ISQua®

The International Society for Quality in Health Care

1st African Regional Meeting

How to make patient care more effective and efficient: Strengthening Health Systems through Quality Improvement

Accra, Ghana

4th - 5th February 2013
Ghana College of Physicians & Surgeons

The following two day programme is offered on behalf of ISQua in collaboration with University Research Co., LLC Quality & Performance Institute, the Ghana Ministry of Health and Ghana Health Service

Day 1: 4th February 2013

08:00	Registration
08:45 - 9:15	Chair: David Bates; *ISQua* **Welcome and Conference Overview** *Tracey Cooper; ISQua (5 minutes)* *M. Rashad Massoud; URC/QPI (5 minutes)* *Ghana Ministry of Health/Ghana Health Service (10 minutes)* *Triona Fortune; ISQua (5 minutes)*
9:15 - 10:15	Chair: Tracey Cooper; *ISQua* **Keynote 1: What is "quality" health care? - *60 minutes*** Speakers: *Francis Omaswa; ACHEST (30 minutes)* *Sheila Leatherman; ISQua and M. Rashad Massoud; URC/QPI (30 minutes)*
10:15 – 10:45	**Morning Break and Poster Display: Access/Fives Alive – *30 minutes***

PD1 - Improving reliability in perinatal and neonatal care in rural Ghana: The experience of Karni Sub-district
Ernest Kanyoke; Ghana

PD2 - Improving Perinatal Care in the Nanumba South District of Ghana
Eric Adjei Boadu; Ghana

PD3 - Improving the Coverage and Quality of Antenatal Care in Garu Tempane District
Elma K. Yabang; Ghana

PD4 - Reducing child mortality in a rural District Hospital through safe and reliable care
Ane Adondiwo; Ghana

PD5 - 65% Reduction in Institutional Under Five Mortality; the case of a District Hospital in Ghana
Boateng Owusu Benedict; Ghana

PD16 - Under-Five Mortality (U5M) Reduced by 20% Through High-Impact Interventions: Ghana's learning
Sodzi Sodzi-Tetty; Ghana

Themes 1 and 2 - Improving access to quality health care & Improving care at the patient level

10:45 – 11:15	Chair: Cynthia Bannerman; Ghana Health Services Health care improvement in Ghana – *30 minutes*

Ghana's Health Care System
Frank Nyonator; Ghana - 15 minutes

Based on the following topics

- Community Based Health Planning Services (CHPS)
- Technology for Community Health (MOTECH)
- The Ghana Health Service District Health Information Management System II - A Health Information Management
- Quality Improvement Initiative

Discussion and Q&A – *15 minutes*

11:15 – 12:15	Chair: Cynthia Bannerman; Ghana Healthy Service Health care improvement in Ghana – *60 minutes*

Five Alive; High level view, design, structure, plan, implementation and spread
Sodzi-Sodzi Tettey; Ghana - 15 minutes

Stakeholder Engagement Reduces Still Births in East Mamprusi District in Northern Ghana
Francis Ashagbley; Ghana - 10 minutes

Establishing a system for reliable implementation of partograph use reduces stillbirth rates in a district hospital in rural Ghana
Ernest Kanyoke; Ghana - 10 minutes

Reducing SAM deaths through multiple interventions in St Francis Xavier Hospital, Ghana

Reducing Malnutrition-Related Deaths through Multiple Interventions at St. Francis Xavier Hospital, Ghana
Ernest Asiedu; Ghana - 10 minutes

Discussion and Q&A – *15 minutes*

12:15 – 13:15	**Lunch**
13:15 – 14:45	**Chair: Nana Mensah-Abrampah; URC/QPI** **Salzburg Global Seminar recommendations - Knowledge Café**
14:45 – 15:15	**Afternoon Break and Poster Displays - Care at Patient Level – *30 minutes***

PD6 - Leveraging patient self-management to address chronic care among PLHIV in Tanzania
Joseph Kundy; Tanzania

PD7 - Improving Antiretroviral Therapy Initiation for HIV-Infected Children below Two Years of Age in Ugandan Public Hospitals
Cordelia Mboijana Katureebe; Uganda

PD8 - Hand Hygiene Practices and Resources in a Teaching Hospital in Ghana
Afua Hesse; Ghana

PD9 - Improving Infection Prevention at Tikur Anbessa Specialized Hospital's Emergency Department
Aklilu Tumebo; Ethiopia

PD10 - A Case Study of Triage System Improvement at Tikur Anbessa Specialized Hospital in Addis Ababa, Ethiopia
Assefu Woldetsadik; Ethiopia

PD11 - Rapid reduction in Malaria/Anemia-related deaths through multiple facility interventions in SDA Hospital, Tamale-Ghana
Eric Adjei Boadu; Ghana

15.15 – 16:00	**Chair: Diana Frymus; USAID** **Access to quality health care – *45 minutes***

Session Introduction : Diana Frymus; USAID - *5 minutes*

Improving PMTCT service uptake across the continuum and spread of best practices
Elizabeth C. U. Hizza; Tanzania – 10 minutes

To facilitate improvement of Vitamin A supplement uptake in Njiru District Nairobi Kenya
Roselyn Were; Kenya – 10 minutes

Improving Quality of Care in Botswana's Health Facilities
Motshegwana Olenkie Tebogo; Botswana – 10 minutes

Discussion and Q&A – *10 minutes*

16:00 – 16:45	**Chair: Robinah Kaitiritimba; UNHCO** **Patientcentered care – *45 minutes***

Session Introduction: Robinah Kaitiritimba; UNHCO – *5 minutes*

Institutionalizing Continuous Quality Improvement within Sub-Saharan Africa through Patient Centered Care
Fred Wabwire-Mangen; Regional – 10 minutes

Health Care Quality Initiatives in Ghana: A case study of two district hospitals
Nicholas A Tweneboa; Ghana – 10 minutes

In the Eyes of the Beholder: Assessment by Clients on Health Care Delivery in a Large Teaching Hospital in Ghana
Alfred Yawson; Ghana – 10 minutes

Discussion and Q&A – *10 minutes*

16:45 – 17:00	**Conclusion of Day 1** **David Bates; ISQua**

Day 2: 5th February 2013

08:00 – 08:15	**Welcome and Preview of Day 2** **Nigel Livesley; URC/QPI**
08:15 – 09:15	Chair: Afua Hesse; Korle-Bu Teaching Hospital, Ghana **Keynote 2: The Science of Improvement: How do we improve care? – *60 minutes*** Speakers: *David Bates; ISQua and Maina Boucar; URC/QPI*
Theme 3: Mechanisms to spread learning and innovation; Improvement methods	
09:15 – 10:45	**Chair: M. Rashad Massoud; URC/QPI** **Options for large-scale spread of high impact interventions – *90 minutes***
Session Introduction: M. Rashad Massoud; URC/QPI – *10 minutes*	
Patient safety culture in Ghana public hospitals *Gertrude Sika Avortri; Ghana – 20 minutes*	
Utilisation of QI approaches to improve TB/HIV treatment outcomes in Swaziland *Samson M. Haumba; Swaziland – 10 minutes*	
Tanzania's National Initiative to Improved Nursing Student Clinical Competencies through Skills Laboratory Training: An Interim Report *Thecla W. Kohi; Tanzania – 10 minutes*	
Improving the quality of care in South Africa health facilities using the National Core Standards, with an emphasis on six priorities *Winnie Moleko; South Africa – 10 minutes*	
Discussion and Q&A – *30 minutes*	
10:45 – 11:15	**Morning Break and Poster Display: Spread learning and innovation – *30 minutes***
PD12 – Improve health care workers' productivity and engagement by addressing-facility level human resource dynamics for efficiency and quality HIV services *Macdonald Kiwia; Tanzania* **PD13 -** Defining Core Health Quality Improvement Competencies for health workers in Africa; a necessary step to institutionalize capability for health care improvement *Gakenia Wamuyu Maina; Regional* **PD14 -** Implementation of a Laboratory Quality Improvement Process Towards Accreditation in Cote d'Ivoire: Lesson learned and way forward *Jean Nguessan; Côte d'Ivoire* **PD15 -** Reducing Emergency Department Length of Stay by Streamlining Laboratory Processing *Roman Aydiko Ayele; Ethiopia* **PD17 -** Partnership Model for Incorporating QI into National Systems *Obwogo Subiri; Kenya* **PD18 -** Use of 'Rapid Service Quality Assessment' to assess compliance with national HIV/AIDS guidelines and standards and to improve quality of HIV/AIDS care and service delivery in Nigeria *Maryam Al-Mansur; Nigeria*	
11:15 – 12:30	**Chair: Edward Kelley; WHO** **Debate Motion: This house believes hospital-to-hospital partnerships offer an appropriate and sustainable approach to patient safety and quality improvement – *75 minutes***
Arguing in support of the motion are: *Shams Syed; WHO African Partnerships for Patient Safety* *Emmanuel Addo-Yobo; Komfo Anokye Teaching Hospital, Ghana partnered with St. George's London as part of APPS* **Arguing against the motion are:** *Stuart Whittaker; The Council for Health Service Accreditation of Southern Africa (COHSASA)* *Sodzi-Sodzi Tettey; Director of Projects Fives Alive!; Ghana*	

12:30 – 13:30	**Lunch**

Theme 4: The roles of government and policy: Should government play a role in improving health care?

13:30 – 14:45	**Chair Triona Fortune; ISQua** **Best practices – *75 minutes***

Session Introduction: Triona Fortune; ISQua – *5 minutes*

Implementing Quality Improvement and ISQua approved accreditation programmes in Low and Middle Income Countries
Ziyanda Vundle; South Africa – 15 minutes

Patient Safety Momentum in Uganda: The power of partnerships in catalyzing change
Tonny Tumwesigye; Uganda – 15 minutes

The Role of Government and Policy in mainstreaming QI in OVC programmes in Kenya
Dorcas Amolo; Kenya – 10 minutes

Government leadership in assuring better quality healthcare in South Africa: putting policy into practice
Carol Anne Marshall; South Africa – 10 minutes

Discussion and Q&A – *20 minutes*

14:45 – 15:15	**Afternoon Break and Poster Display: Role of government – *30 minutes***

PD19 - Quality in health training institutions: A case of Botswana
Onalenna Seitio Kgokgwe; Botswana

PD20 - Establishment of an Incident Reporting System at Royal Care
Malik Ibrahim; Sudan

PD21 - Improving the quality of HIV care in facilities in Côte d'Ivoire: Comparing sites that did and did not participate in collaborative improvement
Jean Nguessan; Côte d'Ivoire

PD22 - Improving Patient Safety during 'Safe' Medical Male Circumcision by Use of a Locally Designed Checklist in Bukedea Health Centre IV in Eastern Uganda
Stephen Okiror; Uganda

PD23 - Improving Data Quality in the Routine Health Information System in Resource Poor Setting of Northern Ghana. A Case of the Garu-Tempane District of the Upper East Region.
Solomon Atinbire Abotiba; Ghana

15:15 – 15:45	**Chair: Jim Heiby** **Postcard activity: memo to myself**
15:45 – 16:45	**Co-Chairs: Sheila Leatherman; ISQua & M. Rashad Massoud; URC/QPI** **Open agenda**
16:45 – 17:00	**Closing remarks: Tracey Cooper; ISQua**

The president and Board of ISQua would like to thank the members of the following committees for planning such a successful meeting.

Programme and Planning Committee

- David Bates; *ISQua President Elect & Co-Chair*
- M.Rashad Massoud; *URC/QPI Senior Vice President, & Co-Chair*
- Tracey Cooper; *ISQua President*
- Sheila Leatherman; *ISQua Honorary Advisor*
- Peter Carter; *ISQua Acting Chief Executive Officer*
- Triona Fortune; *ISQua Deputy Chief Executive Officer*
- Eadin Murphy; *ISQua, Events Manager*
- Cynthia Bannerman; *Deputy Director, ICD Ghana Health Service*
- Maina Boucar; *URC/QPI West Africa Regional Director*
- Donna Jacobs; *URC/QPI South Africa Country Director*
- Edward Kelley; *WHO, Head of Patient Safety*
- Feza Kikaya; *URC/QPI, Communications and Social Media Coordinator*
- Nigel Livesley; *URC/QPI East Africa Regional Director*
- Ahmed Mohammed; *Ministry of Health, Ghana*
- Nana Mensah-Abrampah; *URC/QPI, Quality Improvement Fellow*
- Emma Ofori; *Deputy Director, Ministry of Health, Ghana*
- Stuart Whittaker; *The Council for Health Service Accreditation of Southern Africa (COHSASA)*

Local Organising Committee

- Frank Nyonator, *Ag. Director-General, Ghana Health Service - Chair*
- Cynthia Bannerman, *Deputy Director, ICD Ghana Health Service*
- Ken Sagoe, *CEO Tamale Teaching Hospital*
- Afua Hesse, *Director of Medical Services, Korle-Bu Teaching Hospital*
- Charity Sarpong, *Medical Director, Tema General Hospital*
- Selassi D'Almeida, *Rep from the WHO*
- Ahmed Mohammed, *Head of Protocol, Ministry of Health, Ghana*
- Emma Ofori Agyemang, *Deputy Director, Ministry of Health, Ghana*

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