



# News Letter No. 6

## Project for Improvement of Hospital Management Competency



November 2017

### 1. The first JCC meeting was conducted successfully

The first Joint Coordinating Committee (JCC) meeting of the Project was held at Cho Ray Hospital on October 3, 2017.

JCC meeting is held at least once every year to review the progress, approve an annual work plan and exchange opinions on major issues of the Project between Japanese and Vietnamese sides.

The main counterparts headed by Dr. Nguyen Truong Son, Director of Cho Ray Hospital, and the staff of JICA including Mr. Tomoya Yoshida, Director of Health Team 3, Human Development Department, JICA and Ms. Nozomi Iwama, Senior Representative of JICA Viet Nam Office, as well as Japanese long-term experts attended the meeting as JCC members.

In addition, Ms. Akiko Kobayashi, Consul of Consulate General of Japan in HCMC, Dr. Eiji Hinoshita, Director General of Bureau of International Health Cooperation, NCGM and Dr. Hidechika Akashi, Director of Department of Global Network and Partnership, NCGM were also present in the meeting as observers.



JCC was chaired by Dr. Son, Director of Cho Ray Hospital



Mr. Yoshida, Director of Health Team 3, JICA HQ took part in the JCC

At the JCC meeting, each counterpart and Japanese expert explained the draft of the revised Project Design Matrix (PDM) based on the results of the baseline survey that they conducted collaboratively since the Project started. After the discussions, both Vietnamese and Japanese sides approved the revised PDM.

The approved PDM was compiled in the Minutes of Meeting. Dr. Son, Director of Cho Ray Hospital and Mr. Yoshida, Director of Health Team 3, JICA respectively signed and exchanged the Minutes of Meeting.

The Project will be implemented based on the agreed plan of operation from now on.

### ©Agreed Project Purpose and Outputs (PDM Version 1)

#### 【Project Purpose】

Capacity of Cho Ray Hospital (CRH) and Cho Ray Viet Nam-Japan Friendship Hospitals (CRVJFH) is strengthened to provide patient-oriented and quality medical services.

#### 【Outputs】

- 1) Patient-oriented and high quality medical care services in CRH and CRVJFH are enhanced by improving patient safety measures, facilitating multi-professional communication, and improving and implementing clinical pathways.
- 2) Measures for healthcare associated infection control (including measures for antimicrobial resistance: AMR) are strengthened in CRH and CRVJFH.
- 3) Capacity of CRH and CRVJFH is enhanced to strengthen functions including patient safety, safe referral and transfer of patients, and infection control in provincial hospitals within DOHA<sup>※</sup> management.

#### ※ DOHA (Direction of Healthcare Activities):

A system of direction and guidance from higher to lower level hospitals for better healthcare



The Minutes of Meeting were signed after JCC

## 2. “Training for Persons in Charge of Patient Safety” was attended by thirty staff

Jun MORIYAMA, Patient Safety/ Nursing Management

A total of six lessons of the “Training for Persons in Charge of Patient Safety” were conducted in collaboration with the Quality Management Department, Cho Ray Hospital from September 26 to November 7.

The contents of the training were consisted of Overview of Patient Safety, Incident Report System, 5S, Risk Prediction Training, Root Cause Analysis, and presentation of the Action Plans. After the training, we will follow-up and assist the participants to put their “knowledge” that they could understand in the training into “practice” on the job. Those who completed these trainings will be expected to support the Quality Management Department to conduct the publicity of the information of patient safety and the root cause analyses when medical accidents or near-misses occurred.

We will continue to provide the training to meet our goal, which is over 80% of all the hospital departments will have sent at least one participant in the training in 5 years.

◎About the promotion of 5S activities

The Project and the Quality Management Department are now collaboratively campaigning 5S activities to 12 departments. 5S is a tool to make improvements in the working environment, which stands for “Sort”, “Set”, “Shine”, “Standardize” and “Sustain”. Since they were included in a part of the hospital evaluation criteria of the Ministry of Health, 5S activities have already been introduced in many hospitals in Viet Nam. Please contact the Quality Management Department or Project office for any requests to work together for these activities.



Holding constructive discussions in the training

## 3. The first “Infection Control Seminar” was held for ICP training

Hitomi KUROSU, Infection Control/ Nursing Management



120 members participated in the seminar

The Infection Control Network (about 100 persons) which consists of doctors and chief nurses of each department, and the nurses of Surveillance Team (about 20 persons) are promoting the infection control activities in Cho Ray Hospital. To enhance the infection control, it is desirable that Infection Control Practitioners (ICP) are staffed at all departments. The hospital plans to deploy 40 ICPs in 5 years.

A total of three lessons of the first “Infection Control Seminar” were conducted from October 20 to November 17 for 120 persons from the Infection Control Network and the newly appointed ICP.

The participants learned about the role of ICP, prevention measures of ventilator-associated pneumonia, infection prevention of surgical site, etc. I gave lectures about the infection control in Japan and the Care Bundle, then made the participants extract the problem point about infection control in each department, and work on the tasks.

We are planning to provide 3 additional seminars to ICP in January 2018.

◎What is Care Bundle?

A Care Bundle is an approach to treatment that a set of evidence-based interventions are used together to deliver the best possible care. Cho Ray Hospital is planning to introduce the Care Bundle for the reduction of ventilator-associated pneumonia and surgical site infection.

Upcoming activities:

December 18-26: Dr. Satoshi Kutsuna, short-term expert (Infectious Disease Therapy, NCGM) will visit CRH  
February 26-March 2: Dr. Masao Hashimoto, short-term expert (Respiratory Medicine, NCGM) will visit CRH

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