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LESSONS FROM IMPROVING QUALITY OF CARE DURING COVID-19

WEBINAR SERIES

October 2020-March 2021

LEARN MORE & REGISTER: bit.ly/LessonRegister

WATCH LIVE: bit.ly/QoCLive

JOIN the Community of Practice: bit.ly/JoinCoP



Quality, Equity, Dignity

A Network for Improving Quality of Care
for Maternal, Newborn and Child Health



World Health
Organization

OBJECTIVES OF THIS SERIES

Share **examples of quality improvement initiatives that have adapted** to respond to the challenges of providing quality maternal, newborn and child health care during the pandemic.

LESSON#2 FROM IMPROVING QUALITY CARE DURING COVID-19: ADAPT AND INNOVATE TO SUPPORT QI TEAMS IN INDIA AND BANGLADESH

WEBINAR - THURSDAY 10 DECEMBER 2020 AT 10 AM GMT, 3.30PM IST

REGISTER and add to your calendar: bit.ly/LessonRegister
WATCH LIVE on Youtube: bit.ly/QoCLive
REQUEST to join the Quality of Care community of practice:
bit.ly/JoinCoP

This webinar will share two examples from India and Bangladesh, where quality improvement initiatives for maternal and newborn care looked for opportunities to continue their work during COVID-19.

In **India**, the Nationwide Quality of Care Network leveraged technology to build health workers' capacity during the pandemic, and brought together a broad partnership to create a digitized learning network.

In **Bangladesh**, quality improvement teams built on their experience during COVID-19 to expand their work to pediatric care, and care for small and sick newborns.

Speakers:

- Dr. Rajesh Mehta, Regional Adviser - Newborn, Child and Adolescent Health, World Health Organization
- Dr. Deepti Agrawal, National Professional Officer, World Health Organization, New Delhi office
- Dr. Vikram Datta, President, Nationwide Quality of Care Network India
- Dr. Samiha Kaisar, District Coach, National Institute of Preventive and Social Medicine (NIPSOM) Bangladesh

This is the second webinar in the 'Lessons from improving quality of care during COVID19' series, organized by the Network for Improving Quality of Care for Maternal, Newborn and Child Health and the World Health Organization.

See the whole series and register: bit.ly/LessonsSeries



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Quality, Equity, Dignity
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for Maternal, Newborn and Child Health



World Health
Organization

Regional Approach- Setting the stage



Dr. Rajesh Mehta

Regional Adviser for Newborn, Child and Adolescent Health
World Health Organization Regional Office for South East Asia

LESSON #2: Adapt and innovate to support QI teams in India and Bangladesh

Experiences from India

- **Dr. Deepti Agrawal**, National Professional Officer, World Health Organization Country Office India
- **Dr. Vikram Datta**, President of the Nationwide Quality of Care Network India

Experiences from Bangladesh

- **Dr. Md. Ziaul Matin**, Health Manager (MNCAH), Health Section UNICEF Bangladesh
- **Dr. Samiha Kaiser**, District coach, National Institute of Preventive and Social Medicine (NIPSOM) Bangladesh

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Quality, Equity, Dignity
A Network for Improving Quality of Care
for Maternal, Newborn and Child Health



World Health Organization

Experience from India

Introduction:

Dr. Deepti Agrawal

National Professional Officer, World Health
Organization Country Office India

Presentation by:

Dr. Vikram Datta

President of the Nationwide Quality of Care Network
India





INNOVATIONS IN SUPPORTING QI AT LEARNING SITES

Vikram Datta, MD, DNB, FNNF, Fellowship (Epidemiology ,WHO)

Director Professor

Department of Neonatology,

Lady Hardinge Medical College, New Delhi.

&

President, NQOCN, India

drvikramdatta@gmail.com

www.nqocncop.org, www.nqocn.org

NQOCN 2017-2020: At a Glance

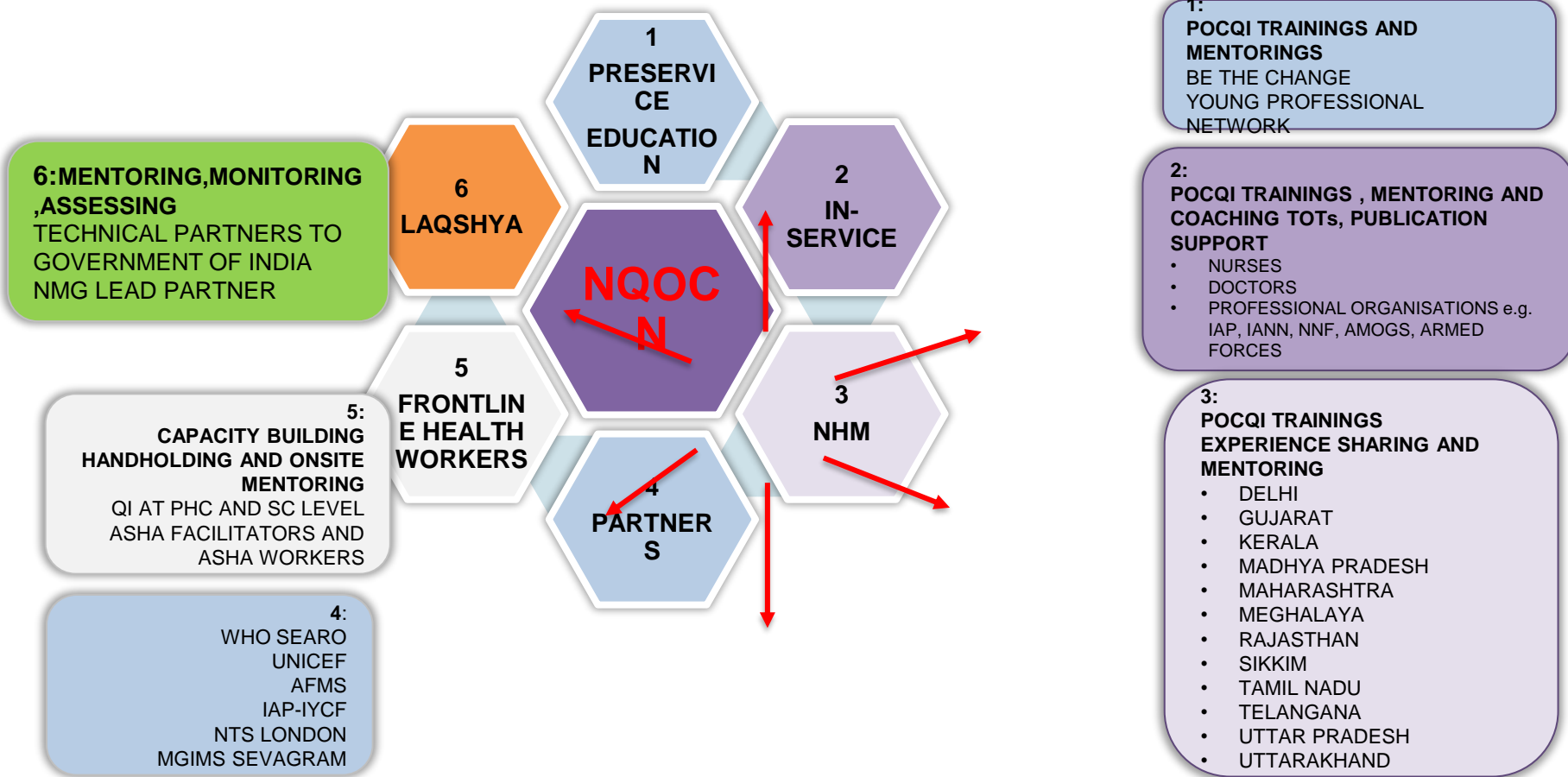


* Estimated Figures

Till Oct. 2020



Pre Covid-19: Areas of Operations



COVID-19 PANDEMIC

Declaration of Pandemic
(11th March)
National Lockdown
(24th March)

MARCH -APRIL

*QI Teams occupied with
COVID duties*

MAY-JUNE

- Survey of mentors and facilities

JULY -AUGUST

CREATIVITY is the thinking of
something new.



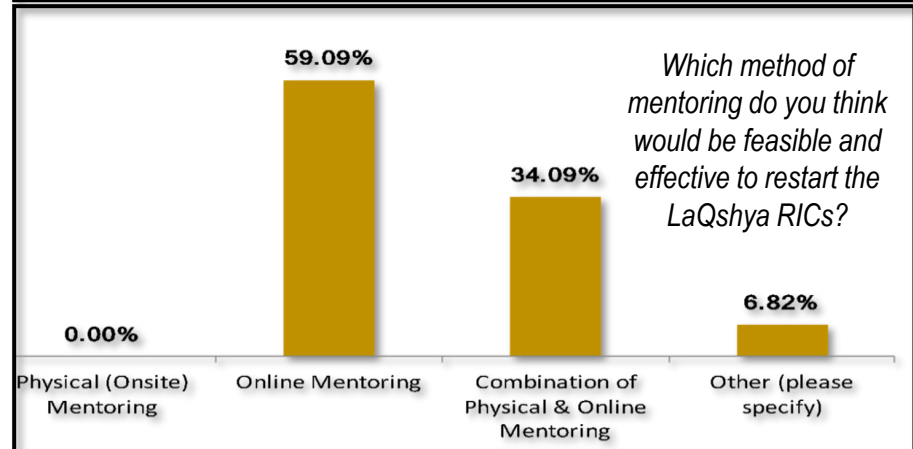
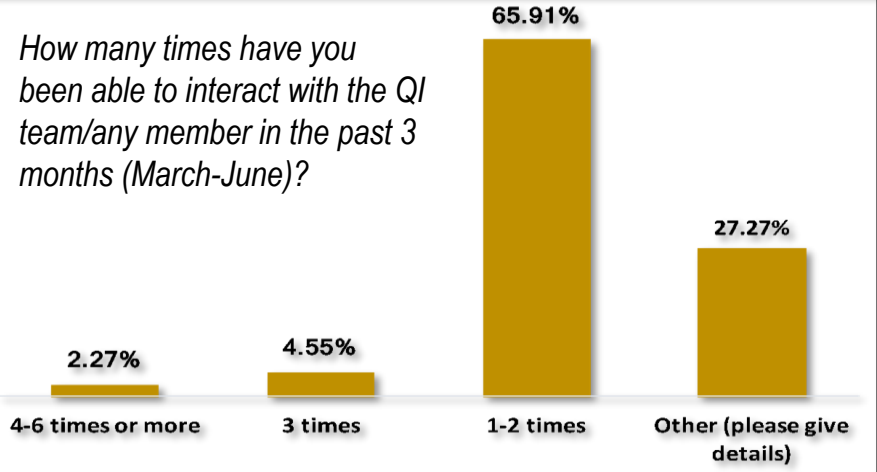
INNOVATION is implementation of
something new

Situational Analysis of participating QI facilities(March- June 2020)

65% : Difficulty in interacting with QI team

90% : Virtual communication

>60% :Online mentoring is the future



COVID-19 PANDEMIC



- Webinars (3)
- Online Survey of mentors and facilities

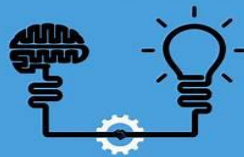
- **Conceptualization** of a digital COP (dCOP)
- **Development** of Charter
- **Online platform & website** creation.
- **Inauguration of dCOP: 22nd Aug**

MARCH -APRIL

MAY-JUNE

JULY -AUGUST

CREATIVITY is the thinking of something new.



INNOVATION is implementation of something new

Launch of Virtual POCQI Community of Practice

22nd Aug 2020



World Health Organization

Supported by:



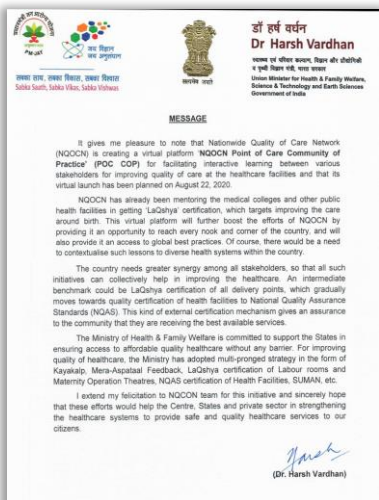
**Inaugural Talk: Prof. VK Paul
(Member, NITI AAYOG, GOI)**



**Launch of COP
website
www.nqocncop.org**



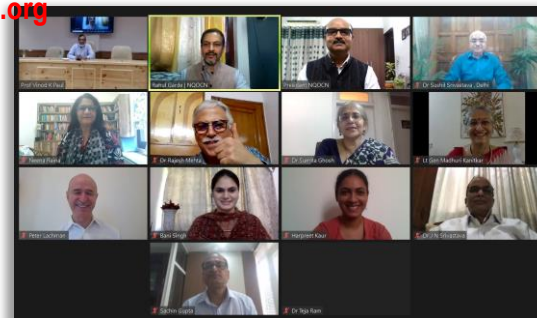
**Expert session on QI by ISQua
CEO**



**Letter of Appreciation
from Hon'ble Union
Minister of Health & FW,
Govt. of India**



Call to join the POCQI COP



Dignitaries from Partner Agencies

The Shift: POCQI Learning Methodology

(Pre-COVID)



(During COVID)

Onsite POCQI



ePOCQI & Self-paced POCQI online course on LMS

Latest

This is where you'll see which topics are in news:



Point of Care Quality Improvement : Online Learning Module

Point of Care Quality Improvement : Online Learning Module

Published on: Jul 21, 2020

Duration: 2h 28m ☆ 0.0

Number of modules: 3

Author: Viswesvara Gupta

Source: Others

Course Description

Point of Care Quality Improvement : Online Learning Module

My Courses

These are the learning activities you've started:

View Course



E-POCQI Workshop
Follow-up Session ONE
on 18th October 2020 (Sunday)

FOLLOW-UP ACTION AREAS:

Implementation of the QI project template

Discussions on the reasons and roadblocks (if any) for non-initiation

Discussion on any additional assistance - if required

Short presentations from participants regarding progress of QI project

74 QI projects

30 Mentors

20 Breakout rooms

POINT OF CARE QUALITY IMPROVEMENT

Shift : Mentoring Technique

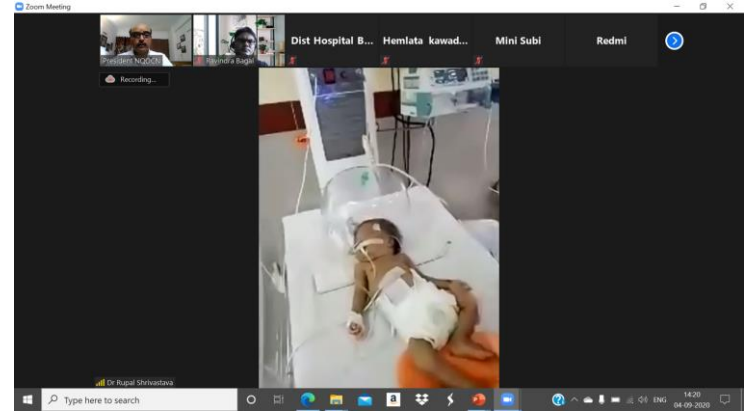
(Pre-COVID)

On-site QI mentoring



(During COVID)

Online Clinical & QI Mentoring : 7 Districts of MP



Shift: Capacity Building Technique

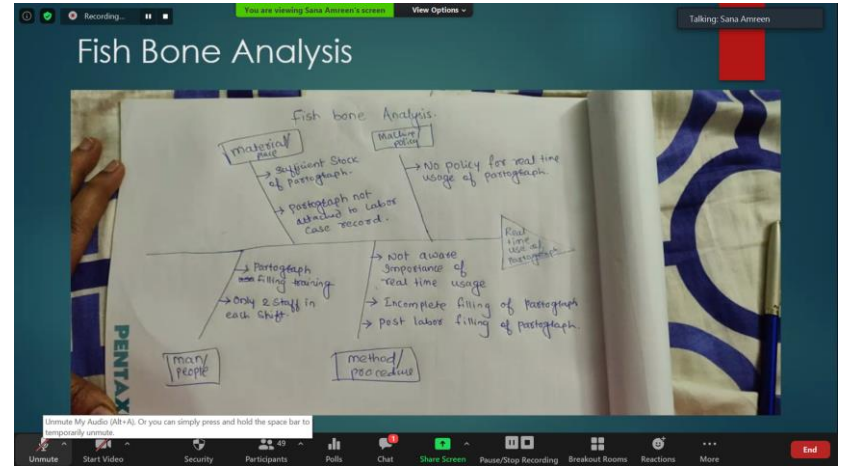
(Pre-COVID)

Capacity Building Activities



(During COVID)

Online Capacity Building – Webinars/Workshops



NQOCN **URC**
ONLINE MENTORING OF QI TEAMS
TIPS FOR MENTORS
An exclusive Webinar for NQOCN National & State QI Coaches
7th July 2020 at 8 pm IST
By: Dr Nigel Livesley, Regional Director URC LLC, USA
Join Live on YouTube - <https://youtu.be/erCbUc7t8g0>

NQOCN **COMMUNITY OF PRACTICE SESSION**
NOVEMBER 2020
NQOCN PCOAI COP is delighted to invite you for an online interactive session on:
"USING QUALITY IMPROVEMENT APPROACHES TO ADVANCE HEALTH AND HEALTH CARE"
November 23, 2020 @ 7:30 pm IST
To Join us - Pre-Register at <https://bit.ly/3zD1d4>
Dr. Uma Nataraj
Professor of Pediatrics Obstetrics & Gynecology, University of Cincinnati, USA
Senior Fellow, Institute for Healthcare Improvement, Carnegie Foundation
To know more about the session www.nqocncop.org

Shift : Experience Sharing Technique

(Pre-COVID)



(During COVID)

Experience Sharing Workshops



Online Experience Sharing



Presents



'KNOW YOUR PARTNER'

Session-I

Focused Partner '3M, India'
12th SEPTEMBER, 2020
at 6 pm IST

Joining Link: <https://bit.ly/2ZgTv1g>



Dr. Vikram Guduri,
Asia Scientific Affairs and
Education Leader,
3M Medical Solutions Division

Special Focus: Initiatives by 3M for

- Patient Safety
- Healthcare Worker Safety
- Infection Control Practices
- Interactive Q&A Session with Dr. Vikram Guduri



NQOCN Welcomes you

KNOW YOUR PARTNER SESSION with

Our speaker for today: Dr. Kieran Walsh

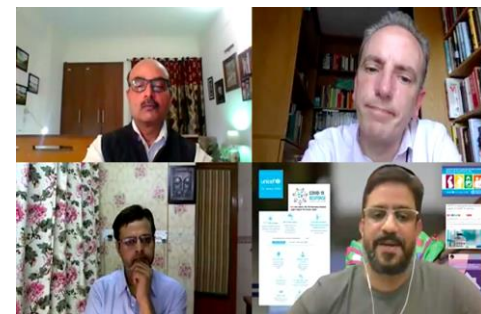
- ◆ Clinical Director at BMJ.
- ◆ Clinical lead of the medical education and clinical decision support products at BMJ, including BMJ Best Practice.
- ◆ Fellow of the Higher Education Academy, a Fellow of the Royal College of Physicians of Ireland, Adjunct Associate Professor at Monash University.
- ◆ Experienced in online medical education, clinical decision support, face to face delivery of medical education, and both summative and formative assessment.
- ◆ Published over 200 papers in the biomedical literature and written four books: the first and only book on "cost-effectiveness in medical education" - a dictionary of quotations in medical education; a history of medical education in 100 images; and the Oxford Textbook of Medical Education.



10th October,
2020



Dr Kieran Walsh,
(Clinical Director, BMJ)



Shift: Nursing Teaching Training Techniques

(Pre-COVID)

QI activities for Nurses



(During COVID)

Nurses online courses/e posters/online quiz
Nurses online workshops/podcasts
Nurses online conference

Poster for the 1st Annual E-Conference on Neonatal Nursing 2020. The poster is organized by NQOCCN & Indian Association of Neonatal Nurses. It features a central graphic with the text "Nurses at the forefront of ensuring Quality, Equity and Dignity (QED) in Neonatal Health: Towards Achieving SDG 2030 Goals". The conference is split into two days: Day 1 (21st November 2020) and Day 2 (22nd November 2020). Day 1 includes an Inaugural Function, a Conference Workshop, and three concurrent sessions: Developmentally Supportive Care, Maternal control & prevention, practical and BMM management of all levels of newborn care, and Breast feeding and Infant nutrition. Day 2 includes Scientific Sessions (SDG 2030 and the relevance of QED in Neonatal Nursing, Recent Advances in Neonatal Nursing, Innovative and Cost-effective interventions in newborn health, and Developing Leadership and good communication skills in young nursing officers working in neonatal unit), Competitions (E-Poster Presentations and Online Quiz Competition), and Themed Sessions (SDG 2030 and the relevance of QED in Neonatal Nursing, Panel Discussion, and Themed Sessions). The poster also lists sponsors: NQOCCN, UNICEF, and the Indian Association of Neonatal Nurses.

Poster for the 1st Annual e-Conference & Workshop on Neonatal Nursing 2020, highlighting online quiz winners. The poster features a central graphic with the text "1st Annual e-Conference & Workshop on Neonatal Nursing 2020". It lists the winners of the Online Quiz on Neonatal Nursing: Jessy Shaji Paul (2nd place), Anupama A (1st place), and Savita Galalain (3rd place). The poster also features a "WINNERS" starburst graphic and logos for NQOCCN, UNICEF, and the Indian Association of Neonatal Nurses.



A screenshot of a presentation slide titled "KANAGAYALLI KUMARESAN". The slide contains text and images related to the online quiz winners, including a photo of a winner and a starburst graphic. The slide is part of a presentation displayed on a screen during the online conference.

Shift : Publication Strategy

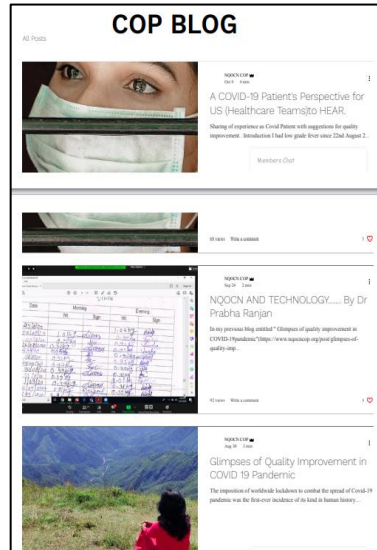
(Pre-COVID)

Publications in Peer reviewed journals

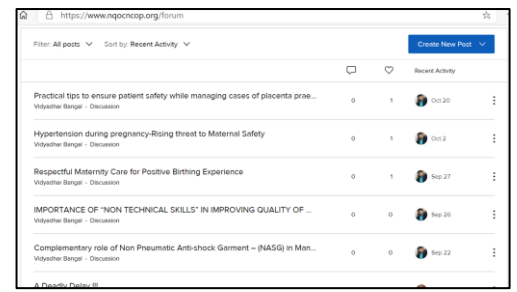


(During COVID)

Website Publications
(Podcast, blogs and forums)



Launch of Open Access journals
(BMJ Open Quality S. Asia Ed. Journal of Healthcare quality)



COP FORUM

Sep- Dec 2020
86 Online Events
>3000 Healthcare Workers engaged

- Virtual Clinical & QI mentoring – District, Sub-district level (10)
- POCQI online Course and Nurses online course
- ePOCQI workshop
- Launch of National Journal of Healthcare Quality
- Webinars (8)
- Know Your Partner Sessions (1)

SEPTEMBER

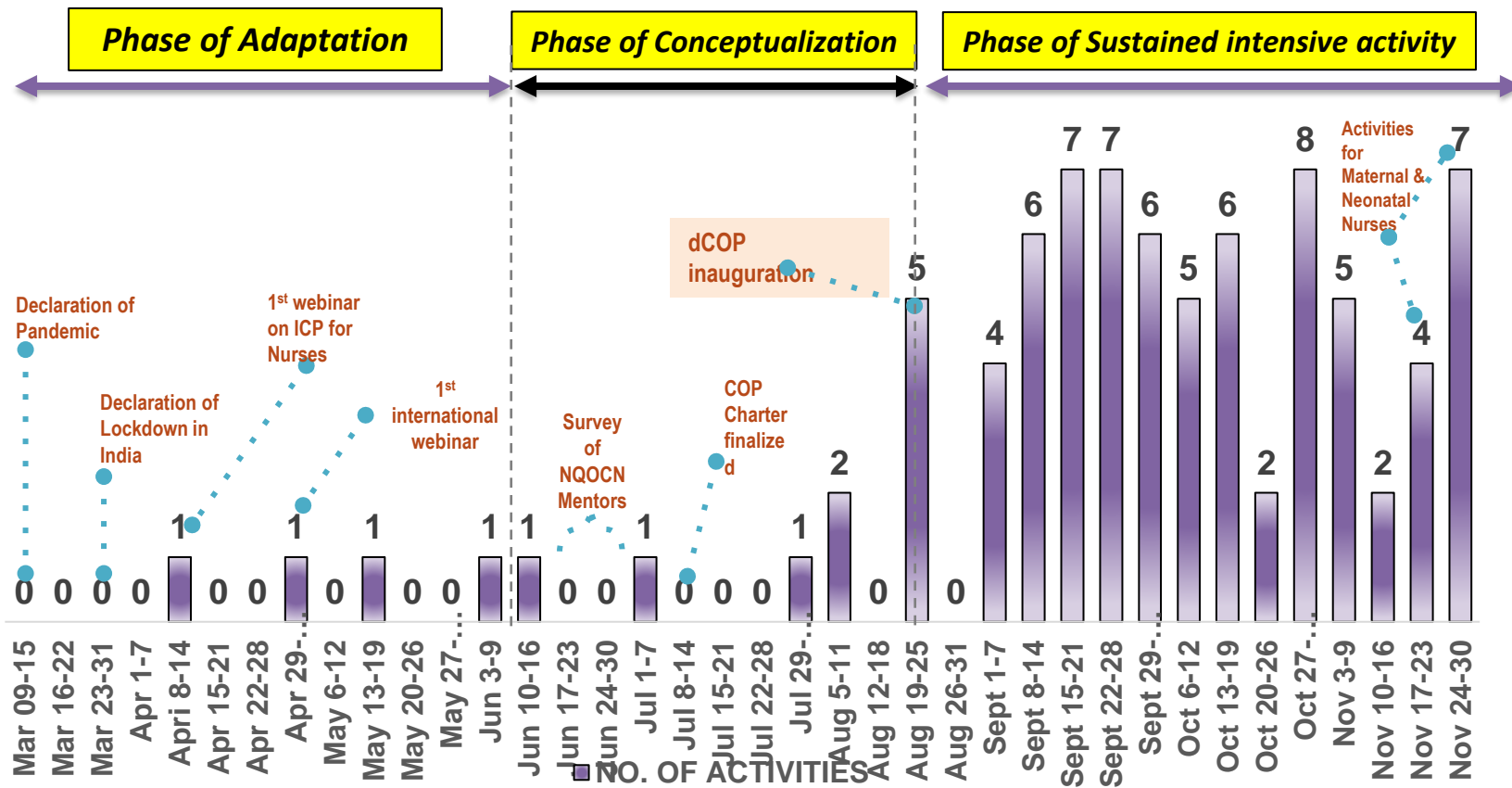
- Virtual Clinical & QI mentoring -District, Sub-district level (11)
- POCQI online Course and Nurses online course
- ePOCQI follow up session 1
- Launch of International BMJOQ SA ed.
- (>30) Mentoring sessions for Prospective Authors
- Writer's Workshop by BMJ
- Webinars (4)
- Know Your Partner Sessions (1)

OCTOBER

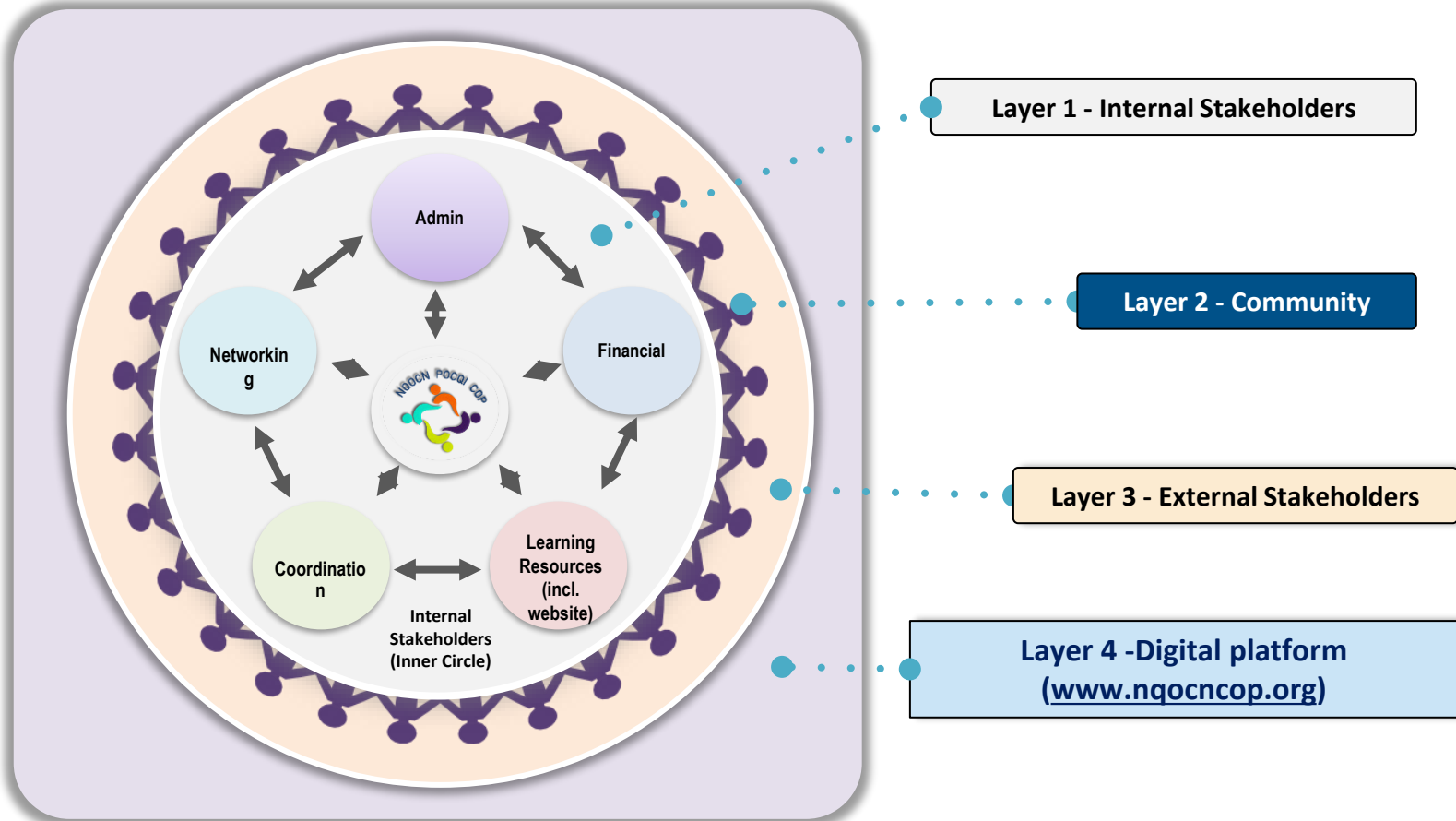
- Virtual Clinical & QI mentoring - District, Sub-district level (9)
- POCQI online Course and Nurses online course
- Annual e-Conference for Neonatal Nurses
- Podcast Development training workshop for nurses
- Webinars (3)

NOVEMBER

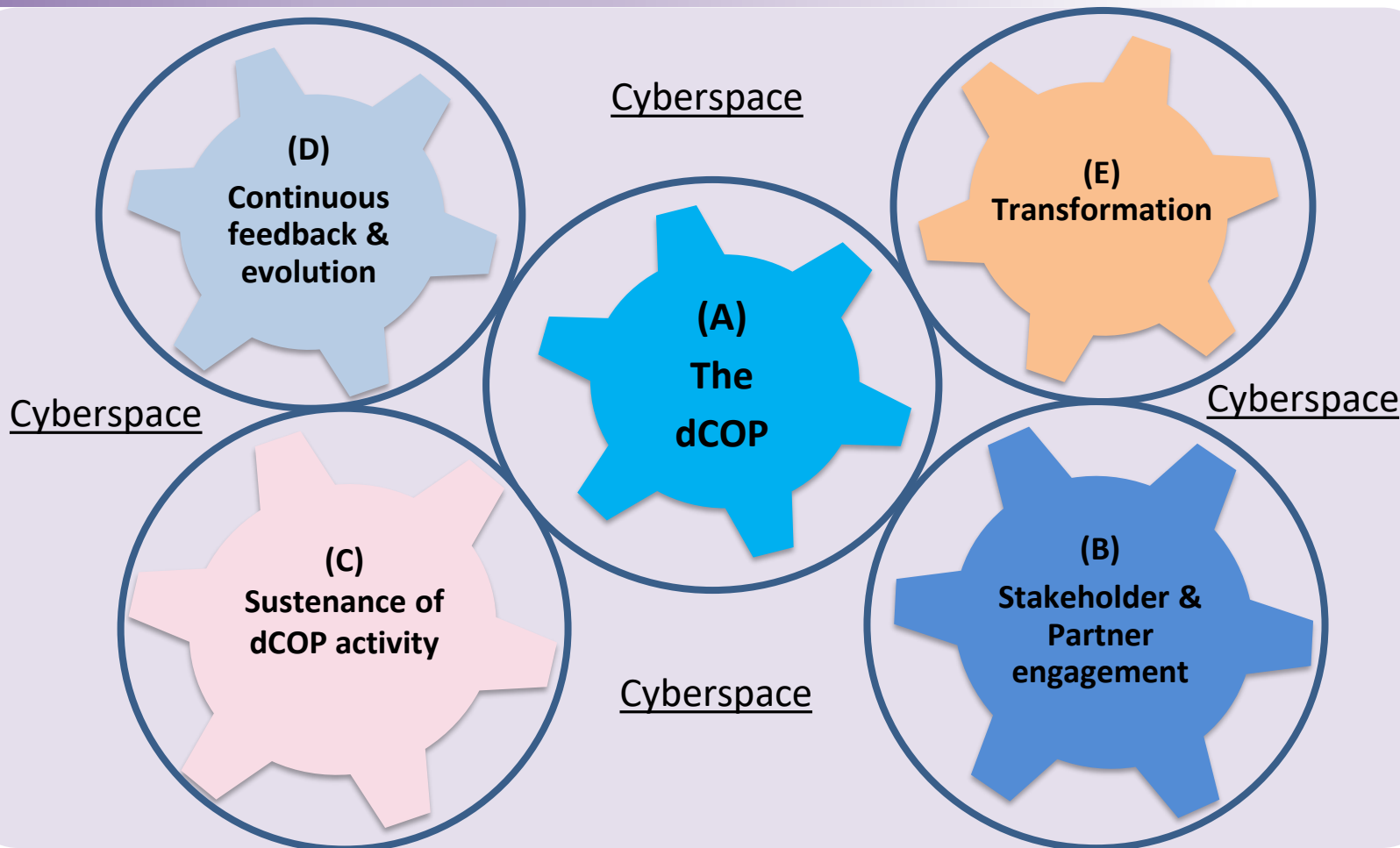
Phases in the digital shift



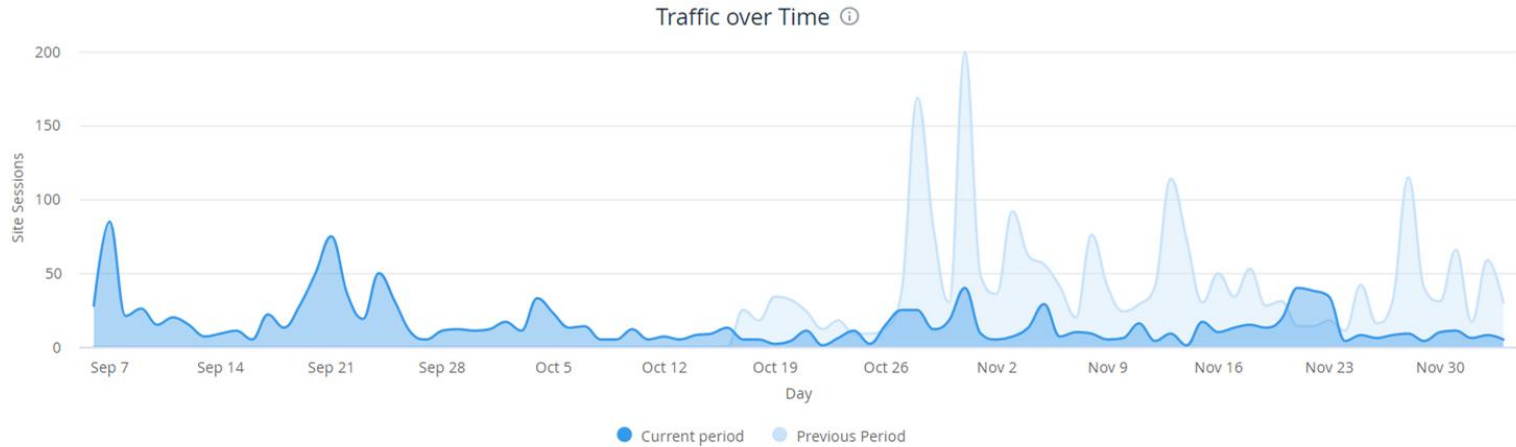
dCOP Model (Inputs)



dCOP Operational Mechanism (Process)



Key Performance Indicators (General Trackers)



Key Performance Indicators (Participant Trackers)

129 min

Avg. duration
of Webinars

2 – 7

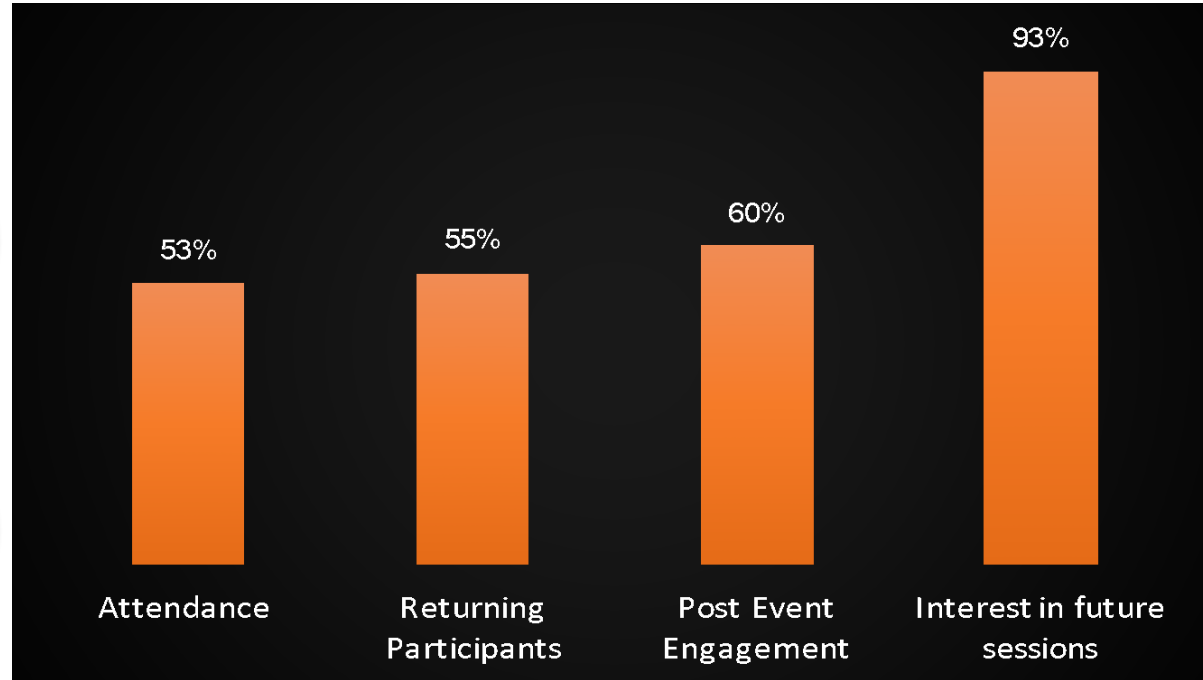
Avg. no. of
comments on
blogs

10-15

No. of Qs
asked per
Session

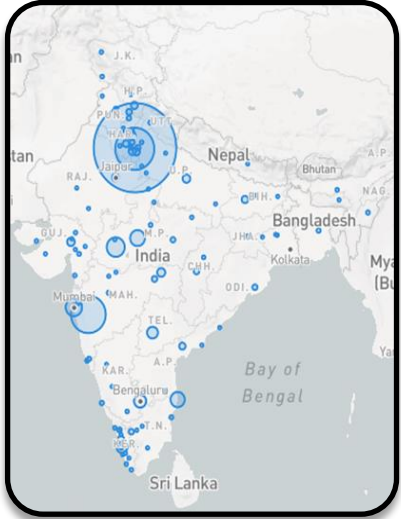
1 – 2

Competitions
conducted
per month



Key Performance Indicators (Platform Trackers)

NQOCNCOP.ORG



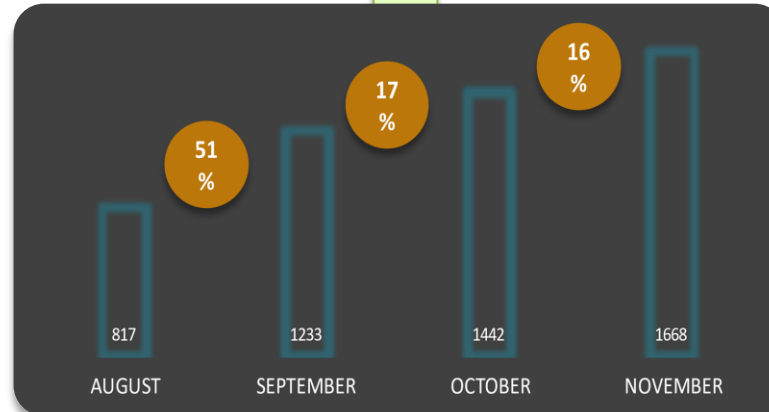
24
website
visits/da
y
10 min
per visitor

95%
of planned
activities
performed

PLATFORM INDICATORS

- Increment in dCOP visitors
- Website hits per day & avg. time spent
- Number of activities
- Domain specific activities

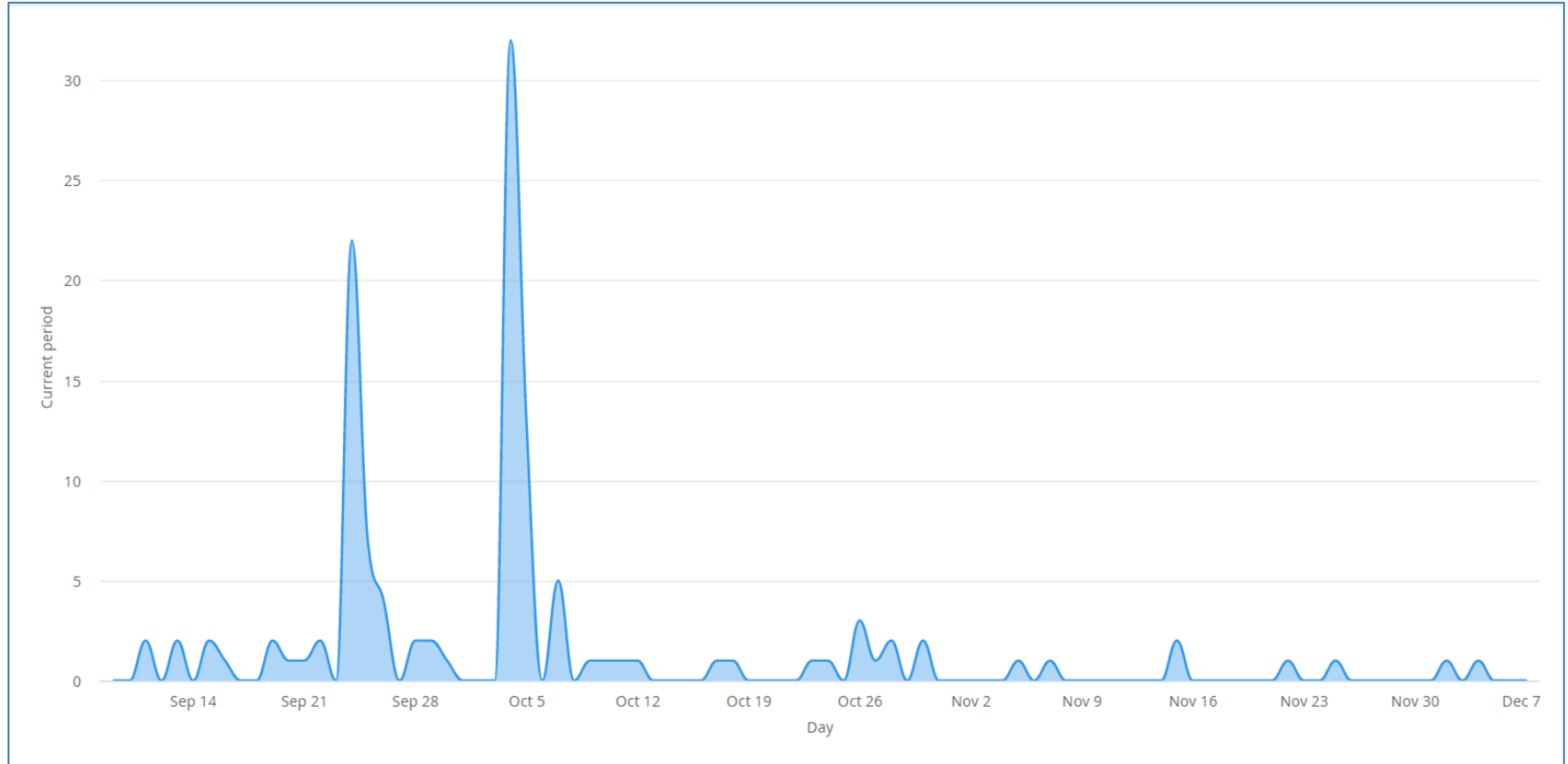
**Growth of dCOP
users over time**
(% Month-on-Month)



139
New site
members
since launch

Key Performance Indicators (Sub domain Trackers)

BLOG VIEW ACTIVITY OVER TIME SINCE LAUNCH





Advantages of using Digital Technology for supporting QI

- **70-75% Cost saving**
- **Greater reach**
- **Better return on investment**
- **Effective utilization of time**
- **Minimal effect on primary care giving.**

Challenges

INPUTS

- Internet bandwidth
- Availability of IT equipment
- Privacy, consent and ethical concerns
- Coordination
- Attention span

PROCESSES

- Rapport building
- Assessment of real time process flow
- Data fidelity
- Documentation & interpretation of data
- Online fatigue





Lessons Learnt Amidst the Pandemic

- **Shift to digital teaching-training** is essential to reinitiate & sustain QI initiatives.
- It can **cost-effectively** showcase learnings to a wider global audience.
- A full time **“Technical Team”** with knowledge & passion for QI is an essential component.
- These e-learning & mentoring techniques may be tested for **impact** over the course of 2021.
- They may be **adapted for replication** across global settings well beyond the pandemic times

Collaborations: Key Partners





NQOCN
Nationwide Quality of Care Network

Point of Care Quality Improvement
Community of Practice

 [Log In/Signup](#)

NQOCN POCQI COP



**World Health
Organization**

Supported by World Health Organisation



Knowledge Partner



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- [ABOUT COP](#)
- [BLOG](#)
- [FORUM](#)



Thank You



 [Contact Us](#)
Offline 

Experience from Bangladesh

Introduction:

Dr. Md. Ziaul Matin

Health Manager (MNCAH), Health Section, UNICEF
Bangladesh

Presentation by:

Dr. Samiha Kaisar

District coach, National Institute of Preventive and
Social Medicine (NIPSOM) Bangladesh





From Learning to Scale-Up: Quality Improvement Initiatives in Bangladesh

10 December, 2020



unicef 

Dr. Samiha Kaiser, District Coach, NIPSOM
Dr. Ziaul Matin, Health Manager, UNICEF Bangladesh



Journey of Quality Improvement

Supported TQM programme of DGHS

2011-15

2015

Establishment of Quality Improvement Secretariat

2016-18

EMEN initiative in Kurigram Learning District

Replication of Kurigram learnings in 7 learning districts

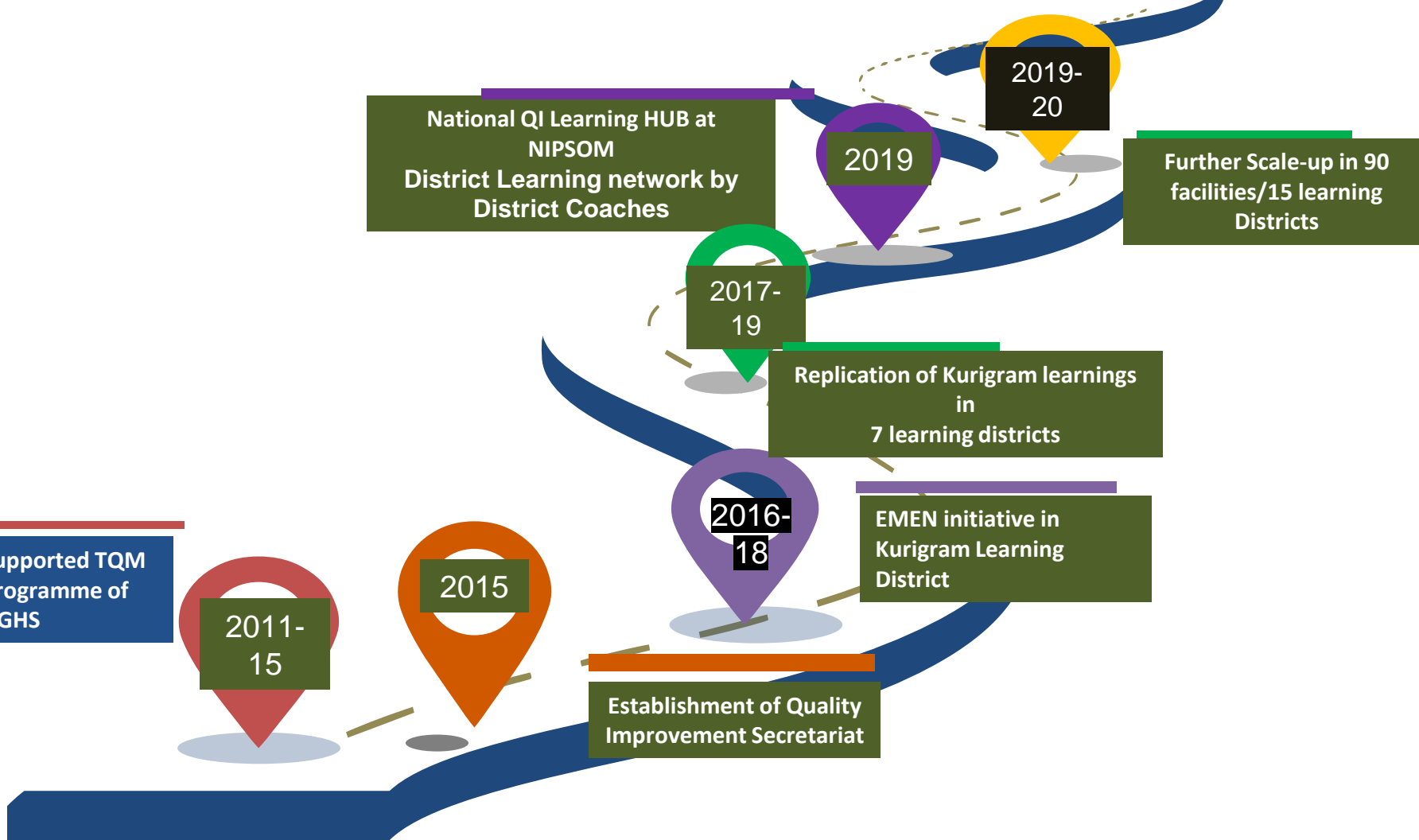
2017-19

National QI Learning HUB at NIPSOM
District Learning network by District Coaches

2019

Further Scale-up in 90 facilities/15 learning Districts

2019-20



Lessons Learned and Best Practices from KURIGRAM Learning District replicated in new districts

- *Promising Results:*

- ✓ Improvement in uptake of EMEN QI standards which recorded an overall score of 78.5% at follow-on, a significant 32% jump in the uptake of the standards
- ✓ Overall institutional neonatal fatality rate (NFR) reduced significantly from 83.6 to 62.9 per 1,000 livebirths in 2018 compared to 2016:



What ENABLED Kurigram to improve the MNH Quality of Care



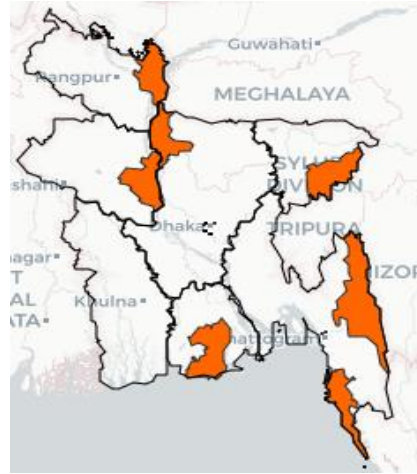
From Learning to Scale-up



2016

5 facilities of Kurigram

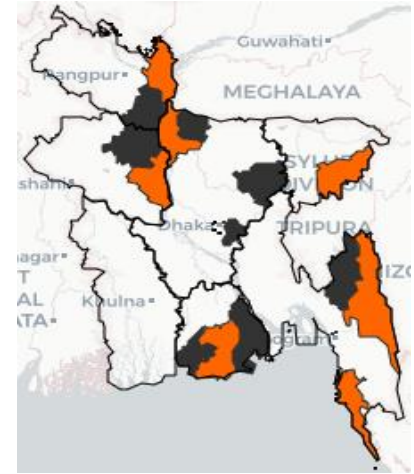
- 1 District Hospital
- 4 Upazila Health Complex



2019

28 facilities across 7 district

- 7 District Hospital
- 21 Upazila Health Complex
- National Institute for Prevention and Social Medicine as the national learning hub



2020

90 facilities across 15 district

- 1 Medical college hospital
- 14 District Hospital
- 75 Upazila Health Complex

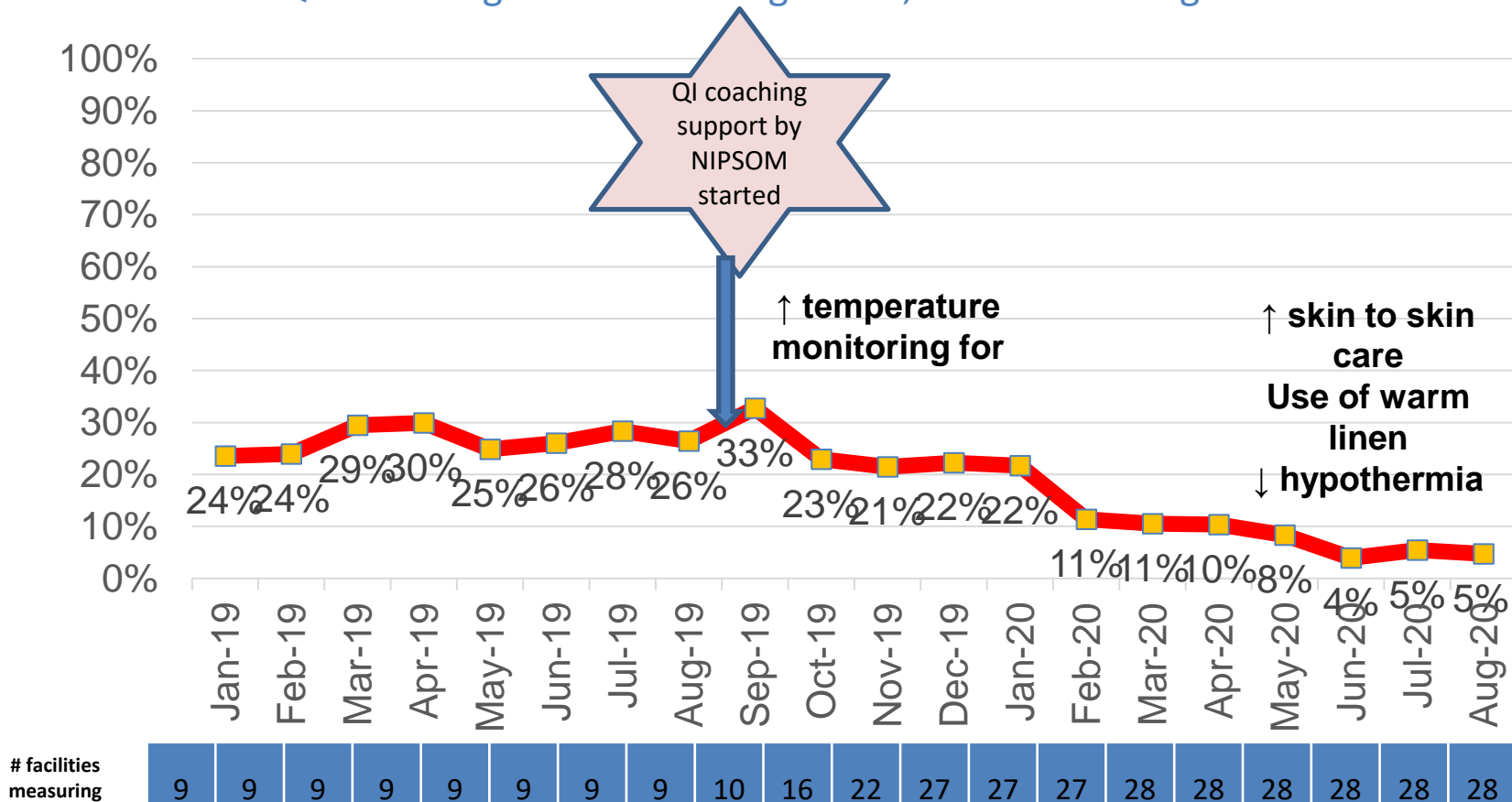
Glimpse of work: Sep 2019 – Oct 2020



GLIMPSE OF SOME RESULTS

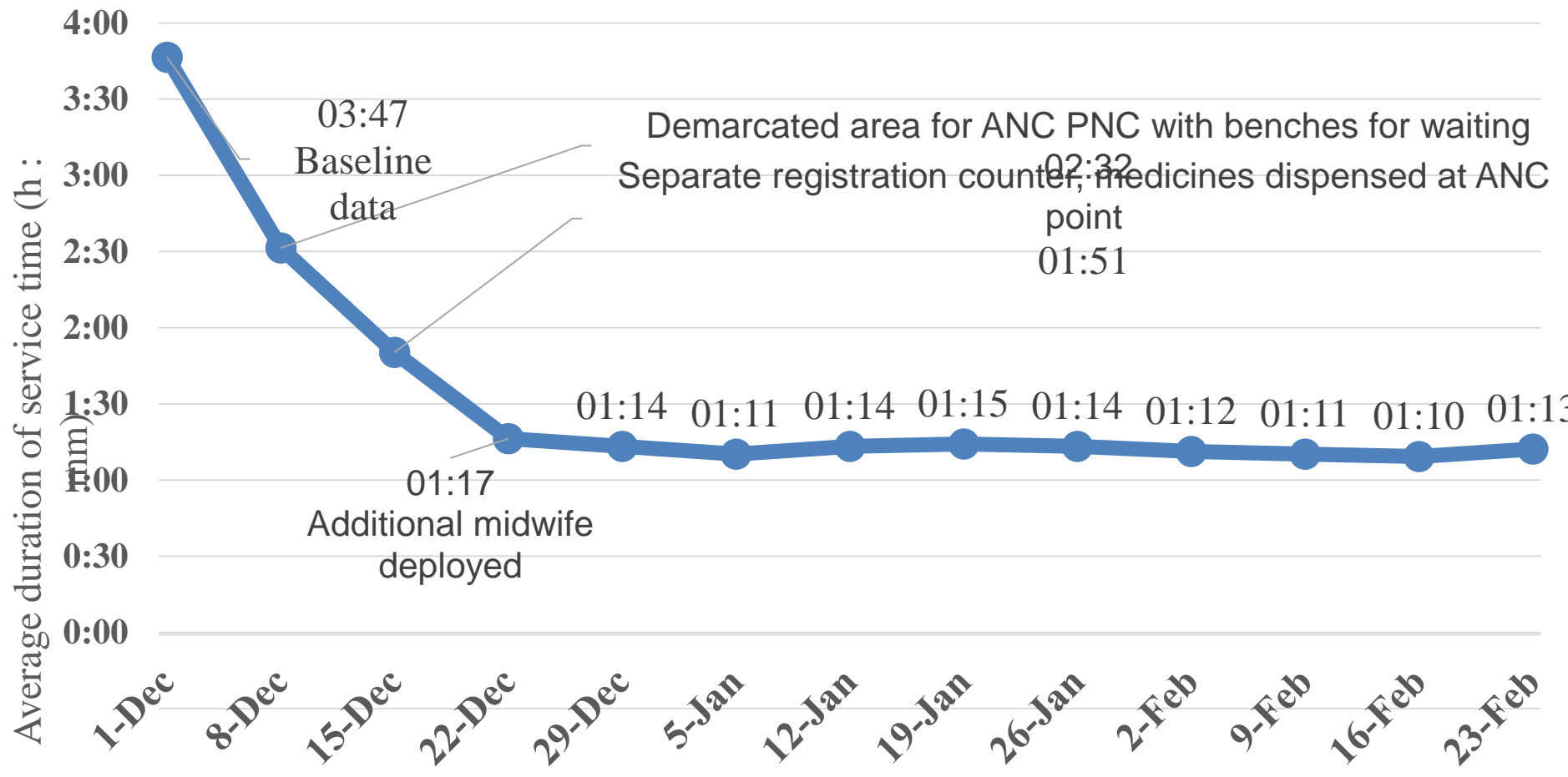


% of newborns hypothermic 1-2 hour after birth in 28 health facilities across 7 MNH QoC learning districts in Bangladesh, Jan 2019 to Aug 2020



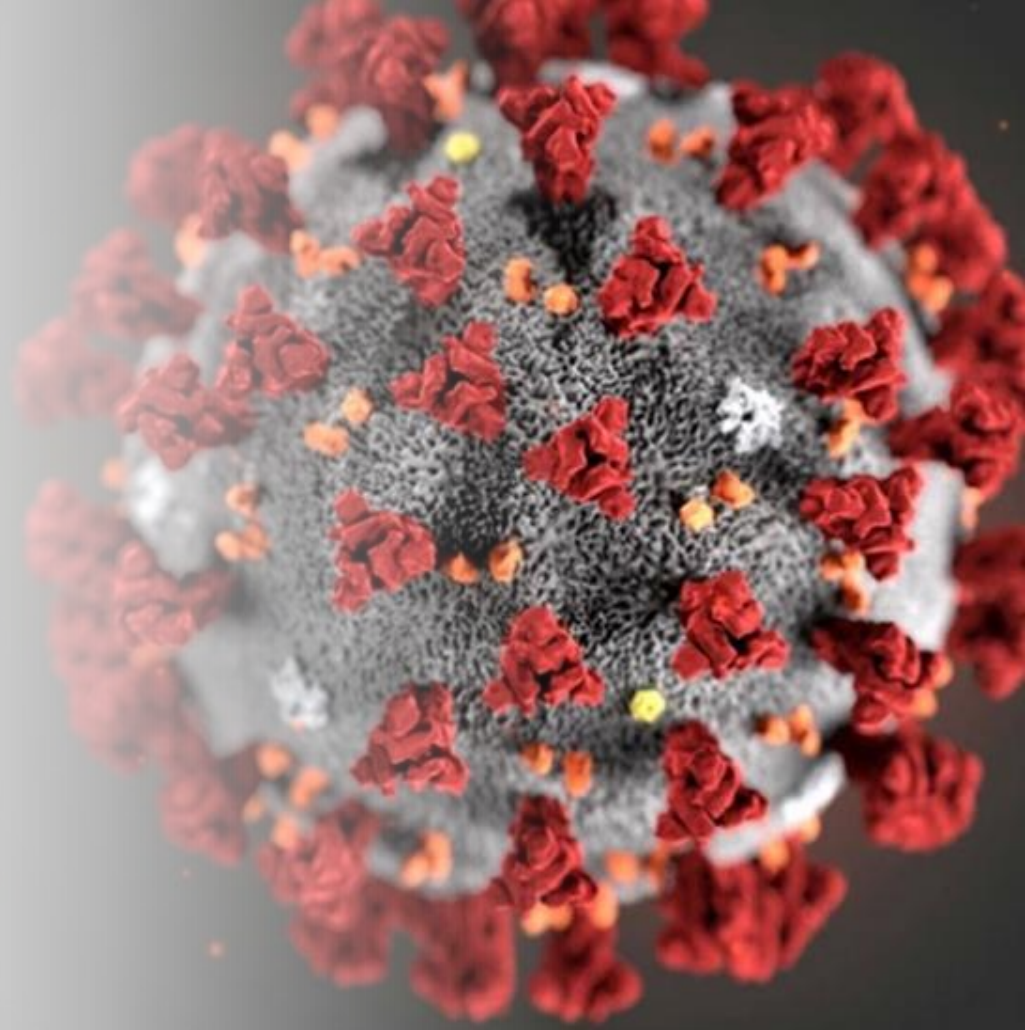
Average duration of service time for ANC-PNC services (Hour: min)

District Sadar Hospital, Moulavibazar, Bangladesh from Dec,19 to Feb,2020



e

n



09 Dec 2020

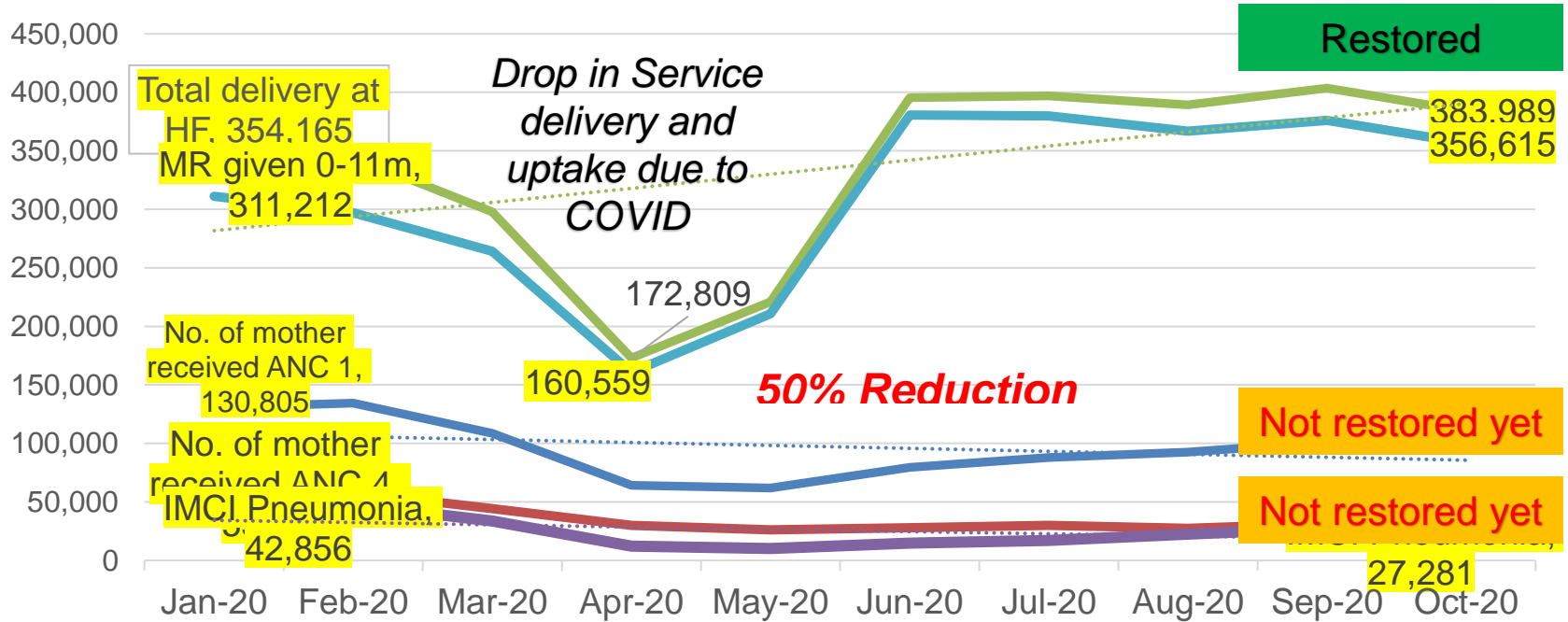
481,945 Cases

6,906 Deaths

2,202 New cases/32 Deaths

(Source: WHO, 09 Dec 2020)

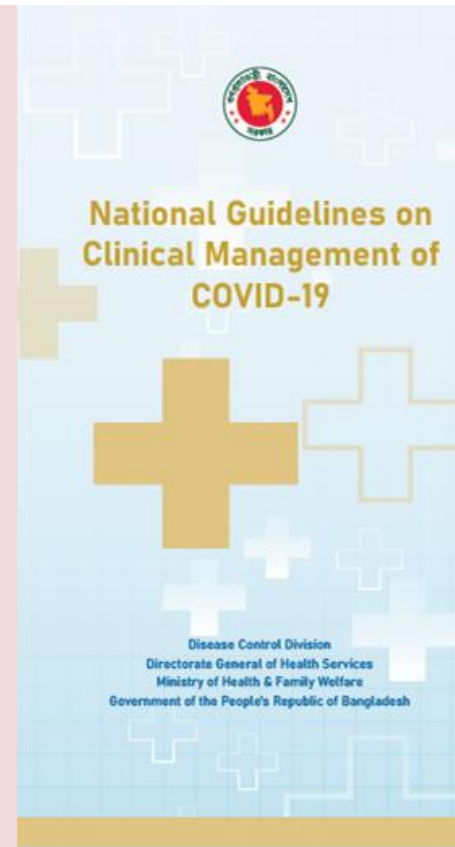
COVID Impacts on Essential MNCAH Services



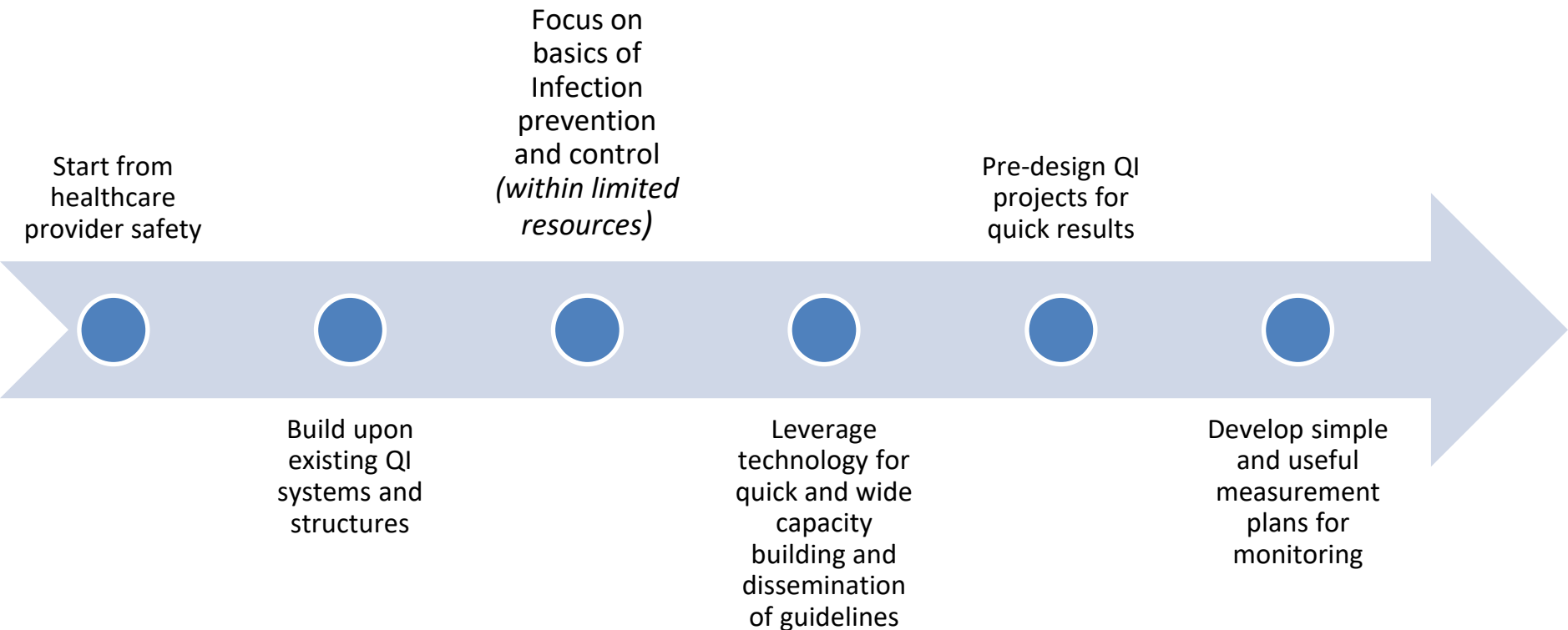


Assessment of 120 Health Facilities by DGHS (May-Jun 2020)

- 50% of the facilities did not have a functioning IPC committee
 - 80% of the service providers were not trained on Infection Prevention and Control (IPC)
 - 40% of the facilities did not have proper washrooms with hand washing facilities and supplies
-
- 31% facilities didn't have PPE and Covid19 case management guideline
 - 50% of the facilities did not have proper triage system and management team
 - 88% Healthcare providers weren't trained on case management (doctors and nurses)



Key principles of work during Covid-19



Pre-COVID

QI Committees in facilities and district

On-site QI coaching

Training on EMEN/MNH standards

Clinical Mentoring

QI projects on MNH

Learning sharing visits and workshops

During COVID

IPC Committees in facilities and district

On-site IPC skill building, WASH and COVID related QI Coaching

Additional training on hypoxemia management & MNH services as per COVID-19 guideline

Web-based IPC, triage, COVID case management mentoring

QI projects on MNH, IPC, Triage and COVID case management

**Web based learning sharing
Use of social media platforms**



Digital Platform used for rapid training of Service Providers during COVID19 followed by Face To Face On-Site Training

2660 service providers (doctors and nurses) received *on-line training on IPC and COVID guideline*

5,200 service providers (doctors and nurses) received *face to face training on Infection Prevention and Control in healthcare settings and case management COVID guideline*



Social distancing in triage



Screening and Triage system



Red, Yellow and Green Zone

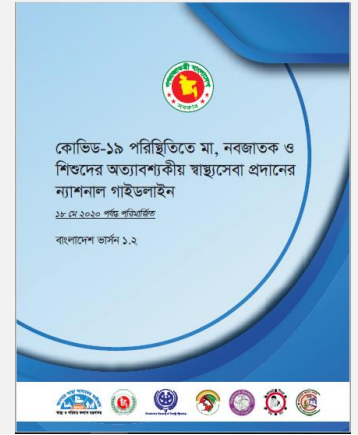
Adaptations made for establishing IPC and triage system in all Facilities as an extension to existing QI works

Established **screening and triage system** in all health facilities for patients with suspected and confirmed COVID-19 at the first point of contact

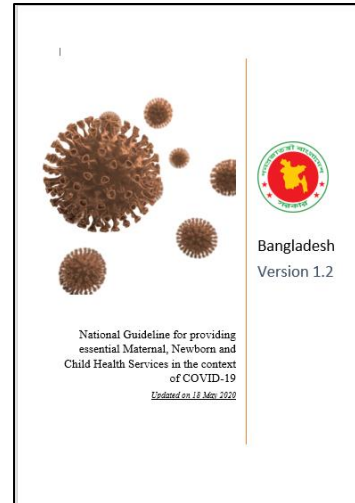


Flue Corner

Guideline to improve essential services during COVID 19

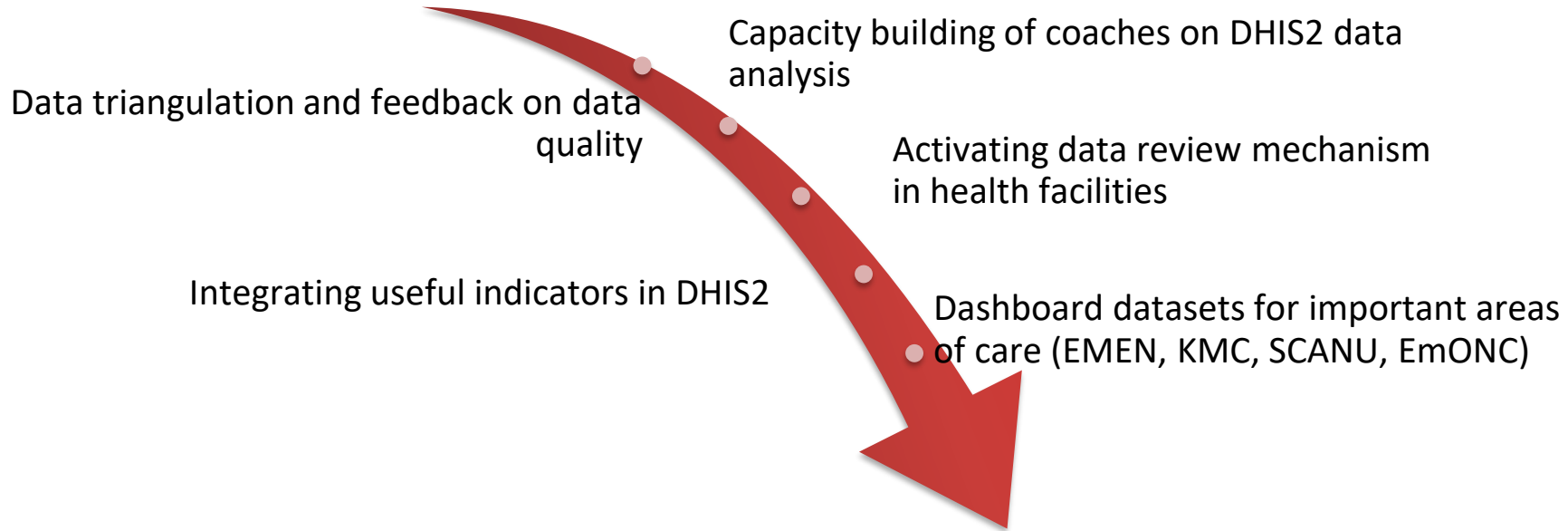


- National Guideline for providing essential Maternal, Newborn and Child Health Services in the context of COVID-19 developed.
- 1320 Doctors and facility managers received online training on MNCAH guideline during COVID 19
- **Posters developed** on ANC services, ENC services and IMCI services during COVID 19



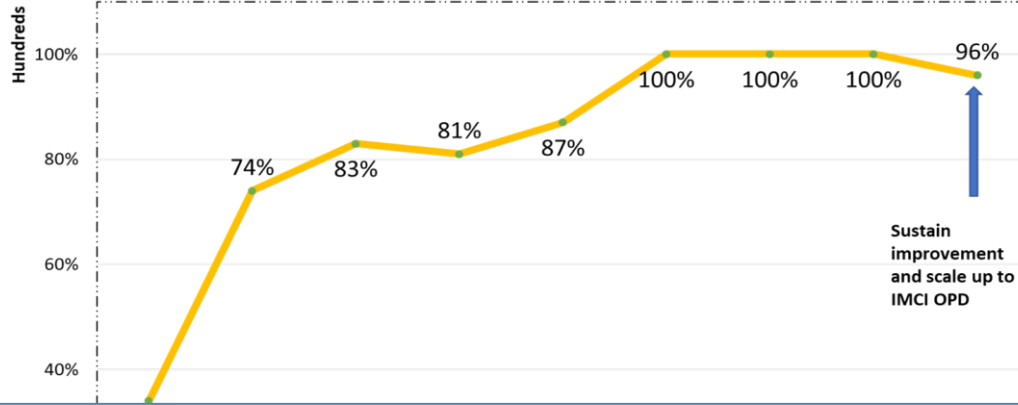
Improving data systems during COVID-19

Developing need based measures in learning facilities

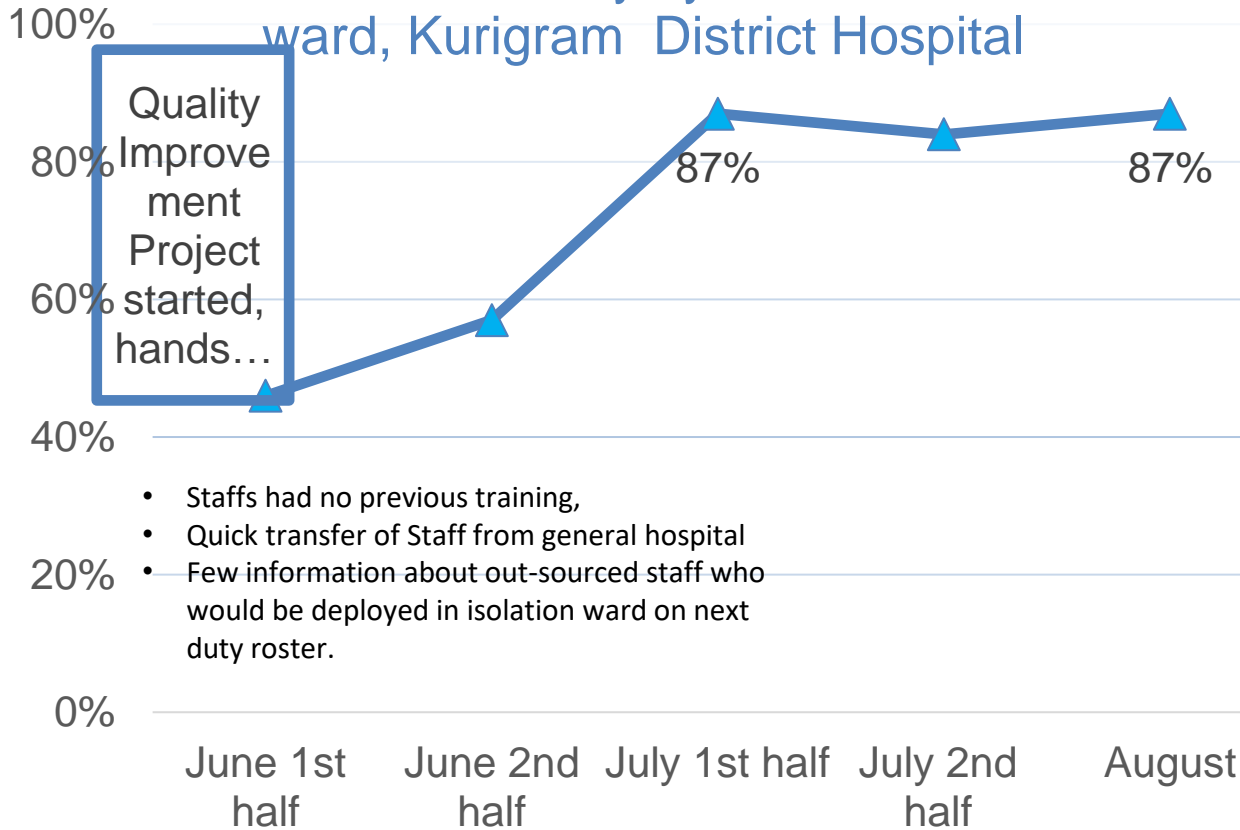


Sustained improvement in data systems

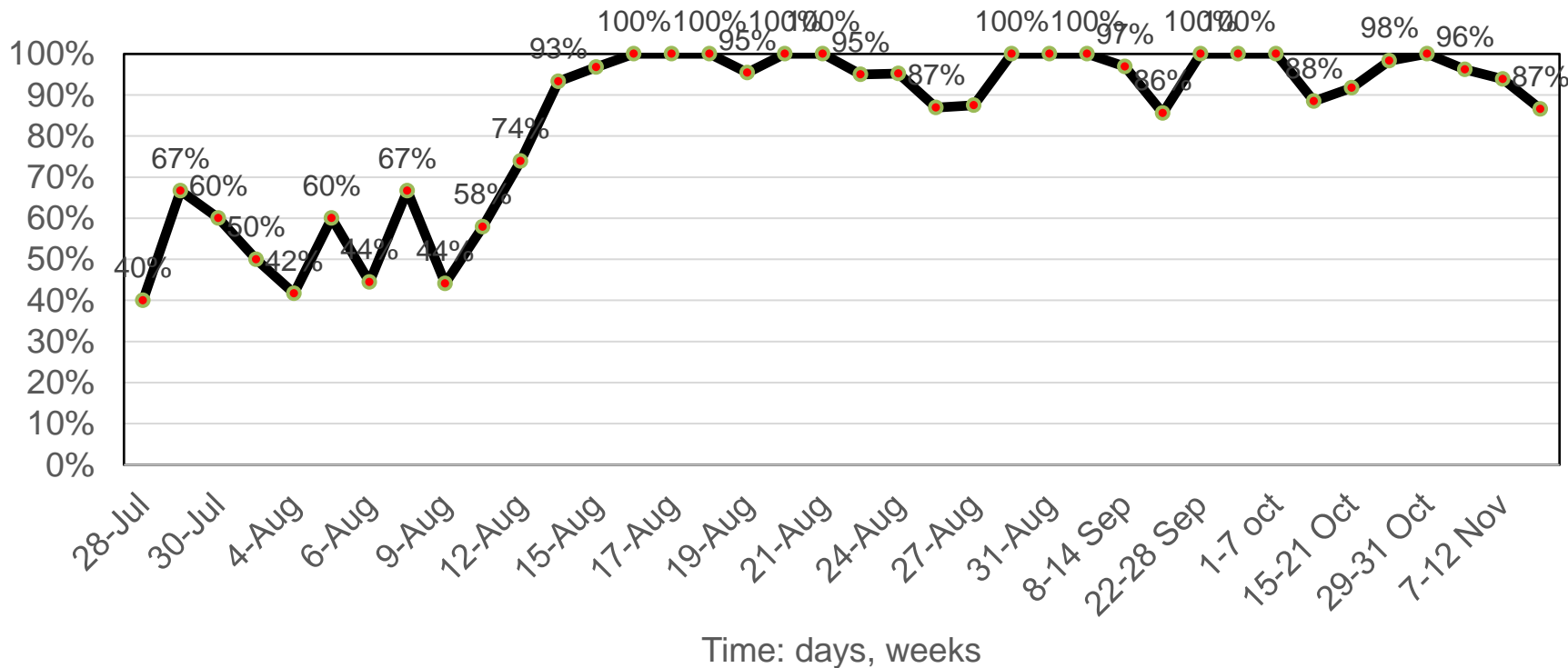
% of hand washing practices among patients arrived in OPD, Fulbari UHC, Kurigram



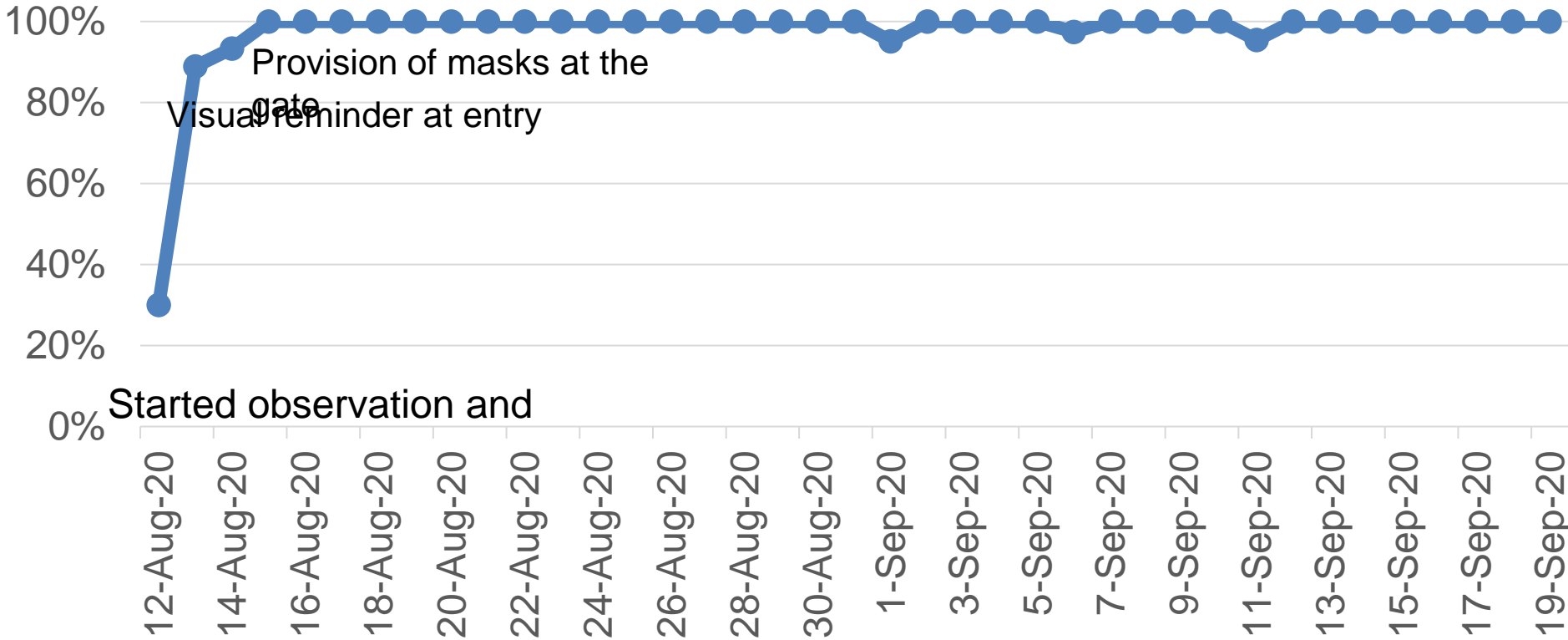
% of observation in which PPE doffing was done correctly by staff in isolation ward, Kurigram District Hospital



% of OPD patients screened for flu like symptom in Ulapara Upazila health complex



Proportion of birth companions visiting labour room who were wearing a face mask properly, UHC Sharishabari, Jamalpur, 12 Aug to 19 Sep 2020



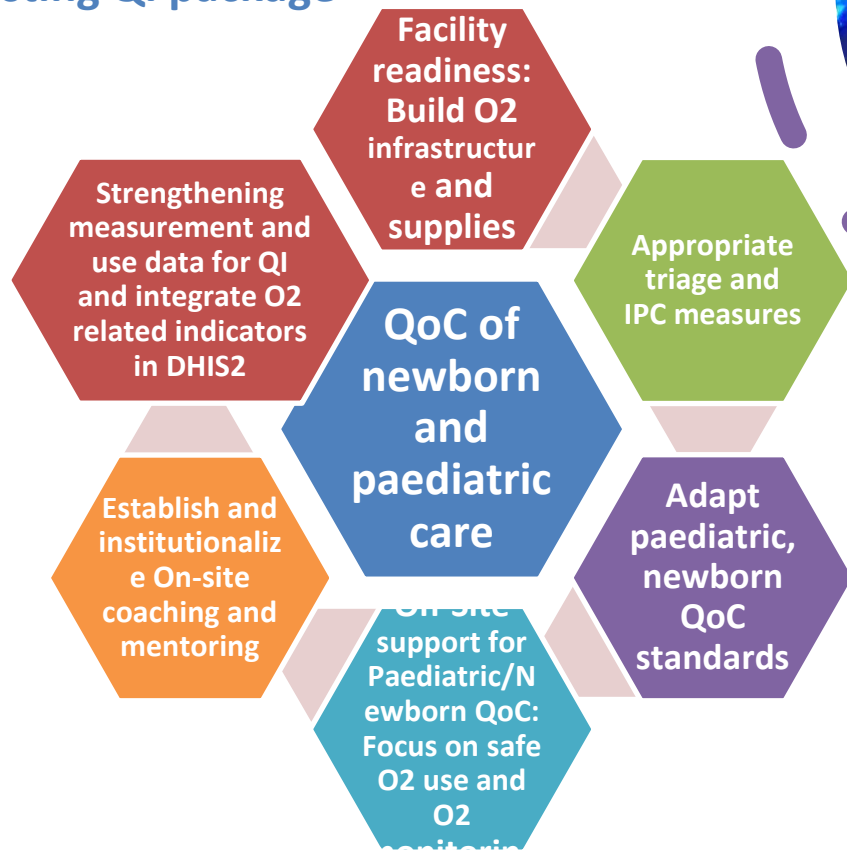
Standards for improving the quality
of care for small and sick newborns
in health facilities

Standards for improving the
of care for children and young
adolescents in health facilities

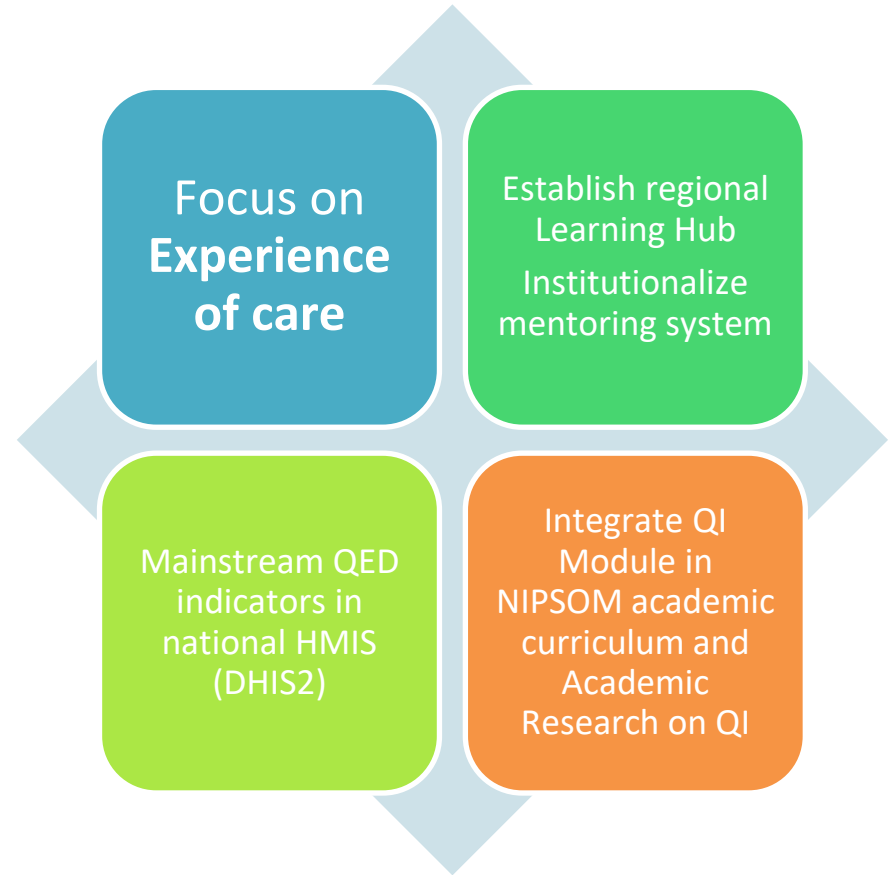


Increased availability of
Oxygen supplies for
Hypoxaemia management
during COVID19, created
opportunity to integrate
Inpatient Paediatric and
Newborn QoC focusing on
Hypoxaemia management

Integrate Small and Sick Newborn and Paediatric QoC Standards in existing QI package



Future plan



Thank you





Questions and Answers

LESSON #2:

Adapt and innovate to support QI teams in India and Bangladesh

Experiences from India

- **Dr. Vikram Datta**
President of the Nationwide Quality of Care Network
India

Experiences from Bangladesh

- **Dr. Samiha Kaisar**
District coach, National Institute of Preventive and Social Medicine
Bangladesh

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