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
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<td>08:00</td>
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| 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 |
| 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

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<th>12:15 – 13:15</th>
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| 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 |
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<td>08:00 – 08:15</td>
<td>Welcome and Preview of Day 2</td>
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<td>Nigel Livesley; URC/QPI</td>
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<td>08:15 – 09:15</td>
<td>Chair: Afua Hesse; Korle-Bu Teaching Hospital, Ghana</td>
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<td>Keynote 2: The Science of Improvement: How do we improve care? – 60 minutes</td>
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<td>Speakers: David Bates; ISQua and Maina Boucar; URC/QPI</td>
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**Theme 3: Mechanisms to spread learning and innovation; Improvement methods**

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<td>09:15 – 10:45</td>
<td>Chair: M. Rashad Massoud; URC/QPI</td>
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<td>Options for large-scale spread of high impact interventions – 90 minutes</td>
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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

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<td>10:45 – 11:15</td>
<td>Morning Break and Poster Display: Spread learning and innovation – 30 minutes</td>
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- **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 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

11:15 – 12:30 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
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<td>12:30 – 13:30</td>
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<td><strong>Theme 4: The roles of government and policy: Should government play a role in improving health care?</strong></td>
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<td>13:30 – 14:45</td>
<td>Chair Triona Fortune; ISQua&lt;br&gt;Best practices - 75 minutes</td>
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<td><strong>Session Introduction: Triona Fortune; ISQua - 5 minutes</strong></td>
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<td><strong>Implementing Quality Improvement and ISQua approved accreditation programmes in Low and Middle Income Countries</strong>&lt;br&gt;Ziyanda Vundle; South Africa - 15 minutes</td>
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<td><strong>Patient Safety Momentum in Uganda: The power of partnerships in catalyzing change</strong>&lt;br&gt;Tonny Tumwesigye; Uganda - 15 minutes</td>
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<td><strong>The Role of Government and Policy in mainstreaming QI in OVC programmes in Kenya</strong>&lt;br&gt;Dorcas Amolo; Kenya - 10 minutes</td>
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<td><strong>Government leadership in assuring better quality healthcare in South Africa: putting policy into practice</strong>&lt;br&gt;Carol Anne Marshall; South Africa - 10 minutes</td>
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<td><strong>Discussion and Q&amp;A - 20 minutes</strong></td>
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<td>14:45 – 15:15</td>
<td><strong>Afternoon Break and Poster Display: Role of government - 30 minutes</strong></td>
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<td><strong>PD19 - Quality in health training institutions: A case of Botswana</strong>&lt;br&gt;Onalenna Seitio Kgokgwe; Botswana</td>
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<td><strong>PD20 - Establishment of an Incident Reporting System at Royal Care</strong>&lt;br&gt;Malik Ibrahim; Sudan</td>
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<td><strong>PD21 - Improving the quality of HIV care in facilities in Côte d’Ivoire: Comparing sites that did and did not participate in collaborative improvement</strong>&lt;br&gt;Jean Nguessan; Côte d’Ivoire</td>
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<td><strong>PD22 - Improving Patient Safety during ‘Safe’ Medical Male Circumcision by Use of a Locally Designed Checklist in Bukedea Health Centre IV in Eastern Uganda</strong>&lt;br&gt;Stephen Okiror; Uganda</td>
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<td><strong>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.</strong>&lt;br&gt;Solomon Atinibre Abotiba; Ghana</td>
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<td>15:15 – 15:45</td>
<td><strong>Chair: Jim Heiby</strong>&lt;br&gt;Postcard activity: memo to myself</td>
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<td>15:45 – 16:45</td>
<td><strong>Co-Chairs: Sheila Leatherman; ISQua &amp; M. Rashad Massoud; URC/QPI</strong>&lt;br&gt;Open agenda</td>
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<td>16:45 – 17:00</td>
<td><strong>Closing remarks: Tracey Cooper; ISQua</strong></td>
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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