

CASSIOPEIA NKANI

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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



The Head of Pharmacy Department Ms. Eunice showing the National Center for Global Health and Medicine (NCGM) Director General Dr. Ikeda and Deputy Director General Dr. Hachiya the 5S Kaizen-TQM approach being implemented at Kanyama 1st Level hospital (11th May 2023).

KAFUE GENERAL HOSPITAL TOUR BY THE JICA - CASSIOPEIA PROJECT TEAM AND LPHO TO SHARE AND LEARN GOOD PRACTICES

NATIONAL CENTER FOR GLOBAL HEALTH AND MEDICINE (NCGM) DIRECTORS VISIT TO KANYAMA 1ST LEVEL HOSPITAL TO EVALUATE GOOD PRACTICES OF THE PROJECT

PHOTO FOCUS JICA ZAMBIA TEAM AND CASSIOPEIA PROJECT PAY COURTESY CALL TO THE NEW LPHD DR. TAMBATAMBA



KAFUE GENERAL HOSPITAL TOUR BY THE JICA - CASSIOPEIA PROJECT TEAM AND LPHO TO SHARE AND LEARN GOOD PRACTICES

Good Hospital Management helps in the structured functioning of the hospital and makes it easy to deliver good quality service to the patients.



The Medical Superintendent of Kafue General Hospital Dr. Makukula showing JICA Cassiopeia project team the triage system of the hospital

JICA Cassiopeia project team together with Lusaka provincial health office pharmacist and Environmentalist visited Kafue General Hospital with the aim of observing and learning the current situation of the hospital in terms of Management, Infection Prevention and Control, and the 5S-Kaizen approach of the hospital in comparison with the five target hospitals in Lusaka District.

Some of the observations and lessons learnt were the good governing system of the hospital management and team work. Cleanliness of the hospital as well as the good practice of putting signages around the hospital for easy identification and triage.

The team paid courtesy call to Kafue Health Director Dr. Muyembe before touring the hospital. He welcomed the team to the district and was pleased to hear about the project and their interest to gain an overview of Kafue General Hospital in order to share experiences.

The team were also accompanied by a team of specialists in infection prevention control and pharmacy from Lusaka PHO. Kafue General hospital Medical Superintendent (MS) Mr. Makulule with his team, comprising of the Hospital Administrator, Pharmacy HOD, and Environmental Technologist accompanied the team touring the

hospital.

Some of the departments visited included the Pharmacy, Theatre, OPD, Laboratory, the hospital Kitchen, the female and male wards.

During the tour The MS however, pointed out to say that the hospital also faces challenges of infrastructure and lack of equipment and the theatre is still on going renovation. The visit closed with a recap of the findings, observations and lessons learnt of the hospital and what the five target hospitals can learn from Kafue General hospital.

Therefore, for a hospital to achieve quality service delivery collaborative effort of the whole hospital staff is required. This is because collaborative problem solving of the challenges faced by the hospital leads to better outcomes such as improved patient care and encourages growth of the facility.

And the good governing system will ensure that the service delivered is of the highest standard and safety, and will ensure to hold service providers accountable for the care rendered to the patient.

Hence leadership, internal supervision and good hospital management are important to ensure patients receive safe and good quality care and a clean, organized hospital with properly labeled signages and an organized triage system for the patient flow.



Courtesy call to DHD Dr. Gladys Muyembe at Kafue DHO



Dr. Norizuki being shown the laboratory equipment for Kafue General Hospital



Dr. Abby Makukula explaining to JICA Cassiopeia Project Team the arrangement of the essential medicines store room



Mr. Shiota explaining the 5S Kaizen-TQM approach to the Head of pharmacy at Kafue General Hospital

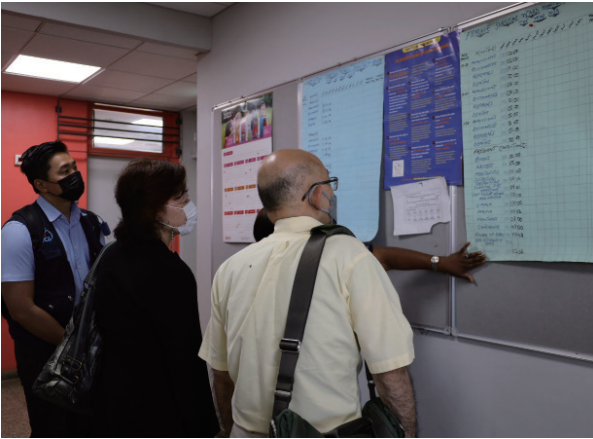
NATIONAL CENTER FOR GLOBAL HEALTH AND MEDICINE (NCGM) DIRECTORS VISIT TO KANYAMA 1ST LEVEL HOSPITAL TO EVALUATE GOOD PRACTICES OF THE PROJECT

On May 11th, 2023 National Center for Global Health and Medicine (NCGM) Director General Dr. Ikeda and Deputy Director General Dr. Hachiya accompanied by Dr. Norizuki Cassiopeia project Chief advisor visited Kanyama 1st Level Hospital to observe the progress of JICA Cassiopeia project implementations on the hospital.

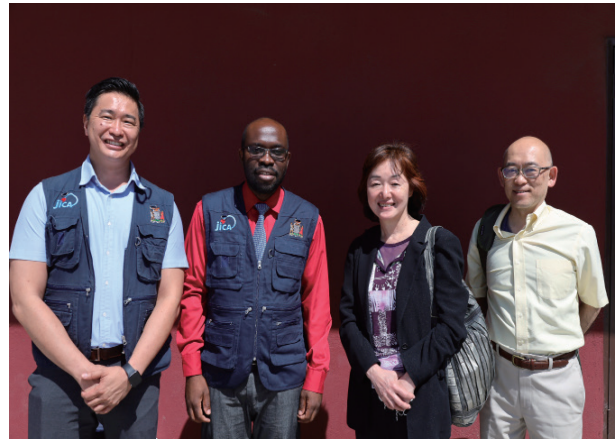
The visit begun with a short meeting with Kanyama 1st Level Hospital Medical Superintendent Dr. Mbewe to discuss the progress, gaps, future interventions to improve the hospital management and system and how best the project can work together with the hospital for quality improvement of service delivery. Dr. Mbewe said that one of the important factors that can help achieve the hospital goal is for every staff to have the mindset of ownership and leadership. He also mentioned to say that he would be very happy if his team would receive full support and the necessary skills so that together total quality management and services can be achieved for the people that come to access medical services.

He further said he was delighted to be associated with JICA Cassiopeia Project and the partnerships of working together to improve the hospital. He also noted that he was able to visit NCGM during his country training in January 2023 and was able to benefit from that experience.

Dr. Ikeda and Dr. Hachiya were then taken for a tour of the hospital. Some of the departments that were visited included the Theatre, Surgical ward, Male and Female wards, Gynae ward, Pediatric ward and Pharmacy. They appreciated the 5S Kaizen -TQM activity in Kanyama Pharmacy and encouraged the team to continue working towards improving the quality of health



Dr. Norizuki, Dr. Ikeda and Dr. Hachiya viewing the ward patient matrices at Kanyama 1st Level Hospital.



From left to right Dr. Norizuki, Dr. Mbewe, Dr. Ikeda and Dr. Hachiya pose for a photo at Kanyama 1st Level Hospital.

Photo Focus: JICA Zambia team and Cassiopeia project team jointly paid a courtesy call to welcome the new Lusaka Provincial Health Director (LPHD) Dr. Tambatamba.



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