Why Work with Underserved Populations?

Learning Objectives

- Discuss why quality improvement can make a big difference in low-income countries.
- Recognize when process improvement is not the right intervention in low-income countries.

Description: What’s it like to do quality improvement work in a low-income country? In this video short, Dr. Sodzi Sodzi-Tettey uses his personal experiences to explain why quality improvement can make a huge difference in the quality of care in low-income countries. But he also explains why QI isn’t always the right intervention in places where basic needs such as transportation go unmet.

Watch the video at https://www.youtube.com/watch?v=d-nozpX4xX4 or read the transcript.

Discussion Questions

1. What are some challenges facing your national health care system?
2. Have you ever worked in a place where, in Dr. Sodzi-Tettey’s words, “improvement is just begging to happen”? What did you learn from the experience?
3. Pretend it’s your first day working in a low-income setting. How can you help assess the level of impact quality improvement can have on patients and systems?
4. Can you think of an example of a problem you’ve faced where process improvement wasn’t the right approach? What other approaches could you have used to resolve the problem?