



Quality Improvement Secretariat

Ministry of Health & Family Welfare Bangladesh
Govt. of the People's Republic of Bangladesh

Issue # July 2015

e-newsletter

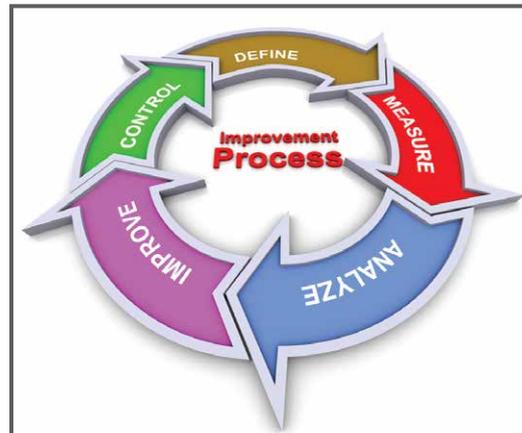
Major activities of the Quality Improvement Secretariat in the month of July 2015

Events

- Dissemination workshop on 'Strategic Planning on Quality of care for Health Service Delivery in Bangladesh'
- TQM workshop at Barisal Medical College Hospital
- Technical Advisory Group meeting on 'Key Performance Indicator' development

Activities

- Provide orientation and follow-up activities in Shaheed Suhrawardy Medical College Hospital
- Develop different checklists for assessment by QI committees in Shaheed Suhrawardy Medical College Hospital
- Facilitate assessment process and action plan development by the QI committees in Shaheed Suhrawardy Medical College Hospital
- Develop questionnaire for conduction of 'Client Satisfaction Survey' at Shaheed Suhrawardy Medical College Hospital
- Develop templates for 'Mapping Exercise' on implementation of QI activities nationwide by different organizations





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Dissemination workshop on the National Strategic Planning on Quality of care for Health Service Delivery in Bangladesh

Date: July 2, 2015

Venue: Lakeshore Hotel

Quality Improvement Secretariat organized the 'Dissemination Workshop' on the 'National Strategic Planning on Quality of care for Health Service Delivery in Bangladesh'. The Honorable Secretary, MOHFW, Syed Monjurul Islam was the Chief Guest. Prof Deen Mohd Noorul Huq, the Director General of DGHS and Lianne Kuppens, Chief, Health Section, UNICEF were the special guests of the ceremony. The event was supported by UNICEF.

At the very beginning of the programme, Md Ashadul Islam, the Additional Secretary and Director General, Health Economics Unit briefed the objectives of the workshop: launching of the strategic planning and sharing of the stock taking findings. The inaugural session continued with speeches from the Chief Guest and the Special Guests.

The technical session of the workshop started with a presentation by Md Ashadul Islam, Additional Secretary and Director General, Health Economics Unit on the process of development of 'National Strategic Planning on Quality of care for Health Service Delivery in Bangladesh'. He briefed the major steps of development of this strategy and also highlighted the contents of the strategy. Thereafter, the strategy was launched by the Chief Guest, the Honorable Secretary, MOHFW, Syed Monjurul Islam.

In the second presentation, Dr Md Harun Or Rashid, Consultant, QIS presented on the major findings of the stock taking activities on the ongoing nationwide QI initiatives. He described on the different methods of implementation of quality initiative by different organizations.

Dr Md Aminul Hasan, Deputy Director, Health Economics Unit and the Co-ordinator & Focal Person of QIS presented on the future linkage of the quality initiatives with the National Strategic Planning.

There was a brief discussion session following the presentations where the participants were given floor to ask questions and to discuss relevant topics for clarifications.

Newspaper article

independentbd.com

Friday, July 3, 2015

Quality of care for health service delivery strategy launched

BSS

A national strategy has been launched yesterday on the quality of care for health service delivery in Bangladesh, according to a media release, reports BSS. Health Secretary Syed Monjurul Islam launched the strategy, which was developed by the Health Economics Unit of the Ministry of Health and Family Welfare (MoH and FW) with the assistance of the UNICEF.

The strategic planning on the quality of care sets the basis for a focused and coordinated framework for implementing quality improvement activities in Bangladesh, the release added.

It will provide strategic direction and roadmap for the quality improvement programmes of the MoH and FW and also guide the UN agencies, development partners, other stakeholders in planning and if necessary, re-shaping interventions on quality improvement.

Professor Dr Deen Mohammad Noorul Huq, Director General, Directorate General of Health Services, Md Ashadul Islam, Director General, Health Economics Unit and Dr Lianne Kuppens, Chief of Health, UNICEF Bangladesh also spoke at the launching ceremony.

Syed Monjurul Islam said the strategy has addressed the issue of quality from both the technical and service oriented perspective and this will be implemented throughout the health, population and nutrition sector in phases over time covering both the public and private sector.

Dr Lianne Kuppens, Chief of Health, UNICEF, said quality improvement of health services is a priority agenda for UNICEF in Bangladesh.

"Quality of health care services often fall-short of the national norms and standards. It is an imperative now to improve the effective coverage of health services that ensures both coverages of services with quality," she said.

Currently, UNICEF is supporting the ministry for implementing total quality management approach in thirteen hospitals (which includes four medical college hospitals, seven district hospitals and two upazila health complexes) and planning to further expand the quality improvement initiatives in more hospitals in 20 districts by the year 2016, she added.



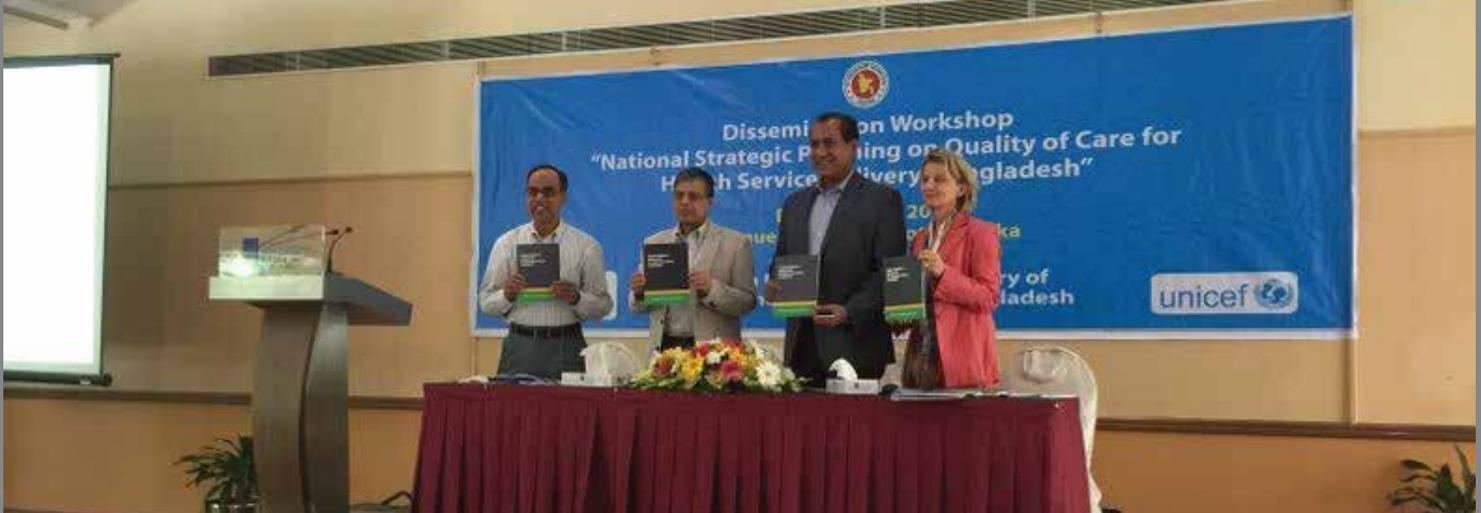
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Dissemination workshop on the National Strategic Planning on Quality of care for Health Service Delivery in Bangladesh (contd.)



Launching of the 'National Strategic Planning on Quality of Care for Health Service Delivery in Bangladesh'



Stakeholder's participation in 'Dissemination Workshop' on the 'National Strategic Planning on Quality of care for Health Service Delivery in Bangladesh' at lakeshore hotel



Presentation by Md Ashadul Islam, Additional Secretary and DG-HEU at Lakeshore hotel on Dissemination workshop

Related links

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<http://www.thedailystar.net/city/natl-strategy-quality-health-care-launched-106747>

<http://www.daily-sun.com/post/55597/Quality-of-care-for-health-service-delivery-strategy-launched>

http://www.newstoday.com.bd/index.php?option=details&news_id=2415563&date=2015-07-03

<http://thebangladeshtoday.com/2015/07/quality-of-care-for-health-service-delivery-strategy-launched/>

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Basic Orientation of Shaheed Suhrawardy Hospital QI committees

Date: July 6 to July 13, 2015

Venue: Shaheed Suhrawardy Medical College Hospital conference room

Shaheed Suhrawardy Medical College Hospital is an intervention facility of Quality Improvement Secretariat (QIS). The target of QIS is to develop this facility as a model one by implementing the core quality interventions as per the recently launched National Strategic Planning. QIS took initiatives to form QI committees in this facility and as a result the Quality Improvement Teams (QIT) and Work Improvement Teams (WIT) are in place.

In July, 2015, the Quality Improvement Secretariat provided orientation of the newly formed teams of Shaheed Suhrawardy Medical College Hospital. In the inauguration ceremony, Md Ashadul Islam, the Additional Secretary and Director General, Health Economics Unit briefed the objectives of the orientation and described the necessary directives. The Director, Shaheed Suhrawardy Medical College Hospital Dr Uttam Kumar Barua stated his and hospital staff's commitments and firm determination to go ahead with the required tasks to be implemented as per the technical guidance provided by the QIS.

Dr Md Aminul Hasan, Deputy Director, Health Economics Unit and the Co-ordinator & Focal Person of QIS in his presentation gave an overview on the National Strategic Planning and its implementation plan at Shaheed Suhrawardy Medical College Hospital. He discussed the timelines related to specific activities to be completed by the teams with necessary co-ordination and support from the Quality Improvement Secretariat. Dr Harun Or Rashid, Consultant, QIS presented on the basic concept of the 5s-CQI-TQM with visual orientation of few examples of 5s implementation. Dr Shayema Khorshed, Consultant QIS briefed the committees on the process of assessment at individual workplace by the committees themselves. The committee members were oriented on the different checklists prepared by the QIS to be followed for the assessment. Each team were given necessary documents and guidelines.



Inaugural speech by Md Ashadul Islam, Additional Secretary and DG-HEU during orientation programme of Quality Improvement Teams at Shaheed Suhrawardy Medical College Hospital



Discussion session with the Quality Improvement Teams at Shaheed Suhrawardy Medical College Hospital



Presentation by Dr Md Aminul Hasan on the National Strategic Planning and its implementation plan at Shaheed Suhrawardy Medical College Hospital



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Basic Orientation of Shaheed Suhrawardy Hospital QI committees (contd.)



Discussion session by Director, Shaheed Suhrawardy Medical College Hospital, Dr Uttam Kumar Barua with the hospital staffs



Hospital Staffs sharing ideas with the Director, Shaheed Suhrawardy Medical College Hospital, Dr Uttam Kumar Barua after the orientation programme



Hospital Staffs sharing ideas with the Director, Shaheed Suhrawardy Medical College Hospital, Dr Uttam Kumar Barua after the orientation programme



Presentation by Dr Harun Or Rashid on 5s concept at Shaheed Suhrawardy Medical College Hospital

Facilitation of QI activities by the Quality Improvement Teams of Shaheed Suhrawardy Medical College Hospital

Date: 13-31 July, 2015 | Venue: Shaheed Suhrawardy Medical College Hospital (Corresponding team area)

QIS members actively facilitated the individual 'Work Improvement Teams' (QITs) of the Shaheed Suhrawardy Hospital to conduct their assessment of their individual work areas. They have provided necessary supports to the teams to identify the problems and filling up the checklists appropriately. Moreover, where required QIS members supported the teams for capturing the photos on the identified areas. Later, the QIS members also assisted the teams for developing the action plan.



QIS team members supporting the committees for action plan development process at Shaheed Suhrawardy Medical College Hospital



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Feedback and follow up of the QI committee activities of Shaheed Suhrawardy Hospital QI committees

Date: July 6 to July 13, 2015

Venue: Shaheed Suhrawardy Medical College Hospital conference room

QIS organized a follow-up meeting in the Shaheed Suhrawardy Medical College Hospital with the newly formed committees to discuss their progress of activities after the initial orientation programme and some initial activities done by the teams. There was a brief discussion with different teams on how they were conducting the assessment of their workplace using the checklist. Dr Md Aminul Hasan, Deputy Director, Health Economics Unit and the Co-ordinator & Focal Person of QIS presented on steps through the development of the action plan based on the finding of the assessment. He also discussed the necessary challenges. There was discussion team-by-team on the assessment progress and action plan development phase.



Interactive session with the committees at Shaheed Suhrawardy Medical College Hospital on assessment of work areas and action plan development



Follow up and feedback from the committees on their work plan development at Shaheed Suhrawardy Medical College Hospital

Technical Advisory Group Meeting on Key Performance Indicators

Date: July 23 & July 25, 2015

Venue: QIS conference room

QIS held its 5th Technical Advisory Group (TAG) meeting on Key Performance Indicators (KPI) selection in the month of July, 2015. The purpose of the selecting KPIs is to provide a way forward for measuring the quality status in health facilities.

There was elaborate discussions among the members of the Technical Advisory Group on quality domains. The participants considered five major domains for ensuring the quality of the services of the health facilities and have identified important indicators for each domain. In the meetings, the prime indicators that may represent quality status of a hospital were also valued. The final indicators were selected based on consensus among the participants. Throughout the process of selection of the indicators, there was sharing of opinions on quality issues, feasibility of measuring, data sources etc.

The meeting was concluded by sharing the draft among the participants for any further input prior finalization.



Technical Advisory group meeting on KPIs at Quality Improvement Secretariat



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Workshop at Sher-E-Bangla Medical College Hospital, Barisal on '5S-CQI-TQM' Implementation for Improving Quality of MNCH Services

Date: 26 - 28 July, 2015 | Venue: Conference Room, SBMCH

QIS members provided technical support in a workshop at Sher-E-Bangla Medical College Hospital, Barisal on '5S-CQI-TQM' Implementation. The workshop was organized by the Directorate General of Health Services and supported by UNICEF. A resource team from the national level attended the workshop. The UNICEF local office also supported the relevant activities of the workshop with necessary guidance from Mr AH Towfique Ahmed, Chief of Field Operations, Barisal.

At the beginning of the workshop, Prof Dr Md Shamiul Islam, Director, Hospital Services and Line Director Hospital Services Management (HSM) inaugurated the programme and discussed the objectives of the workshop. Dr Shayema Khorshed, Consultant QIS briefed on the basics of 5s-CQI-TQM. Then there was formation of the committees of the hospital with necessary validation.

On the second day of the workshop, Dr Md Tajul Islam, Technical Advisor, JICA oriented the participants on the assessment checklist and the process of action plan development. Thereafter, the committee members visited and assessed their individual workplaces using that checklist. The resource team facilitated the assessment process.

The final day was focused on the action plan development. The resource persons individually provided support to the teams for preparing the action plan based on the findings of the assessment checklist. The workshop ended with the action plan presentation by the committees and speech from in presence of the Dr. Md Kamrul Hassan, Director, Sher-E-Bangla Medical College Hospital, Barisal.



Speech by Prof Dr Md Shamiul Islam in the inaugural ceremony of 5s-CQI-TQM orientation workshop at Sher-E-Bangla Medical College Hospital



Presentation by Dr. Shayema Khorshed on concept of 5s in 5s-CQI-TQM orientation workshop at Sher-E-Bangla Medical College Hospital



Speech by Dr Md Ziaul Matin on the future implementation process in 5s-CQI-TQM orientation workshop at Sher-E-Bangla Medical College Hospital



Speech by Dr Md Tajul Islam on the action plan development process in 5s-CQI-TQM orientation workshop at Sher-E-Bangla Medical College Hospital



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Workshop at Sher-E-Bangla Medical College Hospital, Barisal on '5S-CQI-TQM' Implementation for Improving Quality of MNCH Services (contd.)



Group work activities during action plan development phase in 5s-CQI-TQM orientation workshop at Sher-E-Bangla Medical College Hospital



Concluding speech by the Director Hospital 5s-CQI-TQM orientation workshop at Sher-E-Bangla Medical College Hospital



Discussion session on opportunities and challenges with the service providers at Sher-E-Bangla Medical College Hospital



Resource persons for the 5s-CQI-TQM orientation workshop at Sher-E-Bangla Medical College Hospital

Follow-up meeting on TQM training in Srilanka with national level participants

Date: July 5, 2015 | Venue: UNICEF Bangladesh, BSL Office Complex

QIS participated in a follow-up meeting organized by JICA and UNICEF. The objective of the meeting was to review the Srilanka TQM workshop held in June, 2015 and also to obtain feedback from the participants for future improvement areas. Most of the participants discussed on the best learning areas and their individual perceptions. Some of them also shared their immediate initiative for improvement of the work areas.

The participants discussed the opportunity of holding a workshop at national level and bring along all the participants from health facilities around the country who participated in the training.

Orientation program on HSS

Date: July 29, 2015

Venue: IPH

QIS team members participated in an orientation programme for conducting an assessment of performances by different health facilities around country using the HSS Improvement plans under the HSS project of DGHS. The assessment is crucial in terms of selecting the best performer for rewarding. It was decided that after this orientation, the QIS team members would be involved in the assessment process in 2 District Hospitals and 6 Upazila Health Complexes by the first week of August, 2015.