4th Annual Conference

Overview of SQHN Activities

July 18th 2013
Presented by Mrs. Njide Ndili, Secretary SQHN

About SQHN

Mission Statement

To lead, advocate and facilitate the continuous improvement of quality and safety in healthcare in Nigeria through Education, Collaboration, Training & Accreditation

Values

- Learning
- Collaboration
- Supportiveness
- World Class Standards
- Efficiency

History

- Registered in May 2006
- As a Not for Profit Organization
- Non Partisan and Non Governmental
- Multidisciplinary Involvement
- Governed by a Constitution
- Membership is open

Objectives of the Society

Objectives of SQHN

1. To promote the principles and practice of quality improvement and risk management in healthcare

2. To provider a national voice on quality improvement and risk management initiatives in healthcare

3. To facilitate opportunities for communication, cooperation, and exchange of ideas and experiences in healthcare quality

4. To facilitate training and continuing education in healthcare quality

5. To establish and maintain a support network for those actively involved in healthcare quality improvement and risk management

6. To promote professional ethics as they relate to practice of healthcare quality improvement and risk management

7. To develop and foster alliance with related national and international bodies

8. To organize seminars, workshops, lectures, publish journals, newsletters and other periodicals, as its contribution towards educating healthcare practitioners and the general public on the practice of quality healthcare

9. To exchange ideas and knowledge freely between and amongst members

10. To establish, visit or hire any centre or use any means of social communication in furtherance of its aims

11. To organize and operate mediums exclusively for the sustenance of healthcare quality which operations shall be charitable and humanitarian.

12. To become the local accreditation agency for Healthcare institutions in Nigeria

Affiliation

– SQHN is a corporate member of the international Society for Quality in Healthcare

  – ISQua, is a non-profit, independent organization with members in over 70 countries.

  – ISQua works to provide services to guide health professionals, providers, researchers, agencies, policy makers and consumers, to achieve excellence in healthcare delivery and to continuously improve the quality and safety of care.

  – ISQua is an accrediting body to organizations seeking to be healthcare accreditation agencies

Activities of the Society from inception to date

Capacity Building

- The Society organizes annual conferences, quarterly seminars and/or workshops

- Experienced speakers are invited to build capacity and share best practices amongst our members on selected healthcare topics
    - **1st Conference held November 24th 2009**
    - 1st seminar held February 11th and 12th 2010
    - **2nd Conference held July 6th 2010**
    - 1st Workshop held March 15th 2011
    - **3rd Conference held 13th and 14th October 2011**
    - 2nd Workshop held March 29th 2012
    - 3rd Workshop held September 6th 2012 in collaboration with West African Health

- Attendance has remained free or subsidized to ensure maximum attendance of healthcare professionals and workers

- The capacity building activities has been made possible by membership fees and sponsorship of member organizations

- The Society continues to need support for its activities

2009 Maiden Conference

Over 200 attendees including several representatives from

- Federal Ministry of Health
- National Health Insurance Scheme
- Public and private sector hospitals
- Organized private sector
- HMOs
- Medical students and public

**Prof. Stuart Whittaker
CEO COHSASA**

**Dr Dudley Wang
Regional Health
Manager
Shell E&P Africa**
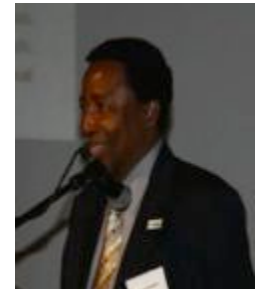
**Prof. Emmanuel
Otolorin
Country Director
JHPIEGO**

Nov 2009 Seminar

Patient Safety as Roadmap to Quality – Dr. A. Oyewunmi

1. How do you prevent latent failures which are errors waiting to occur and are associated with the healthcare system?

2. What are the principles, policies, practices and procedures for building a safe healthcare system?

3. Dissemination of the WHO 9 common medical error checklist.

Medical Waste Management – Engr (Mrs) O. A. Mokuolu

1. What do we do with Medical waste in our facilities?

2. Implications of Improper disposal to healthcare workers, patients and the environment.

3. How to avoid opportunistic infections in our facilities due to improper disposal.

4. Possible collaborate with LAWMA.

Feb 2010 Seminar

Human Factor Engineering and Patient Safety – Mr. C. Ente

1. What to do when patients insist on particular treatments?

2. How to stop unpredictable outcomes in patient care using a trigger list of possible error

3. What statistic on patient safety outcomes are available to the public?

4. How do we drive awareness concerning patient safety and quality in healthcare?

Introducing WHO Good Governance for Medicine Programme – Mr. Gbenga Olatunji

1. How do you determine adequate vs. excessive treatment in this new age of medicine?

2. How to ensure that medical personnel are aware of the best practices?

3. How to slowly begin to change the situations in the Nigerian Healthcare Systems?

4. How do we simplify the issue of quality and translating quality in healthcare issue?

July 2010 Conference

Key Speakers

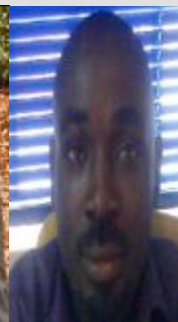| Mr. Chris Ente | Professor Folashade Ogunshola | Dr. Elizabeth Disu | Dr. Hasheem Saidu | Dr. Bosede Afolabi | Dr. Christoph Hamelmann |

Short Paper Speakers

| Professor Emmanuel Otolorin | Adeniji Olusegun | Dr. Shola Adeyemi | Dr. Nnamdi Nwogwugwu | Dr. Taiwo Sonoiki | Dr. Richard Ajayi |

March 2011 Workshop

Patient Safety Culture

The Theme of the Workshop was Patient Safety Culture and it was facilitated by Mr. Stephen Powell, who is the Principal and Managing Partner of the Healthcare Team Training Ltd, Atlanta, USA.

Over 60 people attended the Workshop and the attendance cut across stakeholders in the Healthcare Industry including medical practitioners, nurses, pharmacists, clinicians, laboratory technicians, Hospital and Healthcare personnel, researchers, students and members of the society. It was an avenue for learning and sharing of issues pertaining to healthcare quality in Nigeria.

Visitation to FMOH

- On February 28th 2012, the board members of SQHN visited the Hon. Minister of State for Health, Dr Muhammad Pate in Abuja

- We deliberated and resolved the following:-

  - Facilitate Safecare initiative to work with FMOH to shape the journey for Quality improvement in government hospitals

  - Participate in Ministerial task-force for Standards & Clinical Governance

  - Collaborate on select SQHN conferences

  - **Establish an Institute of Healthcare Quality**

March Workshop and Sept 2012 CME

Poster Accepted at ISQUA

- Poster "*Building up the quality Mind set in the Nigerian Healthcare Sector*" presented at ISQua conference October 21st - 24th 2012 in Geneva.

- Categorized in a new for "transitional and developing countries" with several presentations from other African countries.

- Over 1200 people from 70 countries attended, including 4 NHIS staff who attended with keen interest for accreditation information.

Immediate Outcomes

- SQHN invited to ISQua regional meeting with board members and other regional representatives

- Initiated follow up call where ISQua committed to:

  – Send relevant documents on ISQua International Accreditation Programme for SQHN use

  – Invite two SQHN representatives to attend meeting in Accra, Ghana on the 4th & 5th of February 2013.

  – Accept invitation for one of ISQua Board member or senior staff member to speak at our next conference Conference in March 2013

  – Explore how to make the ISQua Education Programme at http://www.isqua.org/education/isqua-education available to SQHN members

  – Facilitate access to ISQua journals

  – To offer assistance in our quest to institutionalize our activities

Feb 2013 Stakeholders meeting

Objectives

- To review the current mission and objectives of the Society to ensure that we have a well articulated strategy for the next five years

- To identify the key activities/programs that the Society will support/ undertake, specifically to consider:

  - Set up of Quality Institute

  - Accreditation activities

- To ensure collaboration and active participation by all relevant stakeholders

- To ensure that the Society has the right level of resources to support its activities going forward

- To ensure that we have a financially and operationally viable Society going forward

JLN in Bangkok, Thailand April 2013

- The Joint Learning Network (JLN) for Universal Health Coverage has15 member countries and focuses on Accreditation as part of the work of its Quality track.

- SQHN was invited to make a presentation during the Bangkok workshop organised by IHI

- Represented by Dr. Tayo Bello, SQHN Board Member

- Interest around SQHN during the workshop due to it non governmental and not for profit status

Accreditation

- The Society continues to strongly advocate accreditation as a means to quality improvement.

- In 2009, the Society signed an agency agreement with COHSASA (Council for Health Service Accreditation of Southern Africa) to promote accreditation of healthcare facilities in Nigeria.

- The Society subsequently facilitated the collaboration between JCI, COHSASA & PharmAccess to form Safe Care, an accreditation platform for small & medium sized healthcare providers in resource poor settings.

- Safe Care has been introduced to several clinics in Nigeria as a step towards the accreditation process.

- The Society aims to create more awareness about benefits of accreditation through its seminars and conferences

SQHN Website

SQHN maintains a website (www.sqhn.org) to facilitate the following:

- Update its members with vital information about its activities and upcoming events. Detailed reports of all seminars and conferenced are available on the website.

- A resource for approved articles and publications to be shared

- A communication medium for its members to receive feedback on on-going research papers and ideas

- Repository for medical guideline and medical Standard Operating Procedures

- International presence to enable collaboration with other Societies

Upcoming July 18th 2013 Conference

SQHN will be hosting its 4th Annual conference on July 18th 2013, speakers include:

- Deputy CEO of ISQua, Triona Fortune

- Director of Healthcare Programmes GE Africa, Ms Janeen Uzzell

- Leadership of Medical and Dental Council of Nigeria (MDCN), Nigerian Medical Association(NMA) and Association of General and Private Medical Practitioners of Nigeria (AGPMPN)

- Representative of Hospitals in Nigeria who have gone through accreditation, including Lagoon Hospital, Reddington Hospital and Obio Clinic, a Shell supported hospital in the Niger Delta amongst others

Launch of Quality Fellowship Programme

SQHN during its 4th Annual conference on July 18th 2013 will launch the ISQua Fellowship programme in Nigeria

- Marketing of the Fellowship programme has commenced via SQHN website

- Learner-led programme, tailored to suit the needs of each Fellowship candidate through educational activities, publications, teaching, research, conference attendance and participation

- Three programme levels with different admission criteria
  - Fellowship
  - Associate Fellowship
  - Certificate of Achievement

- An expedited approach for SQHN to cultivate local "Quality Ambassadors" in Nigeria

Membership

SQHN Membership

- **Student**
  - Any undergraduate interested in or working in the field of quality improvement or safety in healthcare.
  - N1,000 annual student membership fee
- **Individual**
  - Any person interested in or working in the field of quality improvement or safety in healthcare.
  - N5,000 annual membership fee
- **Hospitals and NGOs**
  - Any hospital and non governmental organisation also interested in collaborating to improve healthcare quality
  - N20,000 annual membership
- **Corporate Membership**
  - Any institution or society interested in or working in the field of quality improvement or risk management in healthcare
  - N100,000 annual corporate membership fee

Payments and donations are accepted via the payment portal on the website.

Membership Benefits

1. Discounted attendance at workshops and conferences on relevant topical issues to be delivered by experts.

    - SQHN now an approved CPD provider by Medical & Dental Council of Nigeria (MDCN)
    - CPD points awarded for attendance

2. Facilitate registration with the International Society for Quality in Healthcare (ISQua)

3. Sign up on mailing list for published articles and publications on Healthcare quality

4. Assistance with accreditation processes and tools for hospitals interested in accreditation

5. Forum for networking with like minded professionals e.g. assigned member login on SQHN website, post or comment on posted articles etc

6. Members receive a certificate upon registration

Strategic Plans

5 year strategic plan activities

- **Current developing and refining its strategic plans including:**

    - Engaging Healthcare Consultants to understand the current healthcare quality and accreditation landscape, both locally and internationally

    - Planned strategy meeting with ISQua Deputy CEO on July 17th to review and brainstorm on our draft plans

    - Prioritising our area of focus including:

        - Training/Capacity Building for Quality Improvement

        - Formulating/adopting Clinical Guidelines

        - Undertaking Clinical Quality Monitoring & Reporting

        - Undertaking Clinical Audits

        - Working with models for Quality Improvement

        - Facilitating platform for Quality Accreditation

    - Determining funding requirements to support and institutionalize SQHN activities

Q & A