

WEBINAR

“Improving the quality of maternal, newborn and child health in the WHO Southeast Asia region”

Thursday, 17th May 2018



WHO COLLABORATING CENTER FOR
TRAINING AND RESEARCH IN NEWBORN CARE
Department of Pediatrics, AIIMS, New Delhi, India



Guidelines

- Please **use the chat box** to:
 - ✓ Introduce yourselves
 - ✓ Ask questions
 - ✓ Contribute throughout the session
 - ✓ All participants are muted currently.
 - ✓ To speak use the **‘Raise hand button’**
-
- **Please be patient** with the technology
 - Any connection problems
 - **Send Email** ontopaiims@gmail.com
 - Participate, Share and Learn
 - Twitter **#QISEA**



Which country are you joining from?

- ☐ Bangladesh
- ☐ Bhutan
- ☐ India
- ☐ Indonesia
- ☐ Maldives
- ☐ Myanmar
- ☐ Nepal
- ☐ Sri Lanka
- ☐ Thailand
- ☐ Timor Leste
- ☐ Other



Webinar Roles



Dr. Rajesh Mehta

Regional Adviser-Newborn, Child and Adolescent Health,
WHO South East Asia Regional Office

[@drrajeshmehta](#)

**Overview of regional actions for improving
quality of care for MNH**



Dr. Ashok Deorari

Professor & Head , Department of Pediatrics
AIIMS, New Delhi

[@ashokaiims](#)

**Regional POCQI Learning Platform :
Collaborative Network**



Dr. Aparna Sharma

Associate Professor, Obstetrics & Gynecology,
AIIMS, New Delhi

[@k_aparna1](#)

**Resources for supporting quality
improvement in the region**



Dr. Sonali Vaid

Quality Improvement Adviser,
WHO – CC for Newborn Care @ AIIMS, New Delhi

[@sonalivaid](#)

Webinar Moderator



Mr. Puneet Nagi

Technical Support, WHO Collaborating Center for Newborn
Care @ AIIMS New Delhi

ontopaiims@gmail.com

Technical Support

“Overview of regional actions for improving quality of care for MNH”

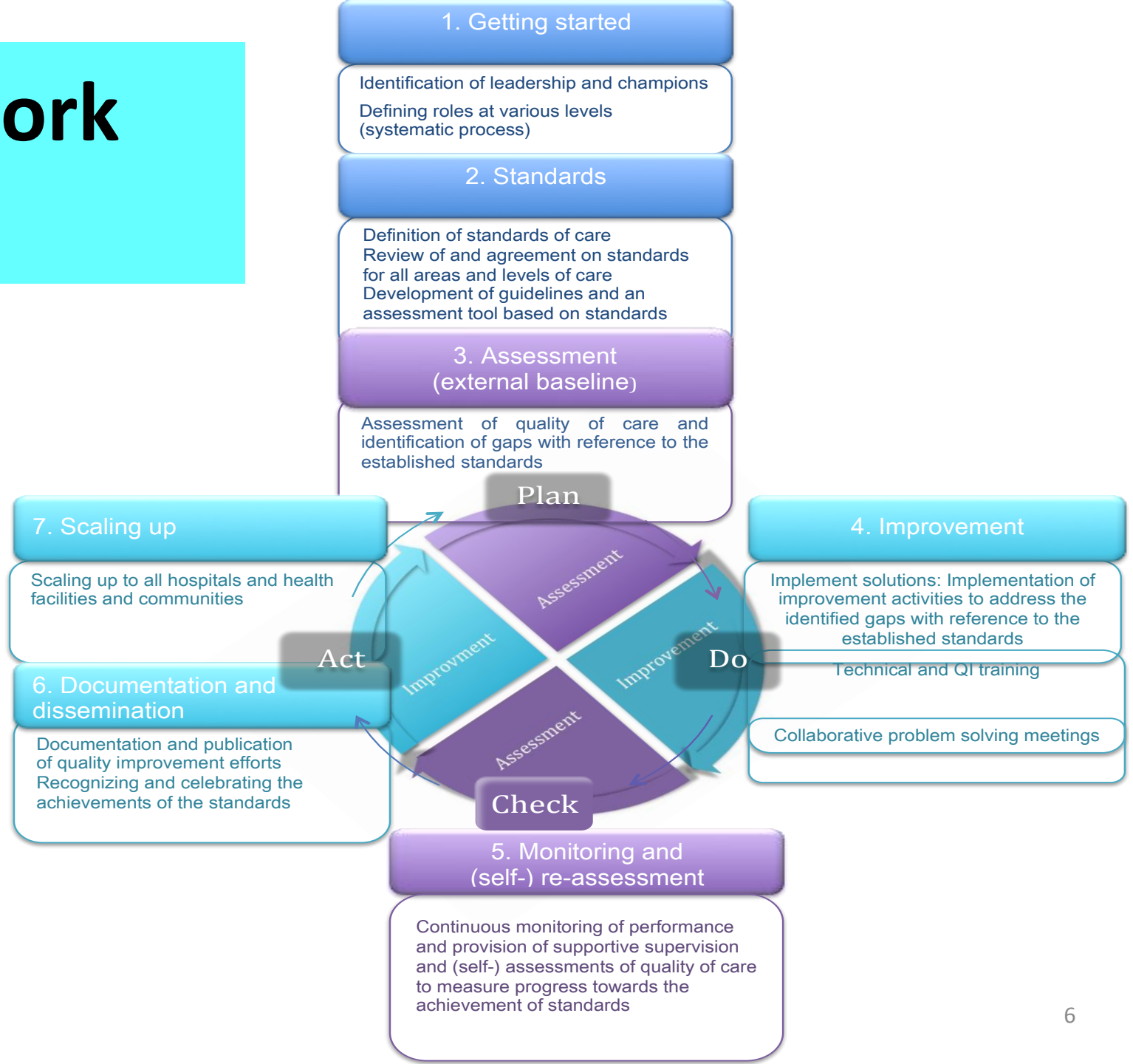
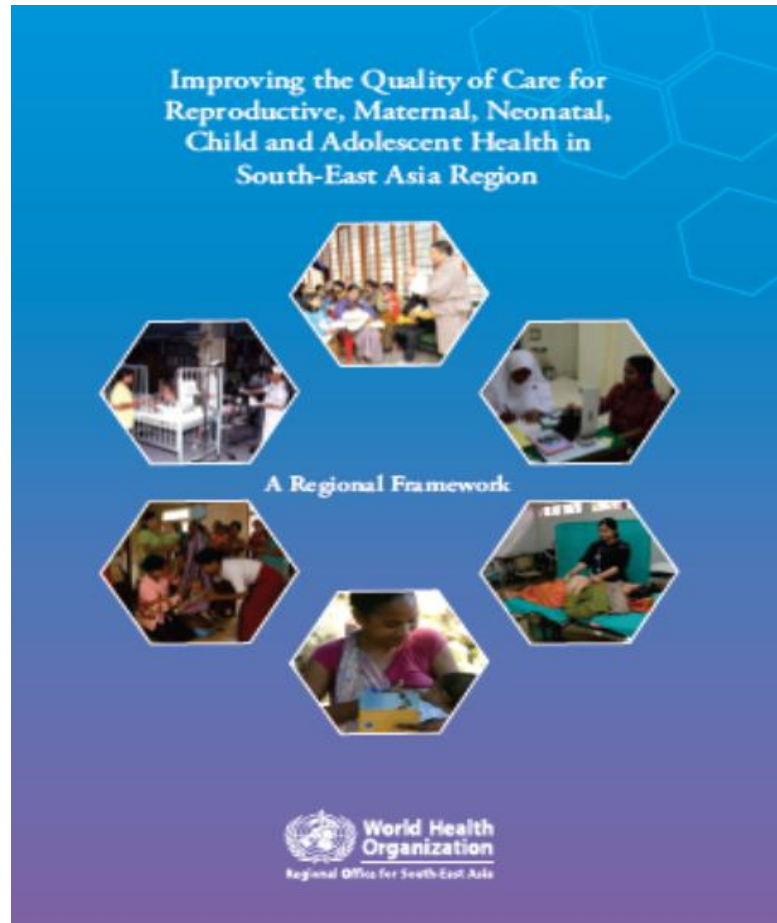
Dr. Rajesh Mehta

Regional Adviser-Newborn, Child and Adolescent Health
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Regional Framework for QOC



Regional QI framework: Systematic process

SEARO is supporting 2 tracks (Top-down and Bottoms-up)

TRACK - 1

1. **Getting started:** Identify leadership and champions and define roles at various levels
2. **Develop / adapt national standards** of care
3. **Assessment of current quality of care** and identify gaps in quality

TRACK - 2

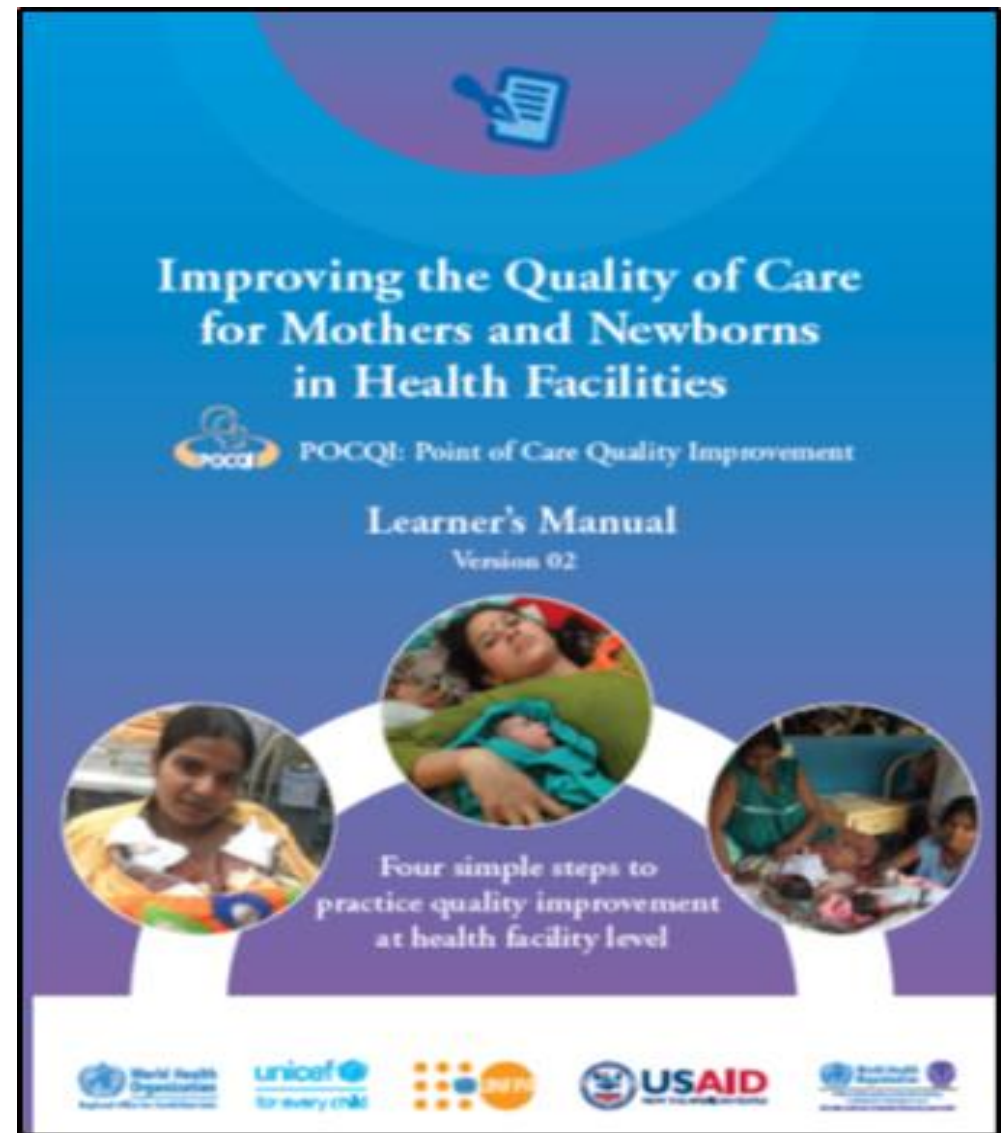
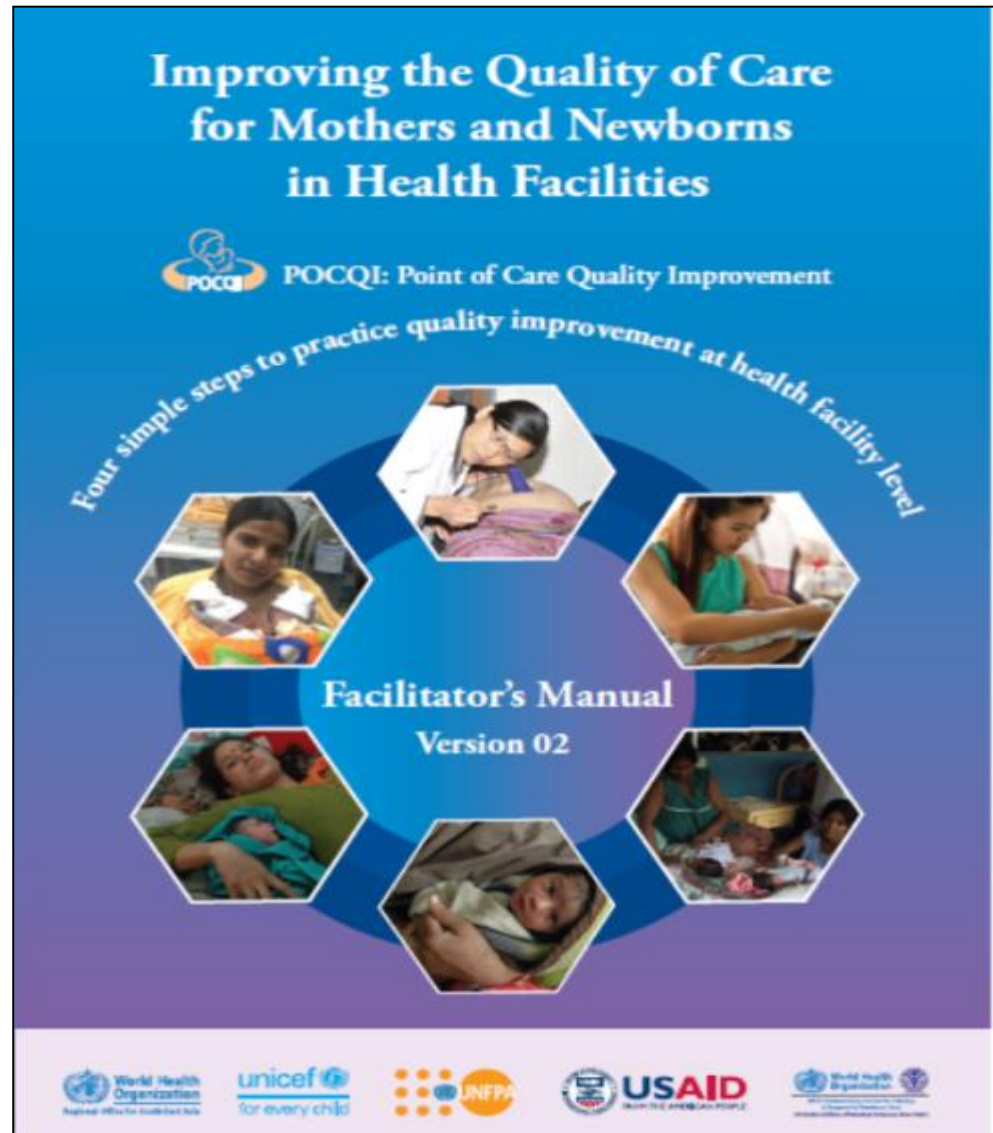
Improvement process:

1. Create improvement **teams**
2. **Root cause analysis** of the quality gap
3. Identify appropriate **solution**
4. **Implement** the selected solution
5. **Reassessment:** To find out if implementation of the solution has addressed the quality gap

Success:

1. **Sustain:** Supportive supervision, mentoring, continuous re-assessments
2. **Celebrate:** Recognition, award
3. **Pick-up another quality gap** and set in the improvement process
4. **Disseminate for scaling-up**

POCQI: Point of Care Continuous Quality Improvement Model



“Regional Learning Platform for Collaborative Learning”

Dr. Ashok Deorari

Professor & Head , Department of Pediatrics
AIIMS, New Delhi



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Department of Pediatrics, AIIMS, New Delhi, India



Functions of the Learning Platform

- **Brings together the advocates, champions and practitioners of quality improvement**
- **Remote training and coaching**
- **Disseminate learning resource materials for QI**
- **Sharing success stories for mutual learning**
- **Develop local champions to spread QI**

Dedicated Website: www.pocqi.org



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POCQI
Point of Care Continuous Quality Improvement



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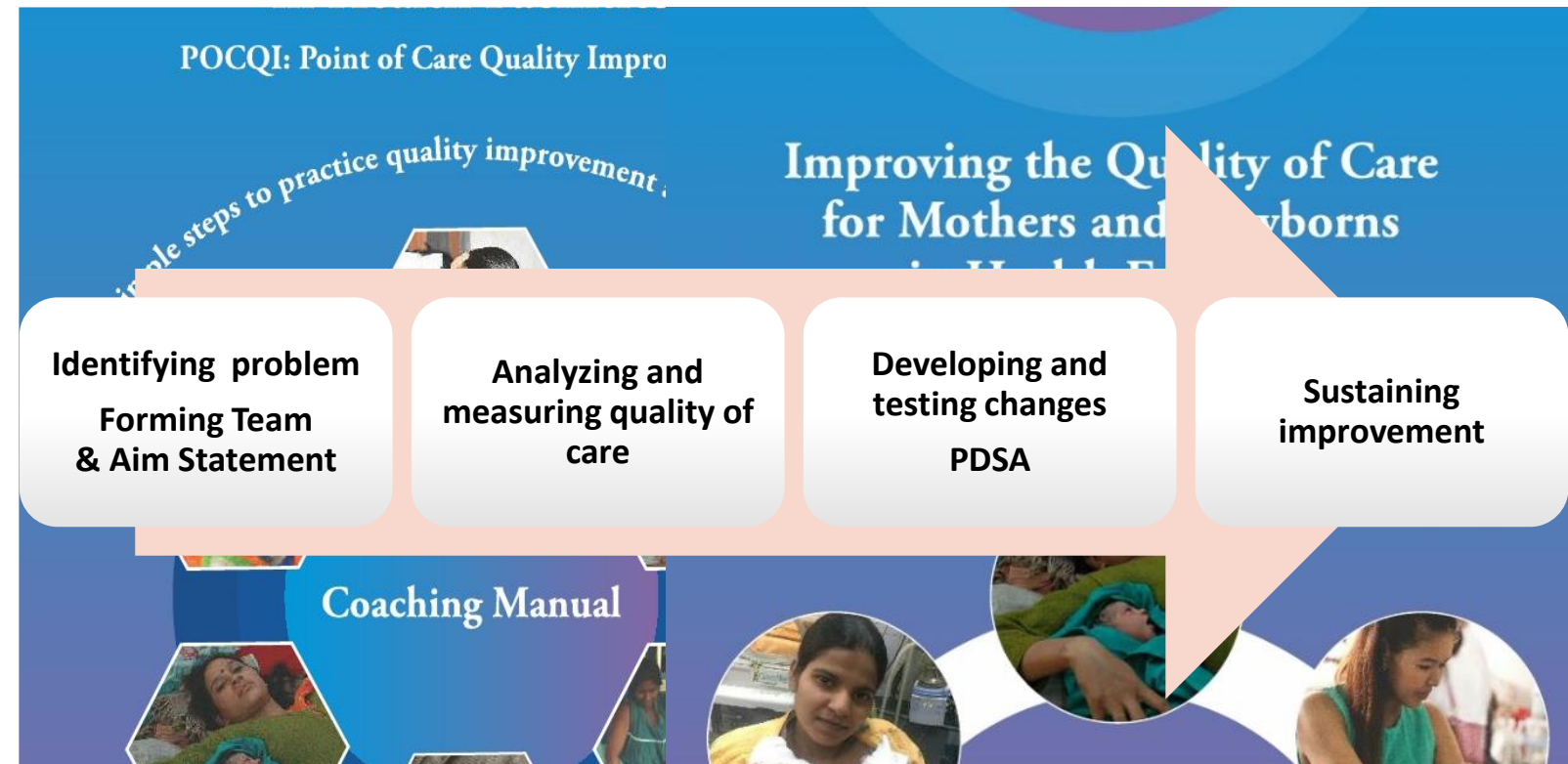
Regional Workshop for improving Hospital Care for Maternal & Newborn Health ,10-13 May ,2016 , New Delhi

Improvement Science - POCQI 2

Standards and CQI

Best practices for preventing infections & for evidence based Clinical Care

**Clinical audits/
Near miss &
errors**



www.aiimsqi.org

A Quality Improvement Initiative: Improving Exclusive Breastfeeding Rates of Preterm Neonates

[The Indian Journal of Pediatrics](#) April 2017, Volume 84, [Issue 4](#), pp 322–325



NATIONAL TOT ON #POCQI 26-28 SEPT 2016 ,AT MALE' , MALDIVES

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Upcoming Events

- Launch of Point of Care Quality Improvement Model (version 2): Facilitators Meet Organised by WHO-CC Research in Human Reproduction, Department of Obstetrics and Gynecology & WHO-CC, Department of Pediatrics, 24th




Want to tell your success story?

QI project posters

Your story is your work and pride. The QI website gives your story the right exposure it deserves. Inspire others to write their own story. Let others learn from your challenges because your problem may have reflections in innumerable other units and your solutions a beacon of hope. The journey of QI is nothing, but taking people along, changing them and learning from the solutions.

So tell us your achievements or just your stories along the way. We are interested and you won't believe but the World is too!!

QI enthusiast can read about it right here and contribute

- Calcutta MC – Early BF 
- Hypothermia QI Project Poster- Neonatology 
- QI probe life QI Poster– Neonatology 
- Establishing Skin to Skin Contact Poster – Obstetrics/Gyn 

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Bangladesh

Bhutan

India

Indonesia

DPR Korea

Maldives

Myanmar

Nepal

SriLanka

Thailand

Timor Leste

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Support provided to teams

- 1. Technical resources**
- 2. In-person trainings and coaching**
- 3. Remote training and coaching**
- 4. Webinars for collaborative learning**
 - a. Experience sharing by network members and Cross-learning
 - b. Continued learning - New topics
 - c. Interactions – problem solving

QI coaching

A coach provides **on-going hands-on** support to **motivate** and **help** health workers in applying quality improvement methods and tools in their work place.

Roles and responsibility of a coach

- **Sustains motivation and encourages the QI team in their work to improve care**
- **Guides the QI work**
 - Support teams to choose good QI aims
 - Support to use QI approaches to get results
 - Help team to track and report progress of their QI project
 - Shares learning between facilities
- **Builds skills** - Teaches technical information at appropriate times and its use in the context

Virtual Coaching Network

BANGLADESH (Yet to receive list of hospitals)	Dr. Ankur Sooden (URC/UNICEF ROSA) Dr Asim Malick	
BHUTAN (4 facilities)	Dr Seema Singhal Dr Somajita Chakraborty Dr Ankur Sooden	
INDIA	Dr Ashok Deorari Ms. Meena Joshi Dr Deepak Chawla Dr. Praveen Kumar Dr. Asim Malick	
INDONESIA (5 facilities)	Dr Praveen Kumar Dr Arti Maria Dr Seema Sharma	Dr Neeraj Gupta Dr Akshay Kumar
MALDIVES IGMH	Dr. Anu Sachdeva	
MYANMAR (9 facilities)	Dr. K. Aparna Dr. Sonali Vaid Dr. Surender Bisht	Dr. Vidushi Kulshrestha Dr. Suman Rao

**Share your stories of success and
learning from failures!**

Thank you !!

Over to Dr Aparna

POCQI website & resources for learning and sharing

Dr K Aparna Sharma
Associate Professor, AIIMS



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Department of Pediatrics, AIIMS, New Delhi, India





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Point of Care Continuous Quality Improvement

Ending Preventable Maternal, Newborn and Child Mortality

POCQI- Point of Care Continuous Quality Improvement is a movement towards ending preventable mortality among mothers, newborns and children and will contribute to making progress towards achieving new goals of the Global Strategy for women's, children's and adolescents' health and Sustainable Development Goals (SDG-3).

Good quality of services that are respectful and recognize the dignity and rights of all women, newborns and children is an essential and critical element of universal health coverage that itself underpins what we want to achieve under SDG-3. POCQI model has been developed by WHO-SEARO, WHO Collaborating Center for Newborns (AIIMS) and ASSIST and is supported by UNICEF, UNFPA, USAID and WHO as a collaborative movement in the South-East Asia Region. This dedicated website will serve as a collaborative learning platform for progressively building capacity of healthcare teams and other stakeholders and as a repository of knowledge in quality improvement as well as the

Website
www.pocqi.org



Resource Materials

- POCQI PPT
- Manuals for learning QI
- Video webinars explaining each step for doing a QI project
- Posters of QI projects
- Videos of QI projects
- Links to IHI/ISQUA
- Opportunities / News / Upcoming Events

Activity Log

- Report Projects
- Upload Videos
- Country Reports



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- QI Project Template

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Point of Care Continuous Quality Improvement

Ending Preventable Maternal, Newborn and Child Mortality

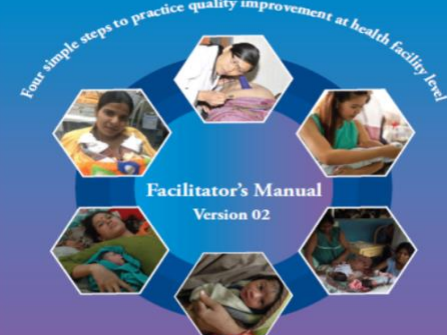
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Improving the Quality of Care for Mothers and Newborns in Health Facilities



POCQI: Point of Care Quality Improvement



Improving the Quality of Care for Mothers and Newborns in Health Facilities



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Regional Workshop for improving Hospital Care for Maternal & N

Quality improvement project template

STEP: 1 

Identifying a problem, forming a team and writing an aim statement

What problem do you want to solve?



Who should be on your team?

Member names and designation:

Team leader:

Recorder:

Date of first team meeting

What is your aim statement?



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Upcoming Events

Reduce maximum waiting time of preterm babies in ROP Clinic by 30% in 8 weeks at RP Centre, AIIMS, New Delhi

A QI Project

Dr Parijat Chandra
Additional Professor (Ophthalmology)
AIIMS, New Delhi



QI Webinars

The POCQI model of Quality Improvement is a simple step-wise approach to understanding the methodology. The integrated four step approach provides an overview of the process from the conception of a project to execution and sustenance. These webinars detail each of the four-step process in a lucid manner. Each step has been elaborated with routine clinical scenarios on how QI can be integral to optimizing the delivery of care.

Step I – Identification of problem ,prioritisation and writing Aim statement

<http://www.fedmin.com/AIIMS-PROJECT/QI/youtubes/view/1>

Step II A- Tools for Quality Improvement

<http://www.fedmin.com/AIIMS-PROJECT/QI/youtubes/view/6>

StepII B- Indicators for Quality Improvement

<http://www.fedmin.com/AIIMS-PROJECT/QI/youtubes/view/10>

Step III -Testing change ideas

<http://www.fedmin.com/AIIMS-PROJECT/QI/youtubes/view/8>

Step IV – Sustenance lessons learnt

<http://www.fedmin.com/AIIMS-PROJECT/QI/youtubes/view/9>

Success stories

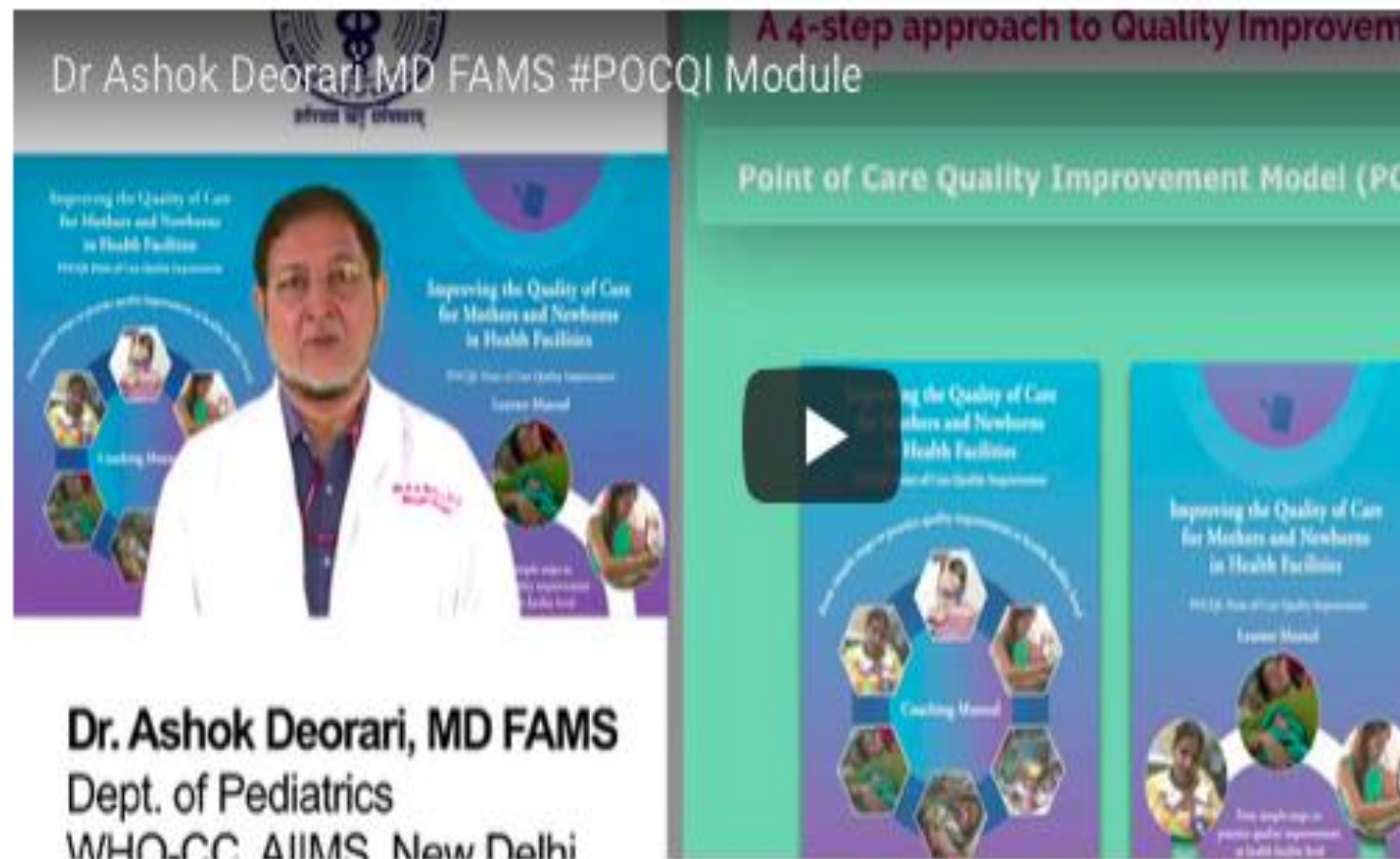
Early initiation of Breast Feeding (Calcutta)

<http://www.fedmin.com/AIIMS-PROJECT/QI/youtubes/view/7>

Early treatment at Triaging area (Calcutta)

<http://www.fedmin.com/AIIMS-PROJECT/QI/youtubes/view/5>

Introduction to #POCQI



Dr Ashok Deorari MD FAMS #POCQI Module

A 4-step approach to Quality Improvement

Point of Care Quality Improvement Model (POCQI)

Improving the Quality of Care for Mothers and Newborns in Health Facilities

Coaching Manual

Dr. Ashok Deorari, MD FAMS
Dept. of Pediatrics
WHOCC, AIIMS, New Delhi



MYANMAR

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Upcoming Events

Team Myanmar started its QI journey in 2016 following the “Regional Workshop for Improving Quality of Hospital Care for Maternal and Newborn Health, 10-13 May 2016, New Delhi”. This team has been one of the most enthusiastic with equal inputs from obstetricians , neonatologists and health administrators. They have made QI a culture in some of the neonatal divisions completing one project after another.

The team came for the second Regional Workshop for Improving Quality of Hospital Care for Maternal and Newborn Health, 6-8 Feb 2017, New Delhi, India, where the concepts were refreshed and they were trained to be the facilitators, trainers and champions of QI teams in their work environments.

The first successful QI project was done on implementation for immediate newborn care according to ENC guideline in the Neonatal Unit, Taunggyi in June and July, 2016 following which Immediate Skin to Skin Contact is now



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[Upcoming Events](#)



Hospital	Project
1. DeZoysa	To increase the proportion of mother delivering low risk who are able to establish breastfeeding within 24hrs of delivery
2. Kalutara	To provide EBM to babies when stable for feeding 10ml/kg/d
3. A'Pura	Establishing skin to skin contact
4. Dickoya	Increase duration of KMC
5. Castle Street	To reduce readmissions due to infected episiotomy
6. Mahamodra	Improve hand washing compliance before examination of neonate in the NICU

VIRTUAL TOOL FOR LEARNING QUALITY IMPROVEMENT

WORBOOK.POCQI.ORG



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Point of Care Quality Improvement

SIGN UP TO CONTINUE

Aparna

Last Name*

Please enter a lastname

kaparnasharma@gmail.com



Phone No

Password

Please enter a password

Register

Cancel

Improving the Quality of Care for Mothers and Newborns in Health Facilities



Point of Care Quality Improvement

Click on this button to proceed to 4 steps of care



Learn the 4 steps of care

Acknowledgement

Background

FAQs

Get Certificate

Click on the above buttons to get more information

For support send an email to assist-info@urc-chs.com

The Four Steps of Quality Improvement

[Logout](#)

Step 1

Identifying the problem, forming a team and writing an aim statement

Step 2

Analysing the problem and measuring the quality of care



Step 3

Developing and testing changes



Step 4

Sustaining improvement



Case Scenario Summary



Test Yourself and Get Certificate



Note: Complete each step to unlock the next step.

For support send an email to assist-info@urc-chs.com

Certificate of Participation

This is to certify that

Aparna sharma

has successfully completed the course

“Point of Care Quality Improvement”



Date : December 25, 2017



Dr Ashok Deorari
Head of Department
Neonatology & Paediatrics, AIIMS



Dr Nigel Livesley
Regional Director
USAID ASSIST Project

Website
www.pocqi.org



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- ✓ Knowledge products
- ✓ Learning from shared experiences
- ✓ Not just national but regional platform for QI
- ✓ Provides a platform for wider dissemination

Your Story Inspires ten others...

Let Us know, share and learn from each other

Use the website ..

Share your feedback and suggestions

Thank You

Over to the moderator, Dr Sonali

“Regional Learning Platform for Collaborative Learning”

Dr. Sonali Vaid

Moderator

WHO COLLABORATING CENTER FOR
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Department of Pediatrics, AIIMS, New Delhi, India



Next Steps

- ❑ Hospital teams **to continue QI work and document** well so that they could share on this platform
- ❑ Get your **POCQI certificate** (workbook.pocqi.org): Good opportunity for refresher training as well as for the first time
- ❑ Next topical webinar will be on **Thursday, 31st May**
 - ❑ POCQI STEP 1 - Identifying a problem, forming a team and writing an aim statement.
- ❑ Monthly webinars for Hospital teams to share QI projects: **Wednesday, 13th June 2018**
- ❑ Coaching Network: Continue virtual coaching

Q&A

- Please **use the chat box** to:
 - ✓ Ask questions
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Feedback: How do you feel? (Polling)

☐ I am ready to share my teams quality improvement work in the next webinar



☐ I want to start quality improvement



☐ I need help in doing quality improvement



☐ I am not sure what to do next!



Together for better care!

- ✓ Build the **movement** for quality improvement across the Region.
- ✓ Exciting people to engage in change and transformation of work culture.
- ✓ Better healthcare is only possible when **frontline staff, patients and communities get together!**



Thank you for your participation!

Contact: ontopaiims@gmail.com

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