



# QI TALK TIME

Building an Irish Network of Quality Improvers

# hello  
my name is...

HSE Partnerships for Quality of Care in Africa –  
Maintaining essential services and improving quality during the pandemic

20<sup>th</sup> October, 2020

Dr David Weakliam

CHAMPION PARTNER ENABLE DEMONSTRATE [www.qualityimprovement.ie](http://www.qualityimprovement.ie) @NationalQI



# Introductions:

## **Dr David Weakliam:**

**is the Director of the HSE Global Health Programme and a member of the HSE National Quality Improvement Team. He is a Specialist in Public Health Medicine and has worked in global health for more than thirty years, including twelve years in Nepal, Liberia, Sudan, DR Congo and Ghana.**

**From 2003 to 2007 he was Health Advisor with Irish Aid, the Government's overseas aid programme. David has been leading the HSE Global Health Programme since it was established in 2010. He manages bilateral programmes with Ministries of Health in Mozambique, Ethiopia, Sudan and Zambia and leads the ESTHER Ireland Programme which supports health personnel to develop links with low and middle income countries.**

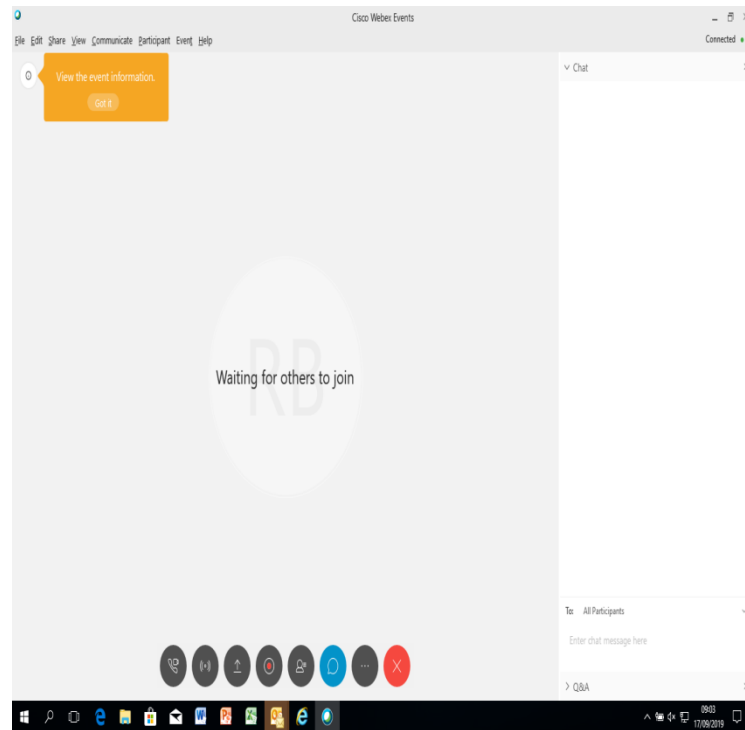
**He is Adjunct Professor in global health at University College Dublin.**



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# Housekeeping

- Sound: Computer or dial in:  
**Telephone no: 01-5260058**  
**Event number: 137 440 5711 #**
- Chat box function
  - Comments/Ideas
  - Keep the questions coming
- **Twitter: @QITalktime/  
#QITalktime**
- **Recording**



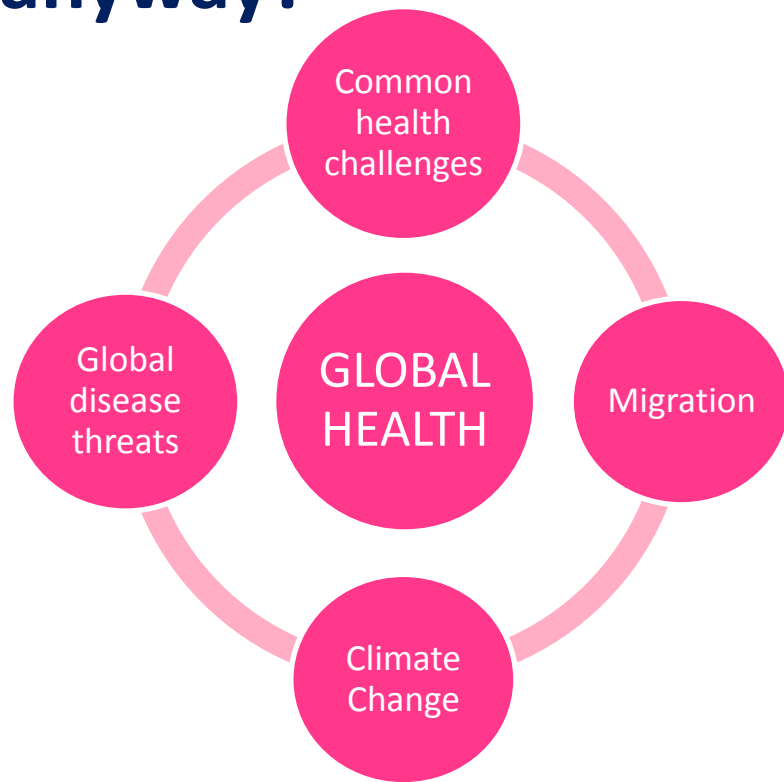
# The Presentation

- Improving quality of care in low income countries
  - Why are we working in Africa?
  - A partnership approach to improving quality of health services in low income countries
- Responding to the Pandemic
  - Supporting partners to respond to COVID-19
  - Maintaining QI programmes
  - Learning from the pandemic – how to ‘build back better’ towards quality health services for all

# Why are we working in Africa anyway?

**‘Global Health’** is about recognising the transnational nature of health issues, determinants and solutions. It is in the interest of all countries to work together to improve health and achieve equity in health for all people worldwide.

Health  
is  
Global



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# Engaging globally benefits our health service

We need to work together with other countries to deliver high quality health care and protect our health here in Ireland

- Global outbreaks such as COVID-19 pose a threat to Ireland's health security
- We can learn from other organisations
- It is good for our staff

A large, handwritten ledger or data table with multiple columns and rows of text. The text is written in various colors (red, green, blue, black) and appears to be a detailed record, possibly a medical or health record. The table is filled with dense, small text and numbers, organized into columns.

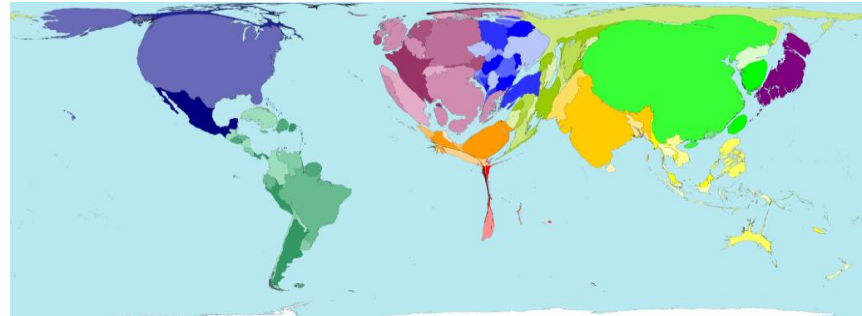
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# By engaging globally we contribute to better global health



Adults living with HIV in the world



Physicians in the world

[www.worldmapper.org](http://www.worldmapper.org)

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# We should act in global solidarity with countries with greater health needs



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# Fulfilling Ireland's commitments to the UN Sustainable Development Goals



GOAL 3. Ensure healthy lives and promote well being for all at all ages

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# The Meaning of ‘Partnership’

- Where two or more organisations make a commitment to work together on something that concerns them both, develop a shared sense of purpose and agenda, and generate joint action towards agreed targets.  
– *Health Education Board, Scotland 2001*

- “Strengthening partnerships built on mutual trust, and supporting development that is locally owned and led”  
– *Ireland’s Policy on International Development, 2013*



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# Partnership

- But one swallow does not make summer, and this means it will be very difficult for you to move through parts of the scenario alone
- Together we go further .....

*Dr Elenia Amado Macamo, 2017*



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



Mozambique

Tanzania



Zambia



Ethiopia



Nepal



Malawi



Sudan



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# HSE bilateral agreements with Health Services in Africa



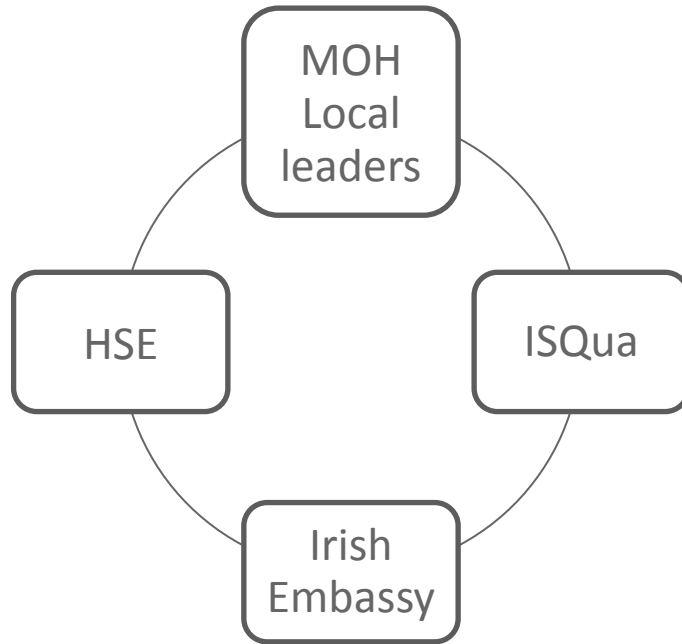
- Mozambique (2014)
- Zambia (2016)
- Sudan (2017)
- Ethiopia (2018)



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Health Service Executive

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# Mozambique: Partnership model QI capacity building

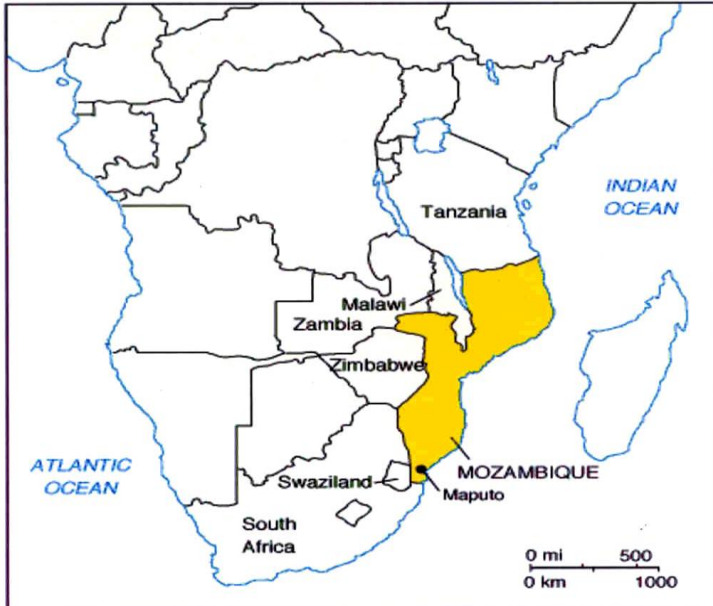


# We share HSE experience in improving Quality of Care



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# Mozambique – country profile



Total population	<b>31 million</b>
Life expectancy at birth (m/f)	<b>58/62</b>
Child mortality rate (under 5 years)	<b>72/1,000</b>
Maternal mortality ratio (2015)	<b>490/100,000</b>
Total expenditure on health per capita (Intl \$, 2014)	<b>79\$</b>





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# 2016 - 2017

## QI workshops for hospitals and MoH



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# Jose Maçamo General Hospital

- Decreased monthly mortality on medical ward from 11 to 4



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# Adopted proven Australian approach: *'Between the Flags'*

		APELIDO	MRN
		NOME	<input type="checkbox"/> MASC. <input type="checkbox"/> FEMENINO
<b>FICHA PADRÃO DE OBSERVAÇÃO GERAL PARA ADULTOS</b>		NASCIMENTO: ____/____/____	Nº. ORDEM
		ENDEREÇO	
<input type="checkbox"/> Critério de Chamada Alterados		LOCALIZAÇÃO	
TODA A OBSERVAÇÃO DEVE SER REPRESENTADA GRAFICAMENTE			
Data		PREENCHA TODOS OS DETALHES OU ANEXE A ETIQUETA DO PACIENTE	
Hora			Data
35			35
30			30
25			25
20			20
15			15
10			10
5			5
<b>VA AEREA / RESPIRAÇÃO</b> Freqüência Respiratória			
100			100
95			95
90			90
85			85
O <sub>2</sub> Pm Saturação			
100			100
95			95
90			90
85			85
<b>CIRCULAÇÃO</b> Pressão Sistólica (mmHg) SBP			
230			230
220			220
210			210
200			200
190			190
180			180
170			170
160			160
150			150
140			140
130			130
120			120
110			110
100			100
90			90
80			80
70			70
60			60
50			50
40			40
Ritmo			
160			160
150			150
140			140
130			130
120			120
110			110
100			100
90			90
80			80
70			70
60			60
50			50
40			40
Freqüência Cardíaca			
160			160
150			150
140			140
130			130
120			120
110			110
100			100
90			90
80			80
70			70
60			60
50			50
40			40
Freqüência Cardíaca			
160			160
150			150
140			140
130			130
120			120
110			110
100			100
90			90
80			80
70			70
60			60
50			50
40			40
Ritmo			
A			A
V			V
P			P
U			U
Ritmo			
A			A
V			V
P			P
U			U
Ritmo			
A			A
V			V
P			P
U			U

Escrava a letra apropriada. A = Acordado, V = Dispersa por voz (Condição GCS), P = Dispersa com a dor (Condição), U = Sem resposta.  
 Produzido sobre licença da NSW Health (Austrália)



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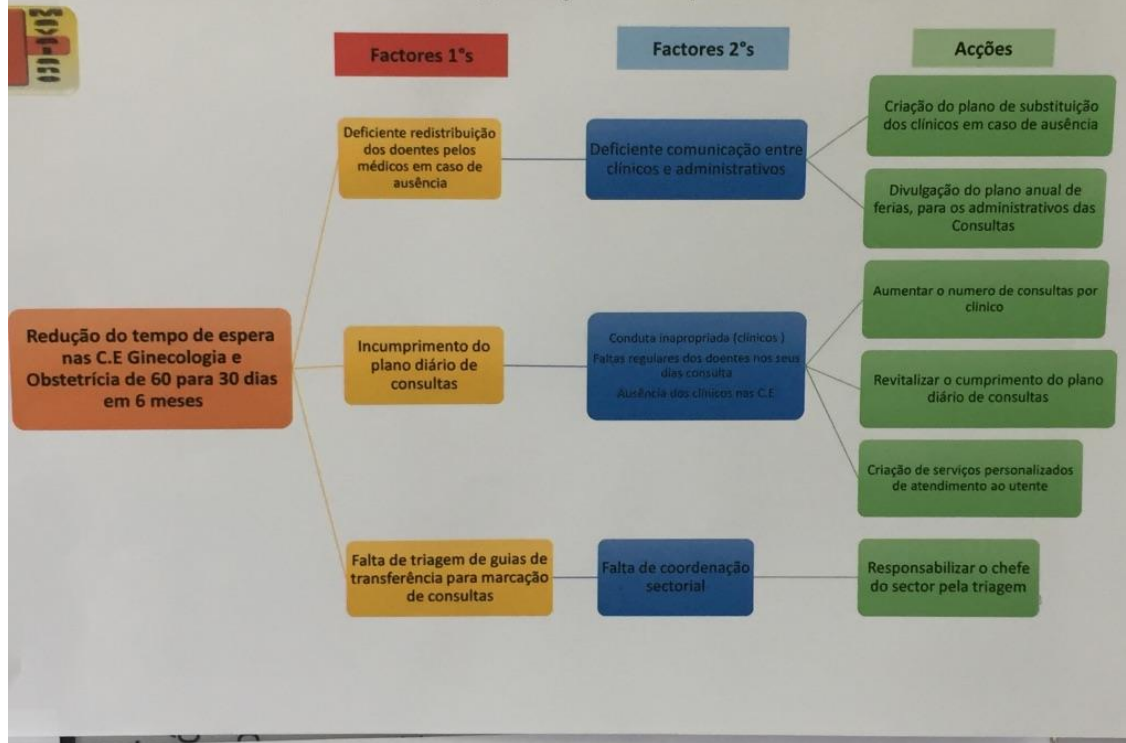


# Mavalane General Hospital

- Reduced wait times in gynaecologist OPD from 60 days to 30 days
- Trained others and built teams
- Shared with other hospitals
- Improve referral information



## Melhoria de Qualidade e Segurança do Hospital Geral de Mavalane



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# Infulene Psychiatric Hospital

- Reduced the absconding of patients to two events a month in males and females from 4 and 6
- 2<sup>nd</sup> project is to decrease waiting times in hospitals



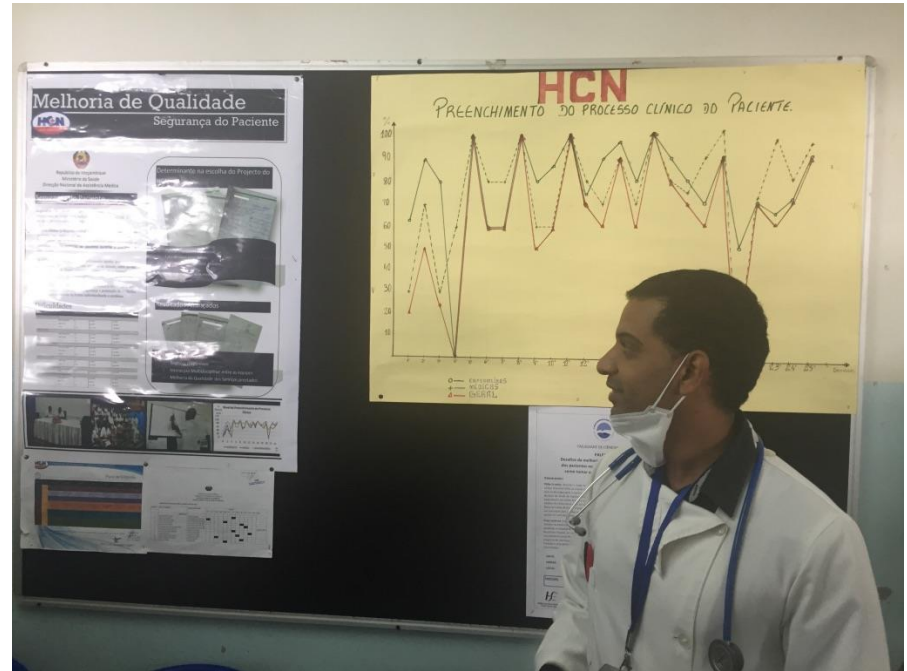
# Matola Provincial Hospital

- ED wait time reduced to 3 hours
- 2nd project: Increase in satisfaction in orthopaedics



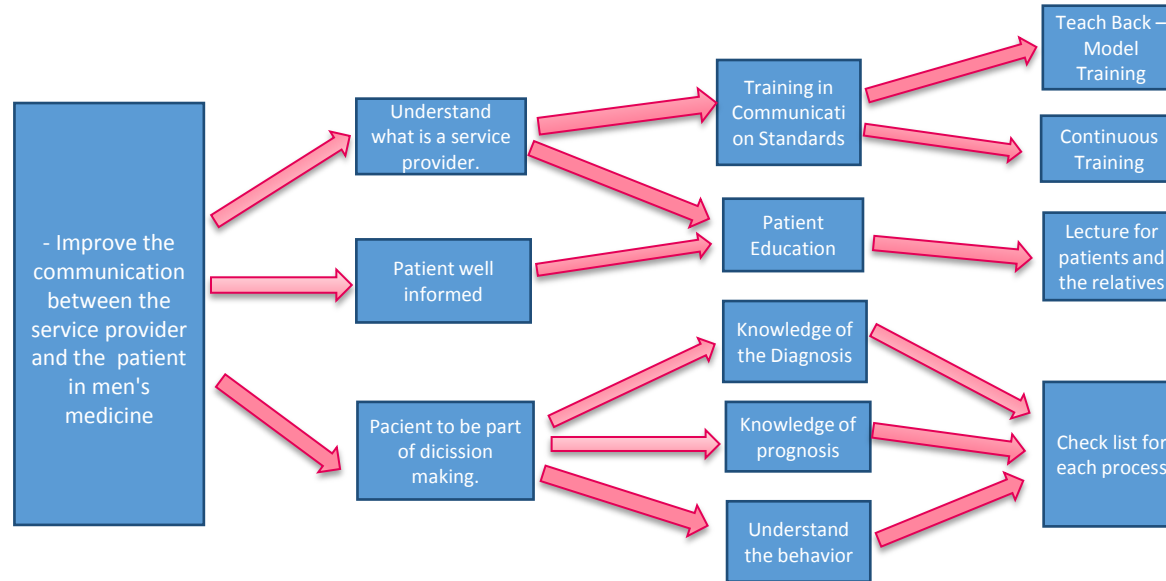
# Nampula Provincial Hospital

- Improved medical records

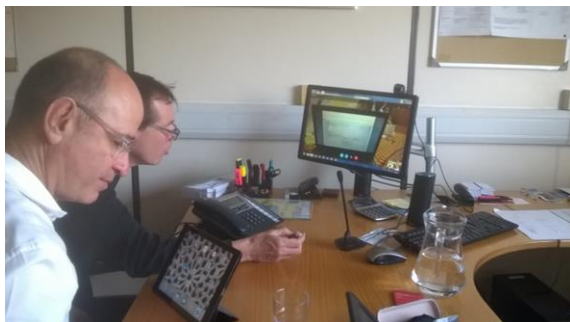


# Beira Provincial Hospital

- Improving communication with patients



# Follow up coaching and monitoring



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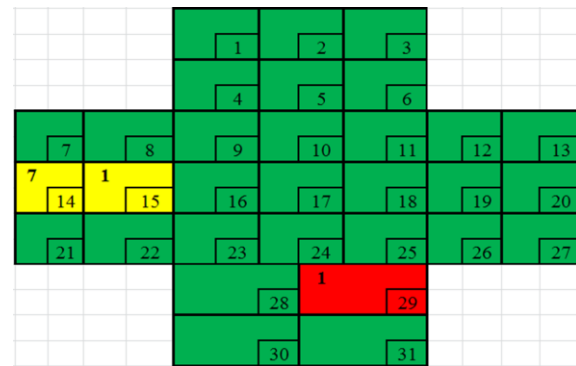
# Capacity Building in MoH

- Govt. established Directorate for Quality and Standards
- MoH co-facilitated interagency workshop on developing national quality framework



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# New initiative to prevent pressure ulcers



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# Broadening the collaboration



THE AURUM  
INSTITUTE



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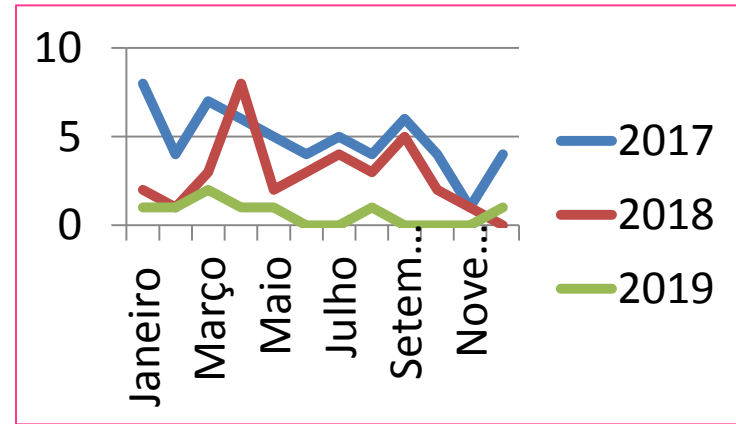
# What has been achieved by 2020?



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# 2020 – Jose Maçamo Hospital



- Reduction in 24hr mortality  
2017 – 58 deaths  
2018 – 34 deaths  
2019 – 8 deaths



# 2020 – Mavalene General Hospital



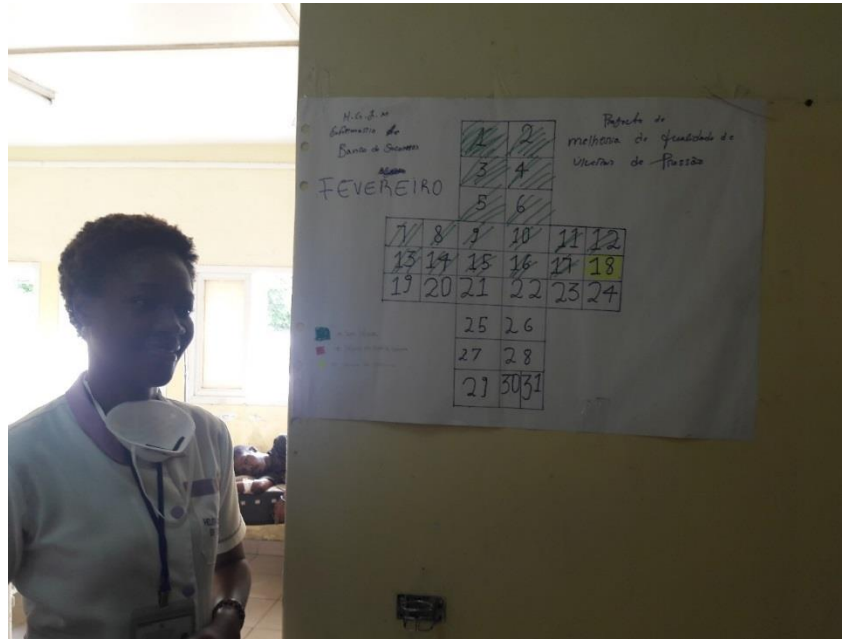
## Aim (2016)

- To reduce gynaecology waiting times from 60 to 30 days

## Progress (2020)

- Improvement sustained to 2020
- Waiting time reduced to 20 days for 2 visits!
- Approach being applied in other wards

# Ongoing prevention of pressure ulcers



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# National Leadership for QOC

- Established Directorate in MoH for Quality and Standards
- Regular monitoring and coaching with hospitals by MoH
- MoH undertaking national QI projects and facilitating spread of successful initiatives



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# Summary of progress and lessons learned

- Evidence of impact
- Moving to sustainability
- Key institutional structures established in MoH
- New quality initiatives in response to need
- Capacity to respond to emerging priorities
- Efficient and effective model for technical cooperation



# Responding to COVID-19 in 2020

## - Showing solidarity with our partners

- ‘Partnership’ means commitment, especially in a crisis
- COVID-19 is a threat to all we seek to achieve with our partners

*“We are only as strong as the weakest link”*

*“None of us are safe until all of us are safe”*



# Irish health service showing solidarity with low income countries during the pandemic



- Many of HSE Global Health team were redeployed to national COVID-19 response
- Our partners were also taken up with pandemic response
- International travel disrupted

However.....

- HSE senior management supported continuation of global health work



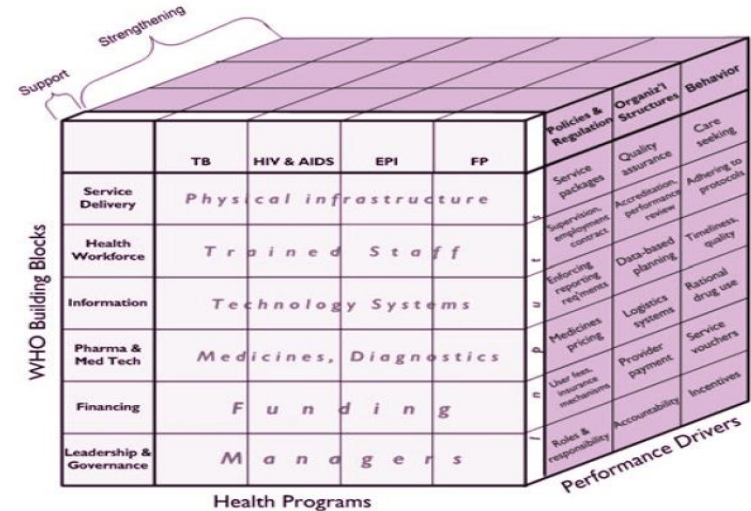
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# Responding in the pandemic, not just to the pandemic

- Multiple objectives
  - Immediate
    - Control COVID-19
    - Maintain essential services
    - Protect health workers
  - Longer-term
    - Strengthen health systems
    - Build resilience



# We responded to the needs of our partners

- Maintained focus on QI initiatives
- Provided technical advice on COVID-19
- Shared COVID-19 information and resources
- Ran learning and networking events
- Developed training materials
- Supported Irish health institutions to continue working with partners in low income countries



# We worked closely with Irish Aid/Dept. of Foreign Affairs

- Technical advice on COVID-19 to Irish missions abroad
- Participated in Inter-departmental Committee on Development Cooperation
- New initiative on mental health



**Irish Aid**

An Roinn Gnóthaí Eachtracha agus Trádála  
Department of Foreign Affairs and Trade

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# Mozambique



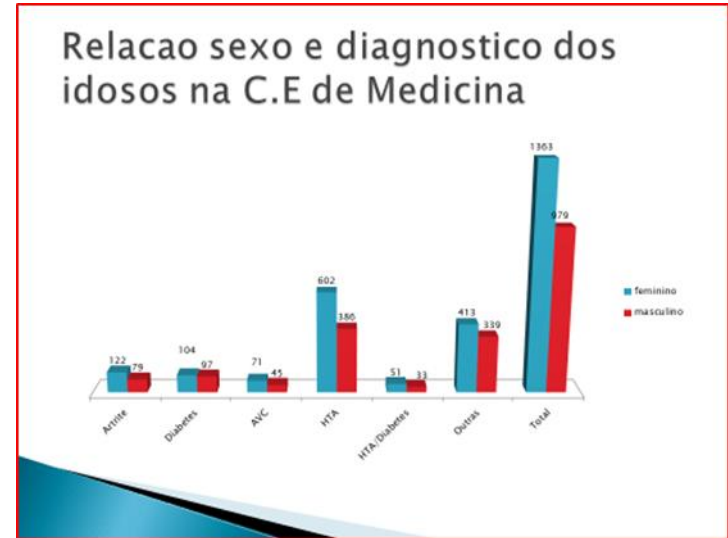
- Continued QI training and capacity building – online
- MoH focus on maintaining essential services
- Wrote guidance documents and shared information on COVID-19
- Addressed COVID-19 in coaching webinars

# Hospitals continue to initiate new projects

- New project to improve the care of older people

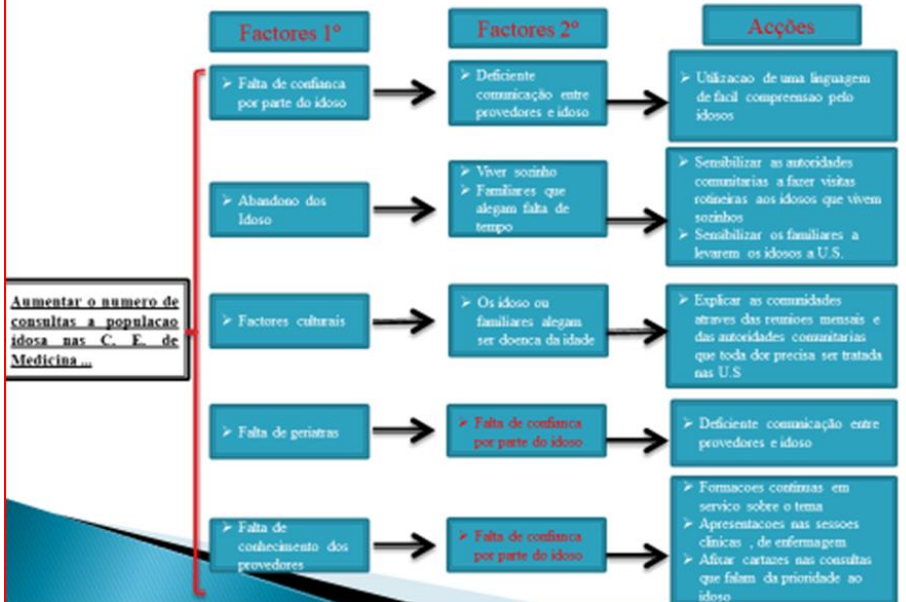
  
REPÚBLICA DE MOÇAMBIQUE  
-----  
GOVERNO DA CIDADE DE MAPUTO  
DIRECÇÃO DE SAÚDE DA CIDADE DE MAPUTO  
**HOSPITAL GERAL DE MAVALANE**

Melhoria no atendimento da população idosa



# Project presentation Sept 2020

## VIII. Diagrama



## Resultados do Inquérito para avaliação do grau de satisfação dos utentes das consultas de medicina

Distribuição dos inqueridos, segundo a forma como os profissionais se dirigem a eles

forma como os profissionais se dirigem ao utente	Frequency	Percent
Má	62	53.4
Indiferente	19	16.4
Boa	35	30.2
Total	116	100

Distribuição dos inqueridos, segundo o tempo de espera para a consulta

O que acha do tempo de espera para o atendimento	Frequency	Percent
Muito curto	2	1.7
Curto	8	6.9
Suficiente	20	17.2
Longo	51	44
Muito Longo	35	30.2
Total	116	100

Distribuição dos inqueridos segundo é suficiente para expor as suas preocupações

O Tempo de atendimento é suficiente para expor as preocupações	Frequency	Percent
Sim	30	25.9
Nao	86	74.1
Total	116	100

Distribuição dos inqueridos segundo a fila de atendimento

Esta na mesma fila com outros utentes de faixas etarias diferentes	Frequency	Percent
Sim	116	100

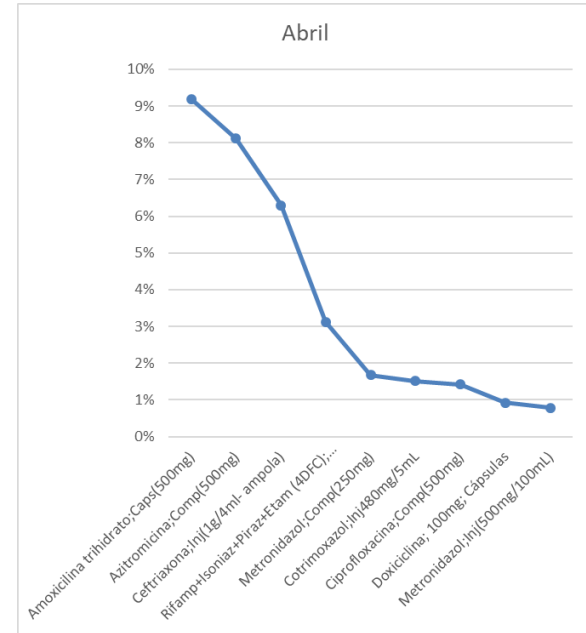
# New Ministry of Health project on antibiotic use



**Ministério da Saúde**  
**Direcção Nacional de Assistência**  
**Médica**

Melhoria do consumo de antibioticos no  
HGJ Macamo entre Março a Dezembro nas  
enfermarias de Medicina e Pediatria de 2020.

Maputo, Fevereiro 2020



# Ethiopia

- Linked with embassy on COVID response
- QI Fellowships
- Initiative on mental health of health workers

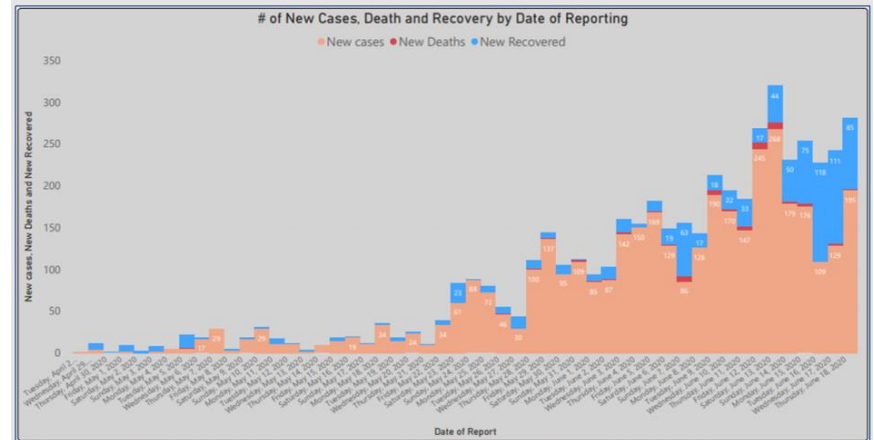


Fig. 5: Trend of COVID-19 confirmed cases, death and recovery by date of reporting till June 18, 2020.



# COVID-19 information and resources

- Collaborated with the IGHN and the ESTHER Alliance on weekly webinars, *'COVID-19 Conversations'*
  - 18 webinars
  - Average one thousand views per webinar
- Collaborated with IGHN and ESTHER Alliance to develop a portal for COVID-19 resources
  - [www.globalhealth.ie](http://www.globalhealth.ie)

COVID CONVERSATIONS  
Week 14  
June 20th, 2020

Every Friday at 1pm  
Ireland  
(GMT+1)

Co-moderated by  
Hala Ali  
Coordinator, ESTHER  
Alliance for Global Health  
Partnerships

WEEKLY  
WEBINAR  
SERIES

Presented to you by

Irish Global Health Network

ESTHER

THETA

THENA

Focus on  
LMICs

Leaving No One Behind: Keeping up Essential Services for NCD Patients in Ethiopia during the Time of COVID-19 Response

To join the webinar visit  
[globalhealth.ie/weekly-webinar-series](http://globalhealth.ie/weekly-webinar-series)

<b>Prof. Mirgissa Kaba</b> (Moderator)	<b>Prof. Adamu Addissie</b>	<b>Dr. Desalew Mekonnen</b>	<b>Mrs. Bezawit Ketema</b>	<b>Dr. Yoseph Mamo</b>	<b>Mr. Wondwosen Berhe</b>
School of Public Health, Addis Ababa University	School of Public Health, Addis Ababa University	OPD Tikur Anbessa Hospital, Addis Ababa University	School of Public Health, Addis Ababa University	THENA Country Director	Addis Ababa Regional Health Bureau

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# COVID-19 training materials for Malawi

- Supported the Gorey-Malawi Health Partnership to develop 14 short training videos for Malawi.
- They have been viewed more than 1.8 million times across all African countries following advertising on Facebook

<http://www.esther.ie/covid-19/>



# Lessons for the future – ‘Build Back Better’

Building the reset  
- ‘response’, ‘recovery’,  
‘reset’

Never waste a  
crisis

We only as strong  
as the weakest  
health system

Resilient  
health systems

Uphold quality  
of care

Leave no  
one behind

Reimagining Primary  
Healthcare—For All, By All

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# Lessons for Quality Improvement

- Bilateral partnerships between health services are an effective approach to improving quality of care
- Virtual working can be very effective
- A blended approach is the way of the future – we still need country visits
- We can do much more to realise mutual benefits from working with low income countries



# Opportunities for mutual learning

Cork team cut waiting list and win HSE Excellence Award

**#Gynaecology500**

**Flu champion at Our Lady of Lourdes Hospital in Drogheda**

15th October 2020

Martin Smith, the 'flu champion' at Our Lady of Lourdes Hospital in Drogheda, was full of praise for the efforts of his

Why do you need flu vaccine?

Feedback

## 2020 Mavalene General Hospital

**Aim (2016)**

- To reduce gynaecology waiting times from 60 to 30 days

**Progress (2020)**

- Reduced to 20 days
- Improvement sustained to 2020
- Approach being applied in other wards

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Framework for Improving Quality



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# QUESTIONS AND FEEDBACK?





Missed a webinar – Don't worry you can watch recorded webinars on HSEQID QITalktime page

Dates of QITalktime 2020	Topic	Speakers
Tues 20 <sup>th</sup> Oct	Global Health - QI during COVID 19 Pandemic	Dr. David Weakliam Global Health Programme Director, HSE
Tues 3 <sup>rd</sup> Nov	Managing Open Disclosure during COVID 19	Angela Tysall Lead in Open Disclosure for the HSE
Tues 17 <sup>th</sup> Nov	Stop watch Early warning Tool	Sandra O'Reilly, Quality and Practice Nurse in Cheeverstown
Tues 1 <sup>st</sup> Dec	Guidance regarding Cardiopulmonary Resuscitation and DNAR Decision-Making during the COVID-19 Pandemic	ADM Office, National QI Team

Thank you from all the team @QITalktime

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