
Standard 8	Health information systems are in place to manage patient clinical records and service data.
Standard 9	Services are available to ensure continuity of care for all pregnant women, mothers and newborns.

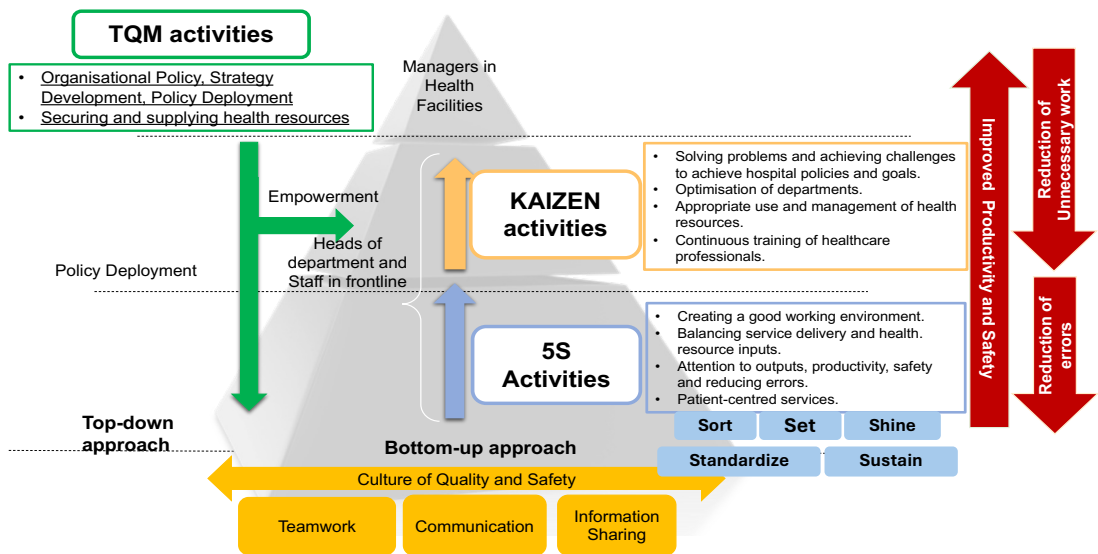
the most critical for providing quality maternal and newborn care.

Management and administrative aspects

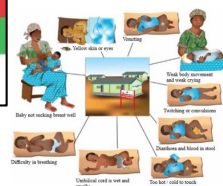
Ghana Maternal and Newborn Quality of Care Standard was developed and adopted based on WHO framework for the quality of maternal and newborn care. It is the quality assessment and improvement tool to aid the MoH/Ghana Health Service, key partners and stakeholders to carry out an evaluation of the quality of care provided at the health facility level, to identify key areas that need to be improved and to develop specific action plans.

5S-KAIZEN-TQM approach

is a stepwise approach for improvement of organizational management, quality and safety, which was developed by an expert of JICA program "Asia-Africa Knowledge Co-creation Program" in 2007. Each step (5S, KAIZEN, and TQM) has its own meaning, aim and process but they are linking each other as shown below.



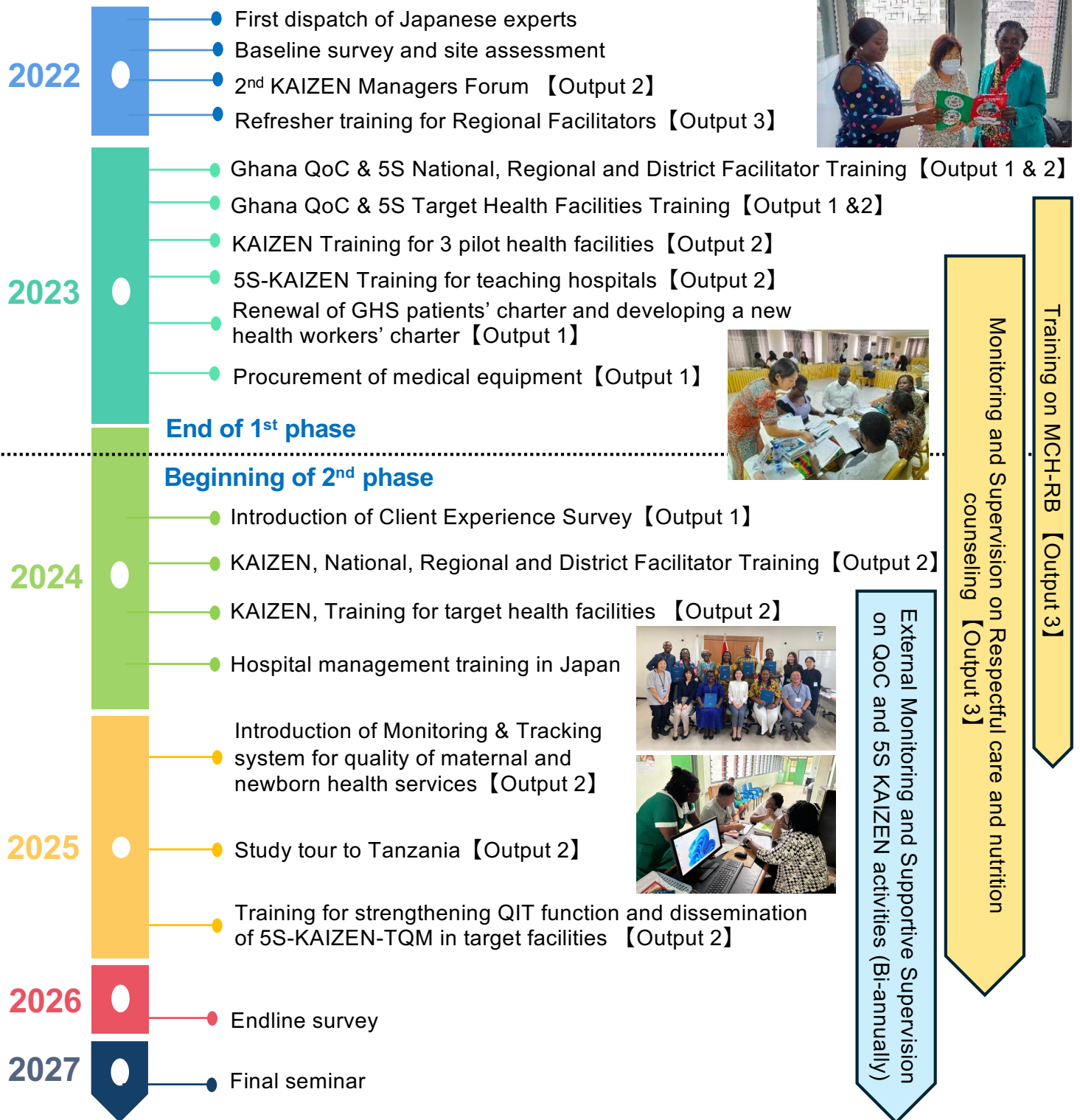
Maternal and Child Health Record Book (MCH-RB)



is a home-based health record of mothers, newborns and children under 5 years old which contains essential information to promote and maintain themselves and their family's health. The book was developed under the leadership of GHS and JICA in 2016 and distributed nationwide in 2018.

This combined home-based health record book intends to address a current gap in the uptake of care between delivery and postnatal care in Ghana and encourage completion of Continuum of Care (CoC). It was also developed with a strong focus on mothers and other family members to enhance understanding of the CoC services as well as important health and nutrition information.

Progress of the project activities and planned activities



Project for Quality of Care for Maternal and Newborn Health with Focus on 5S-KAIZEN-TQM (MNH-KAIZEN Project)

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