MODULE 2: An Overview of the Kenya Quality Model for Health

Unit 2.3: Implementation phases of KQMH
Unit 2.3: Objective

• Describe the KQMH implementation phases and steps
Group exercise

• Do an exercise to test whether participants have an idea of the five phases and steps of KQMH implementation

Refer to the facilitator’s manual
Content

• KGMH implementation phases and steps
  o Preparation
  o Introduction
  o Implementation
  o Expansion
  o Maintenance / sustenance
KQMH Implementation Phases towards TQM

Quality
- Sustaining
- Expanding
- Implementation
- Introduction
- Preparation

Phase 1
Phase 2
Phase 3
Phase 4
Phase 5
Phase 1 – Preparation

- Sensitize on KQMH and its approaches:
  5S, continuous quality improvement and TQM
- Disseminate KQMH tools
- Select resource persons and establish quality management department / unit (depends on the level or size of the institution: county, subcounty, tier of facility)
- Set up KQMH implementation teams: Quality improvement teams (QIT) and Work improvement teams (WIT)
- ToR and the process of implementation are as outlined in the Implementation guidelines.
Phase 1: cont…

- Develop a KQMH implementation plan which is incorporated into the annual work plans
- Conduct a self-assessment of the institution using the KQMH checklists
- Identify target areas as defined in the KQMH implementation guide
- Conduct situation analysis of opportunities for improvement (both clinical and work environment, non-compliant areas, photos / video encouraged)
Developing county & sub-county QI structures

County QIT/Unit

Sub-county QITs / units
County QIT / unit

Sub-county QIT / unit

WITs at dispensaries & health centres
The Hospital Picture

County QIT / unit

Sub-county QIT / unit

Hospital QIT

Dept 1

Dept 2

Dept 3

Dept 4

Dept 5

Dept 6

Dept 7
Phase 2 – Introduction

- Refine KQMH activity action plans
- Train middle-level managers
- Conduct study visits
Phase 3 – Implementation

- Train staff members and disseminate objectives
- Form work improvement teams
- Start with implementing 5S (no cost, low-cost activities) and simple CQI activities
- Support and monitor projects
- Measure and review program
- Conduct customer and employee satisfaction surveys
Phase 4 – Expanding

• Modify original plan based on lessons
• Expand to other units and provide additional training
• Communicate success of pilot and on-going projects
• Establish and communicate objectives to all staff members
• Measure, review and inspect
• Conduct customer and employee satisfaction surveys and disseminate results to middle-level managers
Phase 5 – Sustaining

- Conduct self-assessment / audit and take appropriate actions
- Continue to assess culture and act on gaps
- Conduct customer and employee satisfaction surveys and disseminate to middle level managers
- Provide training – on the job, competitions (essay, posters, quiz)
- DESIGN AWARDS SYSTEMS
Thank You