

CASSIOPEIA NKANI

Vol. 13 November 2022

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



Ms. Nyanga helping participants with the group discussion during the Evidence Based Hospital Data Management Workshop held on 22nd November, 2022 at InterContinental Hotel, Lusaka.

PROJECT CONDUCTS WORKSHOP ON EVIDENCE BASED HOSPITAL DATA MANAGEMENT FOR THE THE FIVE HOSPITALS, MOH, PHO AND DHO

JICA INTERNAL AUDITOR VISIT AT CHIPATA GENERAL HOSPITAL 4TH NOVEMBER, 2022

DID YOU KNOW?

REVIEW MEETING OF THE EXCHANGE VISIT PROGRAM IN EMERGENCY CARE MANAGEMENT FOR FRONTLINE HEALTH CARE WORKERS

LPHO WITH SUPPORT FROM JICA CASSIOPEIA PROJECT CONDUCTS EXCHANGE VISIT PROGRAM EMERGENCY CARE WAYFORWARD MEETING

PHOTO FOCUS PROJECT ACTIVITIES AND NEW PROJECT OFFICER IN CHARGE OF PUBLIC RELATIONS JOINS CASSIOPEIA PROJECT



PROJECT CONDUCTS WORKSHOP ON EVIDENCE BASED HOSPITAL DATA MANAGEMENT FOR THE THE FIVE HOSPITALS, MOH, LPHO AND LDHO

Evidence Based Hospital Data Management is important in accessing the right and relevant data which is critical for a coordinated administration and management of patient care, as it can improve decision making, and enhance the quality of healthcare services in the 5 general hospitals.



Mr. Hara presenting at the Evidence Based Hospital Data Management workshop

Evidence Based Hospital Data Management Workshop was held on 22nd November, 2022, at Intercontinental Hotel, Lusaka. The objectives of the workshop were: to exchange opinions on the appropriate management data for Zambian hospitals; to develop a roadmap for implementation and to expect expanding implementation to other hospitals in Zambia.

Dr. Rosemary Mwanza Director Quality Assurance Quality Improvement (QAQI) in her opening remarks mentioned that the government of the republic of Zambia through the Ministry of Health MOH has embarked on a transformative agenda with the rest of the world to attain Universal Health Coverage (UHC). Even though tremendous progress has been made, there are indications that there is a gap between health care provided by health facilities and the recommended standard treatment guidelines. These unjustified differences in practice result in undesired patient outcomes. To address this, the ministry MOH is focusing on continuously improving the provision of quality health services by creating an atmosphere of performance improvement and quality assurance.

Dr. Mwanza went on to say that JICA has been an all whether partner and has contributed to the strengthening of Zambia's health care system through the phase 1 and phase 2 of the project for upgrading Lusaka health centres to first level hospitals. She further added that data quality management is crucial in all organizations that work with data, whether their operations involve sharing, analyzing or managing data.

It is important for health care providers who deal with patients' medical records daily. This type of data is sensitive and requires regulations and strict protective measures. She added that data quality can provide several benefits to health care organization and this includes: more informed decision making, better patient targeting, improved patient physician relations, easier data implementation and higher profitability. Some of the consequences of poor data quality in health care include; patient mistreatment, increased bottlenecks, poor decisions and employee frustration.

Mr. Takashi Hara, JICA Project Coordinator in his presentation on Hospital Management Data in Japan, by giving his personal experience of Japanese hospital management and how they use the data to understand the current situation and check the progress on new initiative. the presentation consisted of three parts, a brief introduction on the management environment surrounding the hospital, the significance and purpose of hospital management data and lastly, he explained a case study of the Japanese management data report system where he urged senior management to take responsibility of the results and examine the data presented.

Dr. Masataro Norizuki Project Chief Advisor closed the workshop by informing the participants that through the Balanced Score Cards (BSC) tracking of every issue and the direction of the hospital is done and the use of data is important for each hospital to improve quality care for the patients and this data should be visualized and JICA through the project will continue to support the hospital activities.



Dr. Rosemary Mwanza giving her speech at the recently held workshop



Mr. Clive Gosa giving a presentation at the Evidence Based Hospital Data Management Workshop



Mr. Dominic Sashi at the recently held workshop presenting on QAQI



Participants pose for a group photo at the Evidence Based Hospital Data Management Workshop

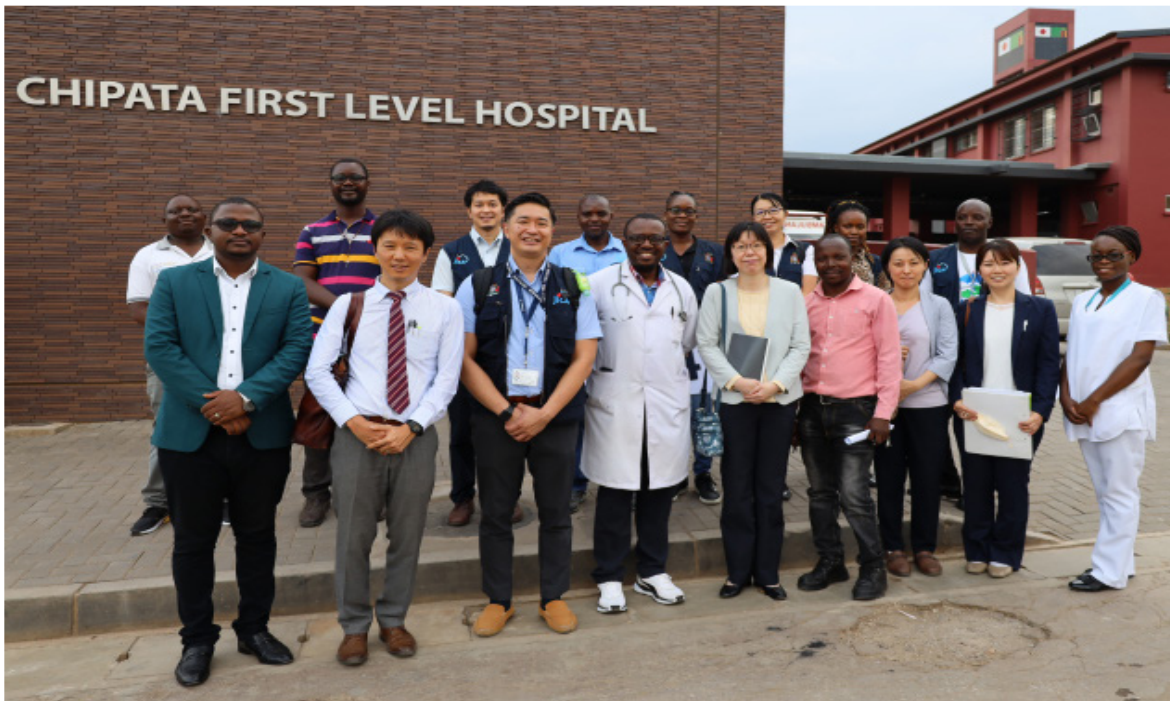
JICA INTERNAL AUDITOR VISIT AT CHIPATA GENERAL HOSPIT

JICA's team, Ms. Sano Keiko Internal Auditor visited Chipata General Hospital on 4th November, 2022. The purpose of the visit was to check on the hospital's management, the ongoing JICA activities, and to take note of any problems being faced by the hospital and the project's implementation. Chipata General Hospital Medical Superintendent (M.S) Dr. Moses Mataa offered his gratitude to JICA for upgrading the clinics to hospitals and for being able to offer a wide range of services.

The Auditor were taken around the hospital starting with the old building, then moved the new building starting with the Reception which is the first contact point of the new building. The Auditor further visited the Registry and Records at NHIMA ward, then moved to the Dispensary, Pharmacy and the Radiology department.

Dr. Mataa's hope is to have the hospital infrastructure improved to carter for the large population and to have in place other plans to generate revenue. Furthermore, there are plans to have a two-story building to accommodate the NHIMA patients as a result of the struggles they experience in conducting surgical procedures due to lack of available space. The Auditors were then taken to the project's satellite office and the notice board where the Cassiopeia Nkani is displayed for the people to read.

Dr. Masataro Norizuki Project Chief Advisor emphasized on the importance of cooperation with hospital counterparts and hope to expand the hospital. Ms. Sano Keiko, Auditor from JICA Headquarters was impressed with Chipata General Hospital Management and JICA is proud for the technical cooperation administered and not just the infrastructure, and their hope is to come back and find a more vibrant hospital.



JICA Project Staff, Chipata General Hospital Staff and the visiting JICA Internal Auditors at Chipata General Hospital

Did you Know? Why hospital data is important for hospital management?

The performance of healthcare services is dependent on the cooperation and coordination of various components within the hospital system. Hence appropriate hospital management data is needed for sound management of a hospital which will assist in managing the functioning of the hospital or a health unit.

REVIEW MEETING OF THE EXCHANGE VISIT PROGRAM IN EMERGENCY CARE MANAGEMENT FOR FRONTLINE HEALTH CARE WORKERS



Dr. Consity Mwale Provincial Health Director giving a speech



Delegates pose for a group photo

JICA Project Team attended a review meeting of the exchange visit program in emergency care management for frontline health care workers which started in September, 2022. The program was hosted by Lusaka provincial health office (LPHO) and was held on 24th November, 2022 at Golfview Hotel.

In a speech given by the Provincial Health Director Dr. Consity Mwale stated that the primary objective of this program is to strengthen the knowledge and skills transfer in emergency and critical care management among frontline health care workers at different levels of care. It is also to enable the health care workers, successfully set up emergency department and high dependency units with a view to improve emergency outcomes, save lives and prevent disability. This would improve the general management of critically ill patients after resuscitation thereby achieving quality continuum of care even before

referral where need be.

At the same meeting Dr. Msiska, Clinical Care Specialist in her remarks said, emergency services is an important unit in any hospital and health facility and providing quality health services is one of the steps to make the outcomes of patients better.

She further added that time management is important in an emergency as it can make a difference in the patient's life. Communication is also important among team members working in a unit and hospital management. She also mentioned the importance of coordination in the different units of a hospital can lead to improved referral system systems due to the communication lines which are created hence this translates positive community feedback. Dr. Msiska emphasized on the availability of data which can be used to make decisions in order to work towards an improved patient outcome.

LPHO WITH SUPPORT FROM JICA CASSIOPEIA PROJECT CONDUCTS EXCHANGE VISIT PROGRAM EMERGENCY CARE WAYFORWARD MEETING

Following the exchange visit/mentorship program in emergency care management for frontline health care workers started September 2022, Lusaka Provincial Health office (LPHO) with support from JICA Project Cassiopeia held a meeting on 29th November, 2022 to find out the way forward of the emergency medicine in UTH-Adult Hospital, Kanyama, Chawama and Matero General Hospitals.

Dr. Masataro Norizuki Project Chief Advisor in his opening remarks gave a brief overview of the Cassiopeia project. He expressed his happiness to have a discussion of improving the quality care of hospitals in the emergency department.

He said that it was a good example for the supervision system in Zambia and hopes that in future it can expand to other hospitals. In a speech given by Dr. Francis Mwape on behalf of the Provincial Health Director, Dr Consity Mwale made mention his

expectations from the meeting that a wayforward will come up and the participants will decide whether the exchange visit/mentorship program must continue and be able to determine at which point the program will be said to be successful.

And a concrete plan for 2023 that will be made, will promote complete change of attitude among the frontline health care workers, as well as the overall service provision with regards to emergency care management, referral of patients in Lusaka province in general.

During the meeting UTH-Adult Hospital, Kanyama, Chawama and Matero General Hospitals made presentations on the Hospital's wayforward and action plans to be put in place for the coming year. Dr. Masataro Norizuki urged the hospitals to include a timeline, the responsible person in their action plans, and to put in place a standard of care for the emergency department with clear

guidance on saving the life of a patient and need for referrals in order to have a clear function of the hospitals. The exchange program will continue and extend to other facilities including Chipata and Chilenje.



Ms. Georgina Chipowe Chief Nursing Officer welcoming the meeting participants



Chawama team's group discussion on hospital's wayforward

PHOTO FOCUS



Ms. Nyanga during a QI training emphasizing that hospital management should work with evidence-based data.



Dr Norizuki during a Hospital visit at Matero General Hospital.



Mr Shiota during an Inventory visit at Kanyama General Hospital.



Kanyama General Hospital conducting 5S in pharmacy.



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