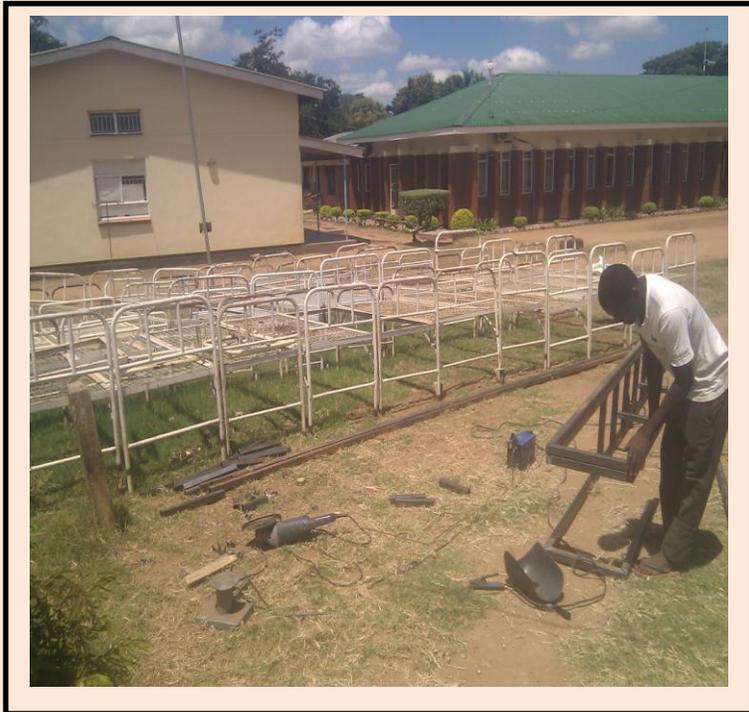


MWANZA DHO, 5S-KAIZEN-TQM

Newsletter Vol. 3

April to June 2015 Period, Mwanza District Hospital, Malawi.

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Comments: At least 30 damaged beds were identified by the DHMT/QIST through the implementation of a small Kaizen. Mean while, these beds have been repaired and painted and they will be distributed for use in various departments and H/Cs. This will ease the problem of some patients sleeping on the floor due to bed inadequacy.



“The filling system has significantly improved in the Pharmacy, and record keeping of medical supplies is now done in a more organised manner. As a result, our reporting rate has improved, and we are now able to systematically monitor the stock levels and order drugs from CMST on time.”

Mr Nyirongo, (Mwanza Pharmacy Technician).

Title of the Activity:

DHMT/QIST/WIT Feedback Report and Departmental Small Kaizen

Report of Activity: The DHMT/QIST/WIT and MoH/ JICA recently conducted a joint supportive Supervision activity at MDH. The picture on the left shows members of staff during a feedback session after the supervision. The other picture shows a small kaizen activity of the beautiful hospital surrounding done by ground staff. The supervision was done in the morning hours and covered eight departments. **A feedback session for the DHMT, QIST/ WIT in-charges followed**



in the afternoon. Among other issues, participants discussed the progress of 5S Kaizen, TQM activities as well as areas for improvement. Three departments i.e Paediatrics, Laboratory and Administration were upgraded to start small Kaizens because they have demonstrated improvements for some time now. Another key finding was that the hospital has scored excellent marks in terms of Leadership.



Comment:

“In the past, there was a general outcry from our patients that we were taking too long to serve them. After implementing the small Kaizen, dispensing of drugs has now become easier since all the drugs are pre-packed and stored in labelled containers. This helps our team to dispense all the prescribed drugs within a short time.” *Mr Nyirongo (Mwanza Pharmacy Technician).*