

## 2nd International Quality Forum, Heidelberg, Germany, July 2015

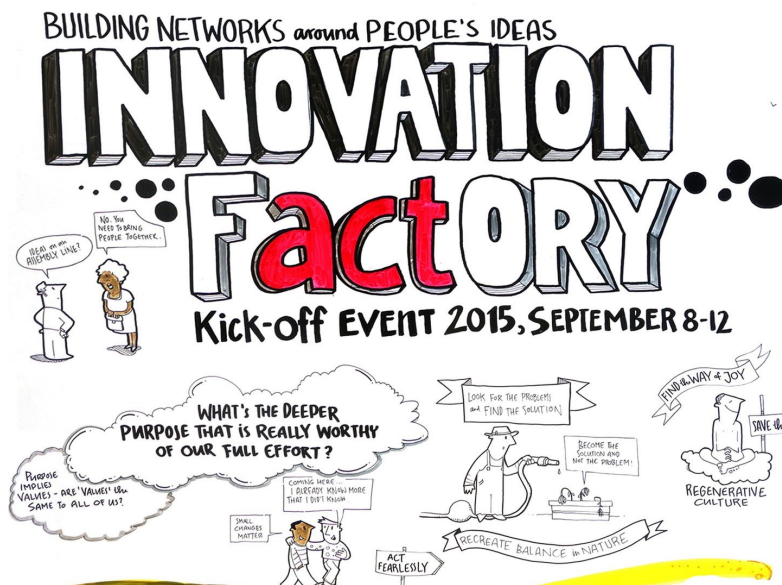
On 2 and 3 July 2015, evaplan, the AQUA Institute and the Institute of Public Health at Heidelberg University organised the 2nd International Quality Forum with support from the Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH. Over 85 participants discussed five aspects essential in understanding the relationship between Quality Improvement (QI) and health system strengthening (HSS): 1. disease outbreaks - with focus on Ebola; 2. QI in post-conflict settings; 3. patient safety, 4. accreditation, and 5. the linkages of QI mechanisms within facilities and health systems.

Key note speeches by high level QI experts included contributions by Dr. Agnès Leotsakos (WHO), Dr. Cornelius Oepen (EU), M. Rashad Massoud (URC-USAID), Dr Charles Shaw, Maureen Nafula (IHPMR), Prof. Joachim Szecsenyi (AQUA) and Prof. Michael Marx (evaplan), followed by working groups and plenary discussions. In a wrap-up sessions, Dr. Sylvia Sax organised the groups' thoughts directed towards the Forum's main question: 'Where is the evidence?'

Presentations and pictures can be found on : [www.qi-forum.org](http://www.qi-forum.org)

evaplan and its partners will deepen the reflection on these themes at the [Salzburg Global Seminar](#) dedicated to "Better Health Care: How do we learn about improvement?" that will take place from 10-15 July 2016.

## Innovation Factory - a space for thinking outside the box



September 2015 saw the kick-off for the new global initiative, the '[Innovation Factory](#)', commissioned by the Federal Ministry for Economic Cooperation and Development (BMZ) and implemented by GIZ. The global partnership provides space for practitioners of international cooperation for developing innovative ideas in 9 countries and three thematic fields: eHealth, ICT for agriculture and future4nature.

evaplan is supporting the innovation factory in setting up, nurturing and advising

the eHealth country units. Recognizing that information and communication technologies (ICT) have tremendous potential to support health systems in delivering equal access to quality services, the innovation factory will provide a creative space for the sharing of experiences and coming up with new

ideas to make use of this potential in local health systems. Clustered into self-steered country units professionals from Kenya, Germany, Tanzania and Cameroon will, supported by an internet based collaborative platform, gather to develop innovative solutions to local challenges such as maternal and newborn child health.

Country units are currently in the process of formation and we are excited to see the innovation factory becoming a reality.

## Assuring service quality for survivors of gender based violence in Congo

Over decades political crises and armed conflicts have affected social, economic and political systems in the Democratic Republic of Congo (DRC). In South-Kivu, one major repercussion is a dramatic prevalence of Sexual Gender Based Violence (SGBV).

In collaboration with national authorities, international organisations and NGOs, the World Bank has financed a project to strengthen and consolidate multi-sectoral government management and coordination of organisations involved in providing psychosocial, legal and economic reintegration services for SGBV survivors. Evidently, there is a need for ensuring that services delivered are of high quality.

In order to design a tool to accredit, monitor and evaluate the work of these organizations, evaplan and AQUA Institute have supported Health Focus in the development of adapted and validated indicators and instruments to assess the quality of service provision. A workshop was organised in Bukavu with over 20 professionals and decision makers. The result is a framework with 119 indicators that will be assessed by multi-perspective instruments in an auto-evaluation and audit phase.

## Experience-sharing workshop Integrated Quality Management Kisumu, Kenya, September 2015

A project, supporting the Kenyan Ministry of Health in ensuring access of all Kenyans to the highest attainable standards of health that awarded to evaplan and AQUA Institute by the GIZ, came to a close in September 2015.

At facility level, the intervention allowed 10 selected health centres and regional hospitals to be supported in the implementation of quality management initiatives in line with the Kenya Quality Model for Health (KQMH). Over the course of the project, evaplan and AQUA together with Kenyan stakeholders developed a set of indicators to monitor improvement in quality of health services, in particular but not restricted to maternal and child health; these can be visualised in the VISOTOOL ©, a benchmarking software.

The experience-sharing workshop was attended by Maureen Nafula, Director of the Institute for Health Policy Management and Research (IHPMR), Prof. Michael Marx (evaplan), as well as representatives of the selected health facilities for the component. All participants reported successes in terms of better outcomes in both net improvement in terms of single indicators and entire dimensions.

A strong wish to pursue the good work and to further improve the results achieved was communicated to and welcomed by GIZ.

32nd ISQua  
International  
Conference  
Doha, Qatar,  
October 2015

evaplan and the AQUA Institute, represented by Prof. Michael Marx, submitted and successfully presented four papers at the annual conference of the International Society for Quality in Health Care (ISQua). Beyond a methodological poster presenting the evidence-based approach developed on the grounds of the European Practice Assessment (EPA) and adapted to various international contexts as the GAIN Quality approach, results from implementation conducted in Algeria in the realm of an EU project, Kenya and Tanzania within GIZ projects were elaborated upon. The 800 participants-strong international conference was an ideal platform to discuss and deepen questions revolving around the development of a methodology and the collection of evidence during Quality Improvement (QI) interventions in Low and Middle Income Country (LMIC) settings.

For more information on ISQua and/or to access the abstracts and presentations:

<http://isqua.multilearning.com>

## Impressions from Tanzania



In our previous newsletter we reported on the collaboration with civil society organisations (CSOs) in Mtwara Region in Southern Tanzania ([newsletter summer 2015](#)).

In the light of young peoples' vulnerability to risks related to sexual and reproductive health and rights (SRHR) and continued poor access to respective information and services, within this project, we aim to strengthen the capacity of CSOs for the promotion of healthy life styles of young people. Above are some visual impressions showing the progress the CSOs made in improving access for people living with disabilities, creating active youth clubs and generating income for their livelihood.

## Latest Publications

[Goetz et al. Working Atmosphere and Job Satisfaction of Health Care Staff in Kenya: An Exploratory Study. BioMed Research International. Volume 2015, Article ID 256205, 7 pages.](#)

[Goetz et al. Does a quality management system improve quality in primary care practices in Switzerland? A longitudinal study. BMJ Open 2015;5:e007443. doi:10.1136/bmjopen-2014-007443](#)