



Tips and Tools for Learning Improvement

Answer Key | Improvement Teams

Exercise 1: Understanding an improvement team

1. E. All of the above
2. C. 7-12
3. B. False
4. B. Monthly

Exercise 2: Determining appropriate team members

1. **Health Center A:** Aim: In our clinic, we want to increase the percent of women receiving oxytocin (drug to prevent postpartum hemorrhage) within one minute after delivery to 95% within 9 months.
 - G. **Community health worker – not included;** in this case, the CHW is unlikely to be present at and/or playing a role in the provision of AMTSL. However, in cases where the CHW is key to getting women into the facility, they may play an important role.
2. **Health Center B:** Aim: In our clinic, we will increase the percentage of TB patients completing treatment to 90% within 10 months.
 - C. **Midwife – not included;** unlikely that a midwife will have a direct role in this process.
3. **Health Center C:** One district has central (referral) laboratory where all CD4 laboratory tests are done. In our district, we will reduce turnaround time (tests returned to the facility) for CD4 tests from 1 week to 2 days within 4 weeks.
 - F. **HIV patient – not included;** in this case, this is a process between health facilities. While it affects patients in that they would like their results sooner, they are not directly involved this process.

Exercise 3: Creating an improvement team

There is not one correct list of 7 people. However, there is a pool of people that should be considered for a team of this nature. Uptake of family planning is often influenced by what happens in the community as much as by what counseling takes place in the facility. Therefore, a team looking to influence this may want to consider a mix of facility and community staff. A list of 7 people may be pulled from the following types of people:

Clinician	Representatives of fathers	Representatives of men’s groups
Nurse	Pharmacist or pharmacy assistant	Family planning counselor (possibly volunteer)
Nursing assistant	Supply manager	Community leader (formal or informal)
Midwife	Representatives of women’s groups in the community	
Representatives of pregnant/post-partum women	Community health worker	

Note: This list is not exhaustive. You may have included someone who is key to this process in your facility and community not on this list.

MAY 2017