

Africa Forum on Quality and Safety in Healthcare

Monday, February 19, 2018 | Durban, South Africa

Time	Pre-Conference Intensives
<p>1:00 PM – 4:30 PM</p>	<p><u>Intensive 1: The Science of Improvement: Applying It for Better Outcomes</u></p> <p>This session provides participants with a powerful lens to apply in their improvement efforts. Participants will learn about the four dimensions of improvement legend W. Edward Deming's Theory of Profound Knowledge: Appreciation of a System, Theory of Change, Understanding Variation, and the Human Side of Change.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Lauren de Kock, Technical Director, Quality Improvement and Training, The Aurum Institute <p>Session Speakers:</p> <ul style="list-style-type: none"> • Maureen Tshabalala, RNM, BBA, MPH; Director, Southern Africa Regional Projects, Institute for Healthcare Improvement • Dr. Anthony Reed, Chief Specialist Anaesthesiologist, New Somerset Hospital; Head General Specialist Services (Anaesthetics and Theatres), Metro West Cape Town • Dr. Rolene Wagner, CEO, Frere Provincial Hospital, East London, South Africa • Dr. Peter Lachman, CEO, International Society for Quality in Health Care <p><u>Intensive 2: Improvement Science in Action: Designing, Applying, and Executing Improvement Projects</u></p> <p>Knowing how and when to apply specific improvement methods and tools leads to great improvement initiatives. This session provides practical tools for helping colleagues reach a common understanding and put an improvement plan into action. You will learn how these tools align with five core design components: setting an aim, defining a change theory and strategy for execution, identifying a measurement feedback system, and establishing a plan to share learning.</p> <p>Session Chair and Speaker:</p> <ul style="list-style-type: none"> • Robert Lloyd, PhD; Vice President, Institute for Healthcare Improvement <p><u>Intensive 3: Essential Leadership Skills and Behaviors for Accelerating Change</u></p> <p>This session will cover issues related to leading improvement in low- and middle-income African settings. Each speaker will lead a table discussion for one of the questions listed below. At each table, participants will discuss the following questions in "World Café" style groups:</p> <ul style="list-style-type: none"> • What can we do to increase the role of leaders in highlighting the need and opportunity for improvement? • What are different ways to support the development of a "leadership mindset"? • How can we change the "command and control" mindset of leaders? How can the functions of leaders to reflect this change? • How can leaders unleash the power of teams to improve? <p>Session Chairs:</p> <ul style="list-style-type: none"> • Derek Feeley, CEO, Institute for Healthcare Improvement • Sodzi Sodzi-Tettey, MD, MPH; Head of Africa Region, Institute for Healthcare Improvement • Rashad Massoud, MD, MPH, FAC; Director, USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project; Chief Medical and Quality Officer/Senior Vice President <p>Session Speakers:</p> <ul style="list-style-type: none"> • Dr. Nana Twum-Danso, Cofounder and CEO, MAZA. Independent Consultant in CQI and Large-Scale Change • Marian Jacobs, Dean, Health Sciences Faculty, University of Cape Town • Muhammad Pate, MD; Former Minister of Health, Nigeria

Africa Forum on Quality and Safety in Healthcare

Tuesday, February 20, 2018 | Durban, South Africa

Time	General Conference Day 1	
8:00 – 9:00 AM	Registration and Coffee	
9:00 – 10:00 AM	Opening Ceremony and Keynote 1 <ul style="list-style-type: none"> • Aaron Motsoaledi, Minister of Health of South Africa 	
10:00 – 10:30 AM	Break	
10:30 – 12:00 PM	Workshops Session A <p><u>A1: Better Quality Through Better Measurement</u> This workshop applies a hands-on approach to introduce you to the tools and methods to develop and implement a strong measurement strategy for your quality improvement projects. Lessons for developing a family of measures, operational definitions, and a data collection and analysis plan and for using run charts to look at data over time will be shared.</p> <p>Session Speakers and Co-Chairs</p> <ul style="list-style-type: none"> • Robert Lloyd, PhD; Vice President, Institute for Healthcare Improvement • Dr. Nana Twum-Danso, Cofounder and CEO, MAZA. Independent Consultant in CQI and Large-Scale Change” <p><u>A2: Overcoming Critical Health System Gaps: The Role of Management in Continuous Improvement</u> Leadership and Team Work are at the center of successful quality improvement programs. How do managers motivate their teams to go an extra mile in providing quality of care? How do they manage staff turnover in sustaining the gains in continuous quality improvement? This panel discussion will critically focus on practical measures being used to manage critical health system gaps affecting the quality of care in Low and Middle-Income Countries</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Andrew Likaka, MD; Director, Quality Management Directorate, Ministry of Health, Malawi <p>Session Speakers:</p> <ul style="list-style-type: none"> • Benjamin Nyakutsey, Head, Policy Analysis Unit, Ministry of Health, Ghana • Address Mauakowa Malata, PhD, MScN; Deputy Vice Chancellor of the Malawi University of Sciences and 	<p>Leadership Summit 10:30 AM – 4:30 PM</p> <p>How can leaders and managers effectively direct large-scale change? How do we move from visionary statements and policy to high impact initiatives implemented at national, regional, district and facility level? Using IHI’s frameworks for organizing and implementing a national quality strategy and high impact leadership, the Leadership Summit at IHI’s First Annual Forum will aim to answer these challenging questions while providing content that is applicable to a variety of leaders including policy makers, CEOs, district managers, government and departmental. The session will use multiple formats including framework presentations, illustrative case studies, and small group discussions to explore these leadership and management topics</p>

	<p style="text-align: center;"><i>Technology, Malawi; Vice President of the International Confederation of Midwives</i></p> <p><u>A3: Cutting-edge Maternal, Newborn, and Child Health Programming from Across Africa</u></p> <p>This session will review common quality gaps in maternal, newborn, and child health (MNCH) in Africa and examples of cutting-edge programming that is driving improvement. Presentations will describe the application of improvement methods in local health care systems to improve and sustain high-impact routine and complications care across the life-cycle: for newborns, children, adolescent girls, and women. The relevance of key Forum themes, such as leadership, measurement, improvement capability, people-centered care, and safety and reliability will be explored in regard to these populations. The session will reference global, regional, and local MNCH quality-focused initiatives and learning platforms that can help accelerate MNCH improvement work in Africa, including the WHO Quality Equity and Dignity network.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Kathleen Hill, Maternal Health Team Lead, Maternal and Child Survival Program, USAID <p>Session Speakers:</p> <ul style="list-style-type: none"> • James Duah, MD, MPH, EMBA; Deputy Executive Director Christian Health Association of Ghana (CHAG) • Hema Magge, MD; Country Director, Ethiopia, Institute for Healthcare Improvement • Monica Okuga, Research Fellow/ Project Coordinator Makerere University School of Public Health • Richard Kagimu, Improvement Coordinator USAID ASSIST, University Research Company Kampala, Uganda • Dr. Ugo Okoli, Deputy Director USAID Maternal Child Survival program in Nigeria; Deputy Country Director, Jhpiego Nigeria 	
<p>10:30 -12:00PM</p>	<p><u>ORAL POSTER SESSION: Health System Strengthening</u></p> <p>Rapid fire poster presentations aimed at demonstrating the important work taking place on the ground throughout Africa</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Dr. Peter Barron, SA National Department of Health-Technical Assistant 	
<p>12:00 – 1:00 PM</p>	<p>Lunch</p>	

1:00 – 2:30 PM

Workshops | Session B

B1: Coaching for Improvement: Unleashing Employee Potential

Health care professionals are intuitively compelled to provide the best quality of care they can offer their patients — but quality improvement is a learned skill. Coaching will unleash health workers' inherent potential to improve the quality of care they provide. Although the availability of resources can be a limiting factor in achieving desired outcomes, having a 'quality' mindset and applying the tools of improvement can help initiate, establish, and sustain improvement interventions to optimize the resources you have.

Session Chair:

- **Dr. Gilbert Buckle**, CEO, Korle Bu Teaching Hospital

Session Speaker:

- **Cindy Muthukarapan**, Master Certified Coach,(MCC), International Coach Federation

B2: Is Patient-Centered Care and Patient Engagement 'Icing on the Cake' or an Essential Ingredient?

Designed with the patient at the center, this session brings together seasoned and passionate speakers – including patients – as they share experiences, practical strategies, work impact and challenges. Their stories will span across work in multiple African countries, for different streams of patients, using different methodologies and forums, and from different walks of life. Participants will have the opportunity to ask related burning questions and be part of a vibrant interactive session. At the end of this session, each participant will be equipped to think differently and innovatively on how to move from 'talking the talk to walking the walk' in making clear actionable steps to delivering patient-centered care and patient engagement in the work that they do.

Session Chair:

- **Kendra Njoku**, Faculty and Improvement Advisor, Institute for Healthcare Improvement

Session Speakers:

- **Dr. Sefakor Enam Bankas**, Founder, Sickle Life
- **Dr. Orode Doherty**, Country Director, Africare
- **Xoliswa Nxiba**, Patient/Counsellor, ARV Adherence Club
- **Abiyu Kiflie, MD**; IHI Deputy Country Director, Ethiopia
- **Mengistu Gebremichael**, M.Sc.N, PhD Fellow; Assistant Professor, Mekelle University

B3: HIV and TB Success Stories

The burden of infectious diseases, particularly HIV and TB, remains high, even as progress is being made to slow both mortality and new infections. Over 25 million adults and children are living with HIV in Africa, with over 19 million in Eastern and Southern Africa (2016; UNAIDS), with over 700,000 deaths occurring in 2016 attributable to HIV. In 2015, 2.7 million new TB cases were diagnosed with nearly 25% of those cases resulting in death. To deliver effective and appropriate care to people with HIV and TB, health systems need to be able to not only address acute manifestations of illness, but also their impact on community health. With the benefits of treatment allowing people living with HIV (PLWH) to enjoy a full lifespan, their chronic care needs consisting of lifelong treatment and management of other diseases require robust systems that offer comprehensive primary care while simultaneously providing effective quality HIV care as well. To meet these challenges, many improvement initiatives have been implemented to scale-up care that delivers desired outcomes, while preventing further transmission. Examples from across Africa that demonstrate effective implementation or effectiveness of improvement

Leadership
Summit

	<p>interventions to deliver excellent care while scaling up systems to maintain quality will be presented in this workshop.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Bruce Agins, MD; Director at HEALTHQUAL International and Medical Director, New York State Department of Health AIDS Institute <p>Session Speakers:</p> <ul style="list-style-type: none"> • Mercy Jere Makwakwa, MBBS; Program Manager - Facility Interventions, MaiKhanda Trust, • Blessing Mutede, MD; Senior Technical Advisor- Program Quality Improvement at EGPAF (Elizabeth Glaser Pediatric AIDS Foundation)-Zimbabwe • Maureen Tshabalala, RNM, BBA, MPH; Director, Southern Africa Regional Projects, Institute for Healthcare Improvement • Apollo Basenero, MD; Chief Medical Officer, Quality Management Program, Quality Assurance Division; Ministry of Health and Social Services; Namibia • Samson Haumba, Country Director, University Research Co., LLC-Swaziland • Esther Karamagi Nkolo, Chief of Party at University Research Co., LLC (URC) & Center for Human Services 	
<p>1:00-2:30 PM</p>	<p>Practical Skills Building Session: Teaching Dignity, Respect and Communication</p> <ul style="list-style-type: none"> • Hema Magge, MD; Country Director, Ethiopia, Institute for Healthcare Improvement • Abiyou Kiflie, MD; IHI Deputy Country Director, Ethiopia • Neil Prose, MD, Duke University Medical Center 	
<p>2:30 – 3:00 PM</p>	<p>Break and Coffee</p>	
<p>3:00 – 4:15 PM</p>	<p>Workshops Session C</p> <p><u>C1: Building an Integrated Approach to Lean, Six Sigma, and the Model for Improvement in Africa</u></p> <p>What approach to quality improvement does your organization follow? Lean? Six Sigma? The Model for Improvement? All have value and yet many organizations send mixed messages to their employees, lacking what Deming called “constancy of purpose.” Some organizations claim they are following one approach this month then state that another approach will be used next month. This workshop will help participants clarify the similarities and differences between the three approaches and provide a framework for organizing their overall quality improvement strategy.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Pierre Barker, MB, ChB, MD; Chief Global Partnerships and Programs Officer, Institute for Healthcare Improvement <p>Session Speaker:</p> <ul style="list-style-type: none"> • Dr. Emmanuel Aiyenigba, Faculty, Institute for Healthcare Improvement • Rohit Ramaswamy, PhD, MPH; Clinical Associate Professor, Public Health Leadership Program and Maternal and Child Health <p><u>C2: Infectious Disease Prevention and Management</u></p> <p>The growing risk of antimicrobial resistance (AMR) has significantly elevated global leadership commitment to infectious disease prevention and management and highlighted the importance of antimicrobial stewardship. It is increasingly recognized that common and</p>	<p>Leadership Summit</p>

life-threatening infections like pneumonia and post-operative infections, as well as HIV, tuberculosis and malaria are at risk of becoming untreatable because of AMR. Swift, effective, lifesaving actions are needed across the human, animal and environmental health sectors in this field. In this session we will explore experience in African countries of applying Quality Improvement to address health systems challenges in the field of infectious disease prevention and management and antimicrobial stewardship.

Session Chair:

- **Dena Van Den Berg**, Director of Quality Leadership at Netcare

Session Speakers:

- **Dr Jesse Werner**, Public Health Medicine Registrar: UCT; Western Cape Government: Department of Health
- **Angeliki Messina**, Quality Systems and Innovation Manager, Netcare Ltd and Honorary Lecturer in Pharmacy, University of Witwatersrand
- **Prof Natalie Schellack**, Associate Professor/Acting Head of the Division of Clinical Pharmacy, School of Pharmacy, Sefako Makgatho Health Sciences University
- **Bart Willems**,

C3: Primary Care and NCDs

Primary care, including non-communicable diseases (NCDs) such as cancer, diabetes, cardiovascular disease, chronic lung disease, mental illness, and surgical care, have often been considered a 'luxury' of middle and high-income countries, or something that can only be prioritized after addressing infectious disease. However, of the 56.4 million global deaths in 2015, 70% were due to NCDs, with a disproportionate proportion – over 75%- occurring in low- and middle-income countries. To meet this need, all countries must consider how to develop robust systems of care that can deliver high quality care for basic *and* complex illnesses to all. As many countries across Africa are moving towards the goal of Universal Health Coverage as part of the Sustainable Development Goals, policy makers and health care workers are faced with establishing and integrating services for chronic diseases and converting vertical care platforms into horizontal systems of primary care delivery. This session will explore how to integrate quality of care into these "new" service areas. Should building blocks be established first and then examine quality of care? Or is there a way to incorporate quality planning, management and improvement principles from the start? We will learn from implementers and national-level experts how to deliver on the goal of high-quality care for all

Session Chair:

- **Hema Magge**, MD; Country Director, Ethiopia, Institute for Healthcare Improvement

Session Speaker:

- **Jenny Edge**, MD; Christiaan Barnard Memorial Hospital, Cape Town
- **Neo Tapela**, MD, MPH, Head of Non-communicable Diseases, Botswana Ministry of Health and Wellness .Research Associate, Botswana Harvard Partnership
- **Julie Makani**, Welcome Trust Research Fellow and Associate Professor, Department of Haematology and Blood Transfusion, Muhimbili University of Health and Allied Sciences
- **Lisa Hirschhorn**, MD, MPH; Professor, Medical Social Sciences, Feinberg School of Medicine, Northwestern University

3:00-4:15PM	<p><u>ORAL POSTER SESSION: TB/HIV</u> Rapid fire poster presentations aimed at demonstrating the important work taking place on the ground throughout Africa</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Lindiwe Mvusi, MD, Director - TB Control and Management 	
3:00-4:15PM	<p><u>Practical Skills Building Session: Run Charts</u></p> <ul style="list-style-type: none"> • <i>Robert Lloyd, PhD; Vice President, Institute for Healthcare Improvement</i> 	
4:15 – 4:30 PM	Transition to Keynote	
4:30 – 5:30 PM	<p>Keynote 2:</p> <ul style="list-style-type: none"> • <i>Vuyiseka Dubula, Director of the Africa Centre for HIV/AIDs Management at Stellenbosch University</i> 	

Time	General Conference Day 2
8:00 – 9:00 AM	Registration and Breakfast
9:00 – 10:00 AM	<p>Keynote 3</p> <ul style="list-style-type: none"> • Muhammad Pate, MD, MBA; Former Minister of Health, Nigeria • Don Berwick, MD; President Emeritus, Senior Fellow, Institute for Healthcare Improvement
10:00 – 10:30 AM	Break and Coffee
10:30 – 12:00 PM	<p>Workshops Session D</p> <p><u>D1: Integrating Quality into Health System Strengthening</u> Showcasing Dr. Muhammad Pate's hands on experience in transforming Nigeria's health care system as Minister of Health, this session will demonstrate how to successfully integrate quality improvement system wide. Relying on case studies proven methods, this session will provide attendees with reliable action items to back and apply to their own organizations and systems.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Muhammad Pate, MD, MBA; Former Minister of Health, Nigeria <p>Session Speaker:</p> <ul style="list-style-type: none"> • Neo Masike, Programme Manager, The Aurum Institute <p><u>D2: Patient Safety and Reliability</u> This session will demonstrate how to effectively engage leaders, managers, physicians and front-line teams in the culture of patient safety and reliability and how simple strategies can measurably impact culture and outcomes across your organization.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Dr Neelam Dhingra, Coordinator for the Patient Safety and Quality Improvement Unit, Service Delivery and Safety Department, World Health Organization <p>Session Speaker:</p> <ul style="list-style-type: none"> • Derek Feeley, CEO, Institute for Healthcare Improvement <p><u>D3: Equity and Justice: The Underpinning of Quality in Every Health System</u> Improving health and health care worldwide requires a focus on equity. This includes equitable access to patient-centered quality care able to reach the most marginalized segments of a population. This session will identify strategies for building will to achieve health equity. Applying lessons from case studies and real life success stories, this session will help you build and design an approach tailored to your setting.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Dr. Yogan Pillay, Deputy Director-General for HIV/AIDS; TB; and Maternal, Child, and Women's Health in the National Department of Health, South Africa. <p><u>D4: 'Is Technology Really Just an Enabler of Quality Health Care Delivery?':</u></p>

	<p><u>The Role of Digital Platforms in Transforming the Health Care Landscape of Africa</u> Technology is often acknowledged as having immense transformative potential in driving health system improvement in Africa. Is it true that technology can only serve as an enabler of health care quality improvement? While dramatic innovations in technology abound in Africa, and in the context of rapidly growing mobile phone penetration, this session will explore how technology is being used to drive improvement in a myriad of contexts and countries in Africa. Speakers will also explore what it takes for technology to be a critical driver of quality of care.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Dr. Nneka Mobisson, mDoc, CEO <p>Session Speakers:</p> <ul style="list-style-type: none"> • Dr. Peter Barron, SA National Department of Health-Technical Assistant • Nicole Spieker, Pharmaccess Foundation • Alice Liu, Director of ICT4D, Jhpiego • Simbarashe Mpariwa, Clinical Mentor, Ministry of Health and Social Services
<p>10:30-12:00PM</p>	<p><u>ORAL POSTER SESSION: Maternal and Newborn Health</u> Rapid fire poster presentations aimed at demonstrating the important work taking place on the ground throughout Africa</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Mirwais Rahimzai, Regional Director- East Africa, USAID ASSIST
<p>10:30-12:00PM</p>	<p><u>Practical Skills Building Session: Control Charts</u></p> <ul style="list-style-type: none"> • <u>Robert Lloyd, PhD: Vice President, Institute for Healthcare Improvement</u> • <u>Ernest Kanyoke, MSc; Executive Director, Ubor Institute, Ghana</u>
<p>12:00 – 1:00 PM</p>	<p>Lunch</p>
<p>1:00 – 2:00 PM</p>	<p>Workshops Session E</p> <p><u>E1: The Role of Accreditation in Measurable Improvements in Quality</u> Accreditation is a fundamental part of the quality and safety process. Famed improvement scientist Joseph Juran indicated the need for quality planning, management, and control to move to continual quality improvement. In this session, we will examine the rationale for the accreditation of health care services against accepted standards and explore how organizations can continually improve the requirements of statutory bodies. Note: This will be an interactive session with case studies.</p> <p>Session Chair:</p> <ul style="list-style-type: none"> • Dr. Peter Lachman, CEO, International Society for Quality in Health Care <p>Session Speakers:</p> <ul style="list-style-type: none"> • Nicole Spieker, Pharmaccess Foundation • Jacqui Stewart, CEO, COHSASA <p><u>E2: The Caring Conversation</u> The 90 minute session will be conducted as a conversation in which each of the participants will share their experiences of the spaces in which they give care to patients, carers and communities, and in which they find ways of receiving care for themselves. In this engagement, they will seek intersections towards further opportunities for intervention after the conference.</p>

Session Chair:

- **Marian Jacobs**, Dean, Health Sciences Faculty, University of Cape Town

Session Speakers:

- **Steve Reid**, PhD; Professor of Primary Health Care, University of Cape Town
- **Marc Hendricks**, MBChB(UCT), DIP PEC(SA), DCH(SA), FCPaed(SA), CMOPaed(SA), Paediatric Oncologists, Senior Specialist, Haematology Oncology Service, Red Cross War Memorial Children's Hospital, Cape Town, South Africa
- **Deborah Lee Miller**, MBChB UCT 1987, DCH (eng) Dip Pall Care UCT, MPhil Pall Care UCT, General Practitioner, Part time lecturer Pall Care UCT
- **Itumeleng Ntamatama**, Founder of the Future Health Leaders Programme, Former chairperson of the Rural Support Network
- **Johann Van Greunen**, Cape Town

E3: Resilient Health Systems: Managing Health System Crisis

The world continues to be faced with crisis after crisis; both natural and man-made with almost equal scope and severity. With financial cost to anticipate, prevent and manage HS crisis that could run into billions of dollars, the need for building and/or strengthening public-private partnership; including academic and research institutions, cannot be over-emphasized. From our history in Africa, we must begin to meet each crisis with our minds fixed on 'crisis preparedness', which includes Regional support teams just like a sort of 'crisis surge registry' of competent cadres of responders from various disciplines that are trained in a customized context-appropriate framework that focuses on improving countries, crises preparedness

Session Chair:

- **Garfee Williams**, MD, MPH; Deputy Chief of Party, Collaborative Support for Health Program, Monrovia, Liberia

Session Speaker:

- **Don Berwick**, MD; President Emeritus, Senior Fellow, Institute for Healthcare Improvement

E4: TB/HIV

Session Chair:

- **Zameer Bray**, TB Program Lead South Africa at Bill & Melinda Gates Foundation

Session Speakers:

- **Lindiwe Mvusi**, MD, Director - TB Control and Management
- **Madhukar Pai**, MD, PhD, FCAHS; Director, McGill Global Health Programs
- **Michele Youngleson**, Healthcare Systems Improvement Advisor
- **Nneka Onuaguluchi**, MD; Quality Improvement Advisor, Management Sciences for Health,

2:00 – 2:15 PM

Break and Transition to Keynote

2:15 – 3:30 PM

Keynote 4 and Closing Ceremony

- **Sodzi Sodzi-Tettey**, MD, MPH; Head of Africa Region, Institute for Healthcare Improvement