

11th October, 2017



.....sharing healthcare best practices

SQHN/Medic West Africa Conference

Theme:Excellent Care for All

Landmark Event Centre, Lagos



CONFERENCE PROGRAMME

TIME	TOPIC	SPEAKER/FACILITATOR
08:30 – 09:30am	Registration	SQHN
Welcome Remarks		
09:35 – 09:45am	<ul style="list-style-type: none"> About the Society 	Dr. Abayomi Sule Secretary SQHN, Nigeria
09:45 – 09:55am	<ul style="list-style-type: none"> Opening Remarks 	Dr. Wole Abiodun – Wright, President SQHN, Nigeria
09:55 – 10:05am	<ul style="list-style-type: none"> Chairman’s Remarks 	Dr. Olaokun Soyinka Project Director Independent Verification Agent Saving One Million Lives
10:05 – 10:20am	<ul style="list-style-type: none"> Sensitization to Hospital Accreditation in Nigeria 	Dr. Olawumi Oluborode Executive Manager, SQHN, Nigeria
Session 1		
10:30 – 11:00am	<ul style="list-style-type: none"> Using Evidence based medicine to ensure quality 	Prof. Bosede Afolabi Associate Professor/Consultant Obstetrician & Gynecologist, College of Medicine, Unilag
Session II		
11:00 – 11:30am	<ul style="list-style-type: none"> Excellent Care for All 	Dr. Rajesh Patel Head of Benefit & Risk Department Board of Healthcare Funders, South Africa
11:30 – 11:50am	Coffee Break	
Session III		
11:55 – 12:25pm	<ul style="list-style-type: none"> Triple Aim 	Dr Ajibike Oyewumi Clinical Director, Lagoon Hospitals
Session IV		
12:25 – 12:55pm	<ul style="list-style-type: none"> Role of Ethics in Healthcare Quality 	Bar. Nkem Agboti Founder, Amber Solicitors, Lagos
Interactive Panel Discussion: Pulling It All Together: Driving Healthcare Quality into the Future		
01:00 – 2:30pm	<p>Moderator Dr. Ngozi Onyia, SQHN Board/MD Paelon Memorial Clinic, Lagos</p> <p>Panelists:</p> <ul style="list-style-type: none"> Mrs. Njide Ndili, Country Director, Pharmaccess Nigeria Driving quality into the future Dr. Olayiwola Mudashir Bello, Medical Director, Subol Hospital, Lagos The role of primary healthcare in driving Quality into the future Mrs. Clare Omatseye, MD, JNC International Ltd., Driving healthcare quality into the future With use of medical equipment Mrs. Theresa Oduwole, Health Service Manager, lifeline Children’s Hospital, Role of nurses in driving healthcare quality into the future Mr Obinnia Abajue., CEO Hygeia Nigeria Ltd. Universal Health Coverage Mr. Owolabi Paul Lawal, Chairman/CEO Opal Investments Ltd. Your role as recipient of healthcare service in driving healthcare quality into the future 	



14:30 – 15:00pm	Coffee Break
15:00 – 16:00pm	SQHN AGM

CONFERENCE REPORT

The conference event consisted of a workshop and an Annual General Meeting. The workshop was open to members and non-members of the society while the AGM was exclusive to members of the society. The workshop had 100 participants while the AGM had 19 participants. The report of the AGM is detailed in the minutes prepared by the company secretary and available to members on request.

WORKSHOP OVERVIEW

The workshop had 12 local and international speakers from a wide variety of industries across the public and private sector: healthcare, banking, philanthropy, information technology, academia etc. We had 93 participants at the conference. 80 were financial participants who paid N5,000 each. We also had 13 non-financial persons at the conference who were invited as speakers or guests of the society.

The workshop was chaired by Dr. Wole Soyinka who gave his remarks after the President's opening remarks due to the bad traffic he encountered on his way to the program.

The workshop was moderated by Dr Emmanuel Nwauokwu and it was organized into 3 sections:

The first/introductory section had presentations from executives of the society namely:

1. Dr. Abiodun Wright, the President of the society who gave the opening remarks and welcome address. His address is reproduced on Page xx of this report.



2. Dr. Abayomi Sule, the secretary who provided overview of the society's achievements in the last one year. A few people that have attended SQHN training programs testified to the usefulness and knowledge gained from the certification courses.
 3. Dr 'Lawunmi Oluborode, the Executive Manager of the Society, spoke on Sensitization to Hospital Accreditation program. She defined what accreditation is including elements of a quality evaluation mechanism. She also stated the various steps of an accreditation process to include; Education, Baseline Assessment and Final survey while the survey process comprises of observation, interviews, audits and document review. She also mentioned what the benefits of accreditation are and she concluded her presentation by giving the participants an update on SQHN accreditation activities and encouraged everyone present to participate in the accreditation program
- The second session had key note presentations from 3 accomplished speakers notably:

Prof. Bosede Afolabi, Associate Professor/Consultant Obstetrician & Gynecologist, College of Medicine, Lagos State.

Use of Evidence Based Medicine to ensure quality

Highlights of her presentation included:

- a. Definition of Evidence Based Medicine (EBM), some words that come to mind when EBM is mentioned include Meta-analyses, Randomized Controlled Trials, Systematic Reviews and Research and the levels of evidence. She also gave clinical scenarios with the application of EBM
- b. Quality Improvement focuses on recurrent problems within systems of care. She also mentioned that EBM knowledge without Quality Improvement would lead to no progress. Components of Quality Improvement includes; Safe, Timely, Effective, Efficient, Equitable and Patient Centered. She went further to define these components.



- c. Techniques of Quality Improvement; merging what we know with how we should do it. Techniques include reminder systems, simplification of processes, structuring the processes and testing new interventions.

EBM can ensure quality by learning the best way to achieve individual patient outcomes than feeding them into health systems and health systems intervention research

Dr. Rajesh Patel, Head of Benefit & Risk Management, Board of Healthcare funders, South Africa

Excellent Care for all

Highlights of his presentation included:

- a. Global Context of healthcare. Failure to perform Millennium Development Goals (MDG) by most African countries and is not useful if healthcare delivery status-quo is maintained. Sustainable Development Goals (SDG) involves Universal Health Coverage, access to essential medicines and vaccines and health indicators being monitored. There is need for a mindset shift if we want to make improvements and achieve targets.
- b. Quality Health Systems ensures transparency & accountability by the Government, care giver and health institution. Healthcare service is delivered in the context of : regulatory environment, leadership & governance, people including care giver, process, technology, patient and family, community , social determinants of health and most importantly publication of results/performance at all levels.
- c. Health Governance Vs Clinical Governance. Health Governance deals with institutions and Government effect on health systems while clinical governance is about effect of health systems on individuals. Health Governance identifies health needs, provides health services/benefits, actions/intervention programs, Monitoring& Evaluation while Clinical Governance is a subcomponent of Health Governance.



- d. Statistics on prevalence of Hypertension and Diabetes in South Africa and essential vaccines as a component of SDG. Excellent care for all involves effective coverage and progress toward Universal coverage should be measured

Dr. Jibike Oyewunmi; Clinical Director Quality Improvement Unit, Lagoon Hospitals, Lagos.

Triple Aim of Healthcare- Improving the health and care of our people

Highlights of her presentation included the following:

- a. Introduction to reports by Institute of Medicine and reiterated the 6 aims of Health quality.
- b. Triple aim consists of three components namely; Reduced costs/Value & financial sustainability, Improve Patient Experience/Quality of Healthcare and Improved Population Health and these components are not independent of each other.
- c. Obstacles to Triple Aim and determinants of Healthcare were discussed but the change process includes; Identification of target population, definition of system aims and measures, development of a portfolio of project work that is sufficiently strong to move system level results and rapid testing and scale up that is adapted to local needs and conditions, harnessing a range of community determinants of health ,empower individuals and families, broaden the role and impact of primary care and to assure a seamless journey through the whole system of care.
- d. Population of concern must be specified, there must be an integrator who accepts the responsibilities for the three components of the Triple Aim for a specified population and the use of Cause and Effect ,Quality Improvement Tool.
- e. The primary drivers of improvement are will, ideas and execution.



Barr. Nkem Agboti, Founder of Amber Solicitors

Role of ethics in Healthcare Quality

Highlights of her presentation are as follows:

- a. The business of Medical Ethics as defined by Festus Emiri is to attempt to help doctors to quickly see the moral questions their treatment may throw up, and help all interested parties in the management of a patient to arrive at the best decision possible.
- b. Sources of ethical standards include; Case law, International Declarations of the World Medical Association, Learned writings & articles, Statue & Rules of Professional Conduct and Physician Oath.
- c. Key Ethical Pillars-beneficence/non-malfeasance and justice.

Dr. Ngozi Onyia, the Chairperson of the program committee of SQHN

Panel discussion

The panelists consisted of the following individuals:

1. Dr. LayiBello; Medical Director Subol Hospital, Lagos, Nigeria
2. Mrs. Clare Omatseye; MD JNC International Limited, Lagos, Nigeria
3. Mrs. Tunji Ashiru; COO, Interswitch Nigeria Limited, Lagos, Nigeria
4. Mr. Obinnia Abajue, CEO Hygeia Nigeria Limited Lagos, Nigeria
5. Mrs. Njide Ndili, Country Director, Pharmaccess, Nigeria
6. Mrs. Theresa Oduwole, Health service Manager, Lifeline Children Hospital, Lagos, Nigeria
7. Mr. Owolabi Lawal, Chairman & CEO Opal Investments Limited, Lagos, Nigeria



Highlights of the panel discussion included:

- a. Your role as a recipient of healthcare service in the delivery of healthcare quality
- b. The role of primary care in driving quality into the future
- c. Driving Healthcare quality into the future with medical equipment
- d. Universal health Coverage
- e. Driving Quality into the future
- f. The role of nurses in driving quality into future

The workshop was concluded at 3:00 pm.

Post Workshop survey indicated the following:

Training Effectiveness:

- 97% agree and strongly agree that conference would help their group improve safety
- 97% agree and strongly agree that the conference was an effective use of their time
- 75% agree and strongly agree that the conference was well organized.

Change in participant Confidence:

- 97% believe that their understanding of role of ethics in healthcare quality improved after the workshop
- 82% believe that their understanding of triple aim improved after the workshop
- 92% believe that their understanding of healthcare quality improved after the workshop
- 97% believe that their understanding of “role of evidence based medicine to improve quality” improved after the workshop.

Excellent Care for all (Dr. Rajesh Patel):

- 80% agree and strongly agree that he answered questions in complete and clear manner.
- 89% agree and strongly agree that he was knowledgeable about the topic.

Triple Aim (Dr. Ajibike Oyewunmi):

- 80% agree and strongly agree that she answered the questions in complete and clear manner
- 100% agree and strongly agree that she was knowledgeable about the topic.



Role of Ethics in Healthcare Quality (Bar. Nkem Agboti):

- 100% agree and strongly agree that he answered the questions in complete and clear manner
- 100% agree and strongly agree that he was knowledgeable about the topic.

Using Evidence Based Medicine to Ensure Quality (Prof. Bosede Afolabi):

- 94% agree and strongly agree that she answered the questions in complete and clear manner
- 94% agree and strongly agree that she was knowledgeable about the topic.

Following the workshop, all participants indicated vast improvements in their understanding of the topics that were considered and discussed by the presenters and panelists.

a. Notable recommendations from the members included:

- Include breakout sessions with an expert in each group
- Continue to involve non health workers and involve Government regulators
- More time for interactive sessions
- More frequent and impressive presentations
- Improve time management and start on time
- Conference is good value for money
- Improve on publicity
- Invite people from public sector
- Reduce fees by 50%
- Improve on logistics and registration

In conclusion, the conference was very well received by the participants and they found the program to be beneficial. The primary recommendations for improvement include better time management, provision of conference materials and participants should be encouraged to have a second chance of going through the presented slides for better understanding and improved practice.



Conference Overview in Pictures



Dr. E. Nwabouku - Conference MC



Dr. Y. Sule - SQHN Secretary



- Cross Section of Participants



Cross Section of Participants



Dr. O. Oluborode - SQHN, Exe. Manager



Cross Section of Participants



Prof. B. Afolabi giving her lecture



Cross Section of Participants



Cross Section of Participants



Bar. Nkem Agboti giving her Lecture



Question & Answer Time



Panelists - Moderated by Dr. N. Onyia



Conference Faculty



Cross Section of Participants