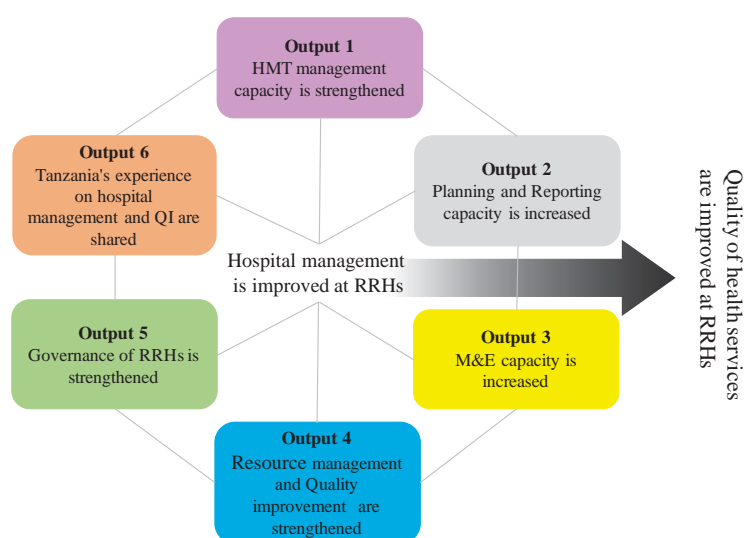


Dear readers,

We apologize for not updating Regional Referral Hospital Management Project (RRHMP) activities for a while. RRHMP has started 2nd phase since October 2016 to disseminate the achievements developed from 1<sup>st</sup> phase, which ended in August 2016. Our goal is “Hospital management is improved at Regional Referral Hospitals”, and we are trying our level best to achieve the Project purpose. However, we will not achieve the Project purpose without your cooperation. Let us work together for achieving our goal!



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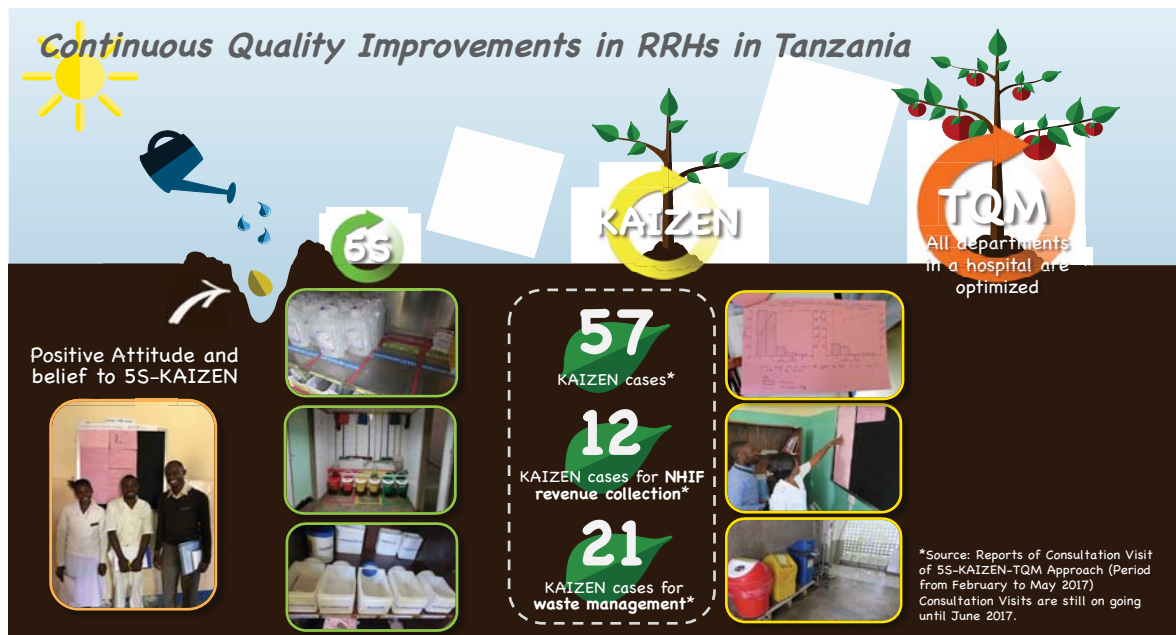
## *5S-Kaizen can improve hospital management and quality of services at a hospital in Tanzania*

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### *“Want to change our hospital for our colleagues and patients”*

We often hear these words when we conduct Consultation Visits to Regional Referral Hospitals (RRHs). RRHMP continues to assist RRHs to practice 5S-KAIZEN activities for improving their resource management and quality improvement. In the past one year, RRHMP conducted several activities in terms of 5S-KAIZEN-TQM Approach;

- *KAIZEN Training of Trainers for all 28 RRHs and 8 other African counties*
- *Training for National Facilitators of 5S-KAIZEN-TQM Approach*
- *Consultation Visits of 5S-KAIZEN-TQM Approach for RRHs.*



As the efforts of MoHCDGEC, RRHs, National Hospitals (NHs) and the national facilitators' notable improvement through 5S and KAIZEN-implementation are observed in RRHs. As for the national KAIZEN themes at RRHs:

- **12 KAIZEN cases are carried out for improving NHIF revenue collection.**
- **21 KAIZEN cases are carried out for improving healthcare waste management.**

Actually, some RRHs increased revenue collection of NHIF through KAIZEN, and decreased number of occurrence of improper waste segregation in their hospital. These above are evidences of RRHs' improvements and RRHs' strong commitments to make their situation better than yesterday. RRHMP will continues with technical assistance to RRHs, and hopes that all RRHs can improve their hospital management and quality of healthcare services by themselves.

***Always be together!!***

### ***Commodity Management Through 5S-KAIZEN at district health facilitates***

#### ***Q: Where we have covered?***

RRHMP conducted 5S-KAIZEN Training focusing on health commodity management at council level health facility and Monitoring and Evaluation Training for CHMTs. 5 regions; Mwanza, Singida, Shinyanga, Simiyu, and Tabora, were covered.



### ***Q: How is the progress?***

Total 1,055 health care workers in 683 health facilities and 319 CHMTs were trained. Finally, the series of all planned trainings were completed in May. At the end of April, 74.3% of trained health facilities in Mwanza region submitted quarterly report.

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#### ***CHOP started!***

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Comprehensive Hospital Operation Plan (CHOP) guideline was reviewed and developed new guideline in 1<sup>st</sup> Phase. Based on the changes, RRHMP conducted training for RRHMT on new CHOP preparation. At the end of March, all Regional Referral Hospitals submitted CHOP according to the new guideline.

#### **CHOP is for RRHMT!**



### ***Q: What are differences between previous CHOP and New CHOP?***

It is changed from demand based to evidenced based, and budgeting unit is changed from “hospital as whole” to “departmental”. This means, each department need to know how much they have spent for providing their services in the previous year, and how budget given to the department was spent.

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#### ***Internal Supportive Supervision started!***

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The guideline of Internal Supportive Supervision was developed for monitoring the progress of planed activities in CHOP and productivity and quality of services provided at RRHs by RRHMT. For dissemination and adaptation of the ISS guideline, RRHMP conducted training for RRHMT and RHMT on ISS implementation, all RRHMT shall conduct ISS by themselves quarterly and ISS report needs to be attached on CHOP Quarterly Progress Report. And also, RHMT shall support RRHMT to conduct ISS properly.




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#### ***Basic Hospital Management Training on going!***

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The Project started Basic Hospital Management Training (BHMT) for RRHMTs. The series of trainings were conducted in Dar es Salaam, Moshi, Mwanza and Mbeya, since April 2017 to May 2017.

BHMT is composed from five modules:

Module 1: Understanding the RRH setting

Module 2: Basic Management

Module 3: Human Resource Management

Module 4: Basic financial, logistic, and information management

Module 5: Quality and Safety of Hospital Services

During the BHMT trainings, a lot of inputs on participants' manual were gathered from the RRHMTs and facilitators. It is currently under revision of the contents. We will ensure that the contents of the participant's manual will be improved before starting the second round of BHMT, which is expecting to start from March 2018.

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### *What is next?*

The following activities are planned in July to December 2017:

- 1) Progress Report Meeting (July)
- 2) External Hospital Performance Assessment Training for RHMTs (July to October)
- 3) 2<sup>nd</sup> Consultation visit to RRHs (September to December)
- 4) KAIZEN ToT (November)

We will communicate to you as regards to implementation arrangement of the above-mentioned activities in the near future!

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### *Message from Regional Health coordinator*

I would like to appreciate the effort and support the Government of Tanzania get from the Government of Japan through JICA in particular Fujita Planning Co., Ltd. as a commissioned Agent to attain the Project goal at large.

It is known that goal setting intends to increase efficiency and effectiveness by specifying the desired outcomes towards which individuals, departments, teams and organizations should work.



As indicated in the previous editions of this newsletter, the current RRHM Project has six outputs. The achievement attained by RRHMP so far and what is expected in its remaining life time depends on good collaboration of the two Ministries; MOHCDGEC and PORALG through Health Management Teams at all levels. The Management Teams and Technical Committees should therefore increase role of clarity by focusing efforts and attention of health care workers to the customers or clients who in most cases are patients. Customer services provided should be reliable, tangible and also give assurance and empathy by using as much as possible the available resources. This will be possible if everybody of us plays his/her part to work together in delightful teams.

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