

Webinar series:

Integrating stakeholder and community engagement in quality of care initiatives for maternal, newborn and child health



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Quality, Equity, Dignity

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

Accountability for quality maternal, newborn and child health services in Malawi

Introduction:

Ms Olive Cocoman, Lead Learning and Communications, Quality of Care Network

Mr Hester Mkwinda Nyasulu, Executive Director, White Ribbon Alliance, Malawi

Part 1: Lessons from Malawi

- Dr Bongani Chikwapulo, Head of Norms and Standards, Quality Management Directorate, Ministry of Health, Malawi
- Mr Richard Ndovie, Assistant Registrar, Professional Practice, Medical Council of Malawi
- Mr Seleman Kondowe, Senior Quality Management Officer, Ministry of Health, Malawi

Part 2: Questions & Answers

In this panel discussion, the three presenters from Part 1 will be joined by:

- Ms Chrissy Chulu, Chief Medicines Inspection Officer, Pharmacy and Medicines Regulatory Authority, Malawi
- Ms Mtondera Munthali, Inspection and Investigation Specialist, Nurses and Midwives Council of Malawi



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Part 1:

Introduction

Introduction



Mr Hester Mkwinda Nyasulu

Executive Director
White Ribbon Alliance Malawi



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Part 2:

Sharing lessons from Malawi



Speakers



Dr Bongani Chikwapulo

Head of Norms and Standards,
Quality Management Directorate
Ministry of Health, Malawi



Mr Richard Ndovie

Assistant Registrar
Professional Practice
Medical Council of Malawi



Mr Seleman Kondowe

Senior Quality Management Officer
Ministry of Health, Malawi



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Quality Medicines for Malawi



JOINT INSPECTION BY REGULATORY BODIES

29 March 2022
MALAWI



Outline

- Background
- Process of integration
- The Tool
- Results
- Roles of stakeholders



Background

- The goal of the Malawi Health Sector Strategic Plan(HSSP) II is to achieve universal health coverage of **quality**, equitable and affordable health care.
- The Malawi constitution has provided for presence of regulatory bodies to ensure that every facility attain the set minimum quality of care standards
- The standards are enforced by three regulatory bodies namely :
 - Medical council of Malawi (MCM)
 - Nurses & Midwives council of Malawi (NMCM)
 - Pharmacy and Medicine Regulatory Authority (PMRA)



Background

- The situation analysis for HSSPII identified weak regulatory framework due to:
 - Sporadic inspections by all regulatory bodies
 - Facilities are supposed to be inspected at least once/year but this is not achieved
 - Increasing incidences of Bogus providers
 - Uncoordinated enforcement of regulatory functions among regulatory bodies which leads to:
 - Disruptions of health care services
 - Duplication of efforts
 - High operation costs
- Therefore to improve coordination MOH-QMD facilitated the Development of an integrated tool for Joint inspection by MCM, NMCM and PMRA

The process of integration



introduction

- Presented to senior management about the need
- Engaged the 3 regulatory bodies
- Organized an integrated inspection with individual tool

Integration

- Organized workshops to develop an integrated tool
- Piloted the tool on ODK platform
- Reviewed the tool and placed on google sheet platform
- Conducted integrated inspection for 51 facilities

consolidation

- Reviewed the process and the tool
- Briefed board members for the regulatory bodies



Inspectors
deliberating
on the tool



Briefing of
regulatory
board members



The tool- Sections

- General information
- Staffing levels
- Health Management Information Systems
- Senior Management systems functionality
- Inpatient Departments (Maternal Child Health, Antenatal Care, Labor ward, nursery, Surgical)
- Theater
- Pharmacy department(Medicine storage, receipt of supplies, expired medicines)
- Summary sheet
- Decision sheet



Results

- Report sent to the Health Facility management committee, and Ministry of Health for their action
- Determinations on the results are guided by the different acts





Role of Stakeholders

Regulatory Bodies

- Take part in planning and implementation of Joint inspection
- Continue conducting individual inspections where necessary as guided by their act
- Fund Joint activities including meetings and inspection. (Funding representatives)- **Sustainability**
- Mobilize resources from partners to support regulatory bodies Joint activities – **Short and medium term**

MOH-QMD

- Support facilities through QMD satellite offices(Zones) in closing gaps identified during inspections
- Support in mobilizing resources for regulatory bodies joint activities



Experience from the Pilot

Richard Ndovie

Assistant Registrar- Professional Practice

Medical Council of Malawi



Pilot

- Conducted from 22nd March, 2021 - 2nd April, 2021
- 51 health facilities .
 - 2 Central hospitals
 - 14 District hospitals
 - 11 community hospitals
 - 24 Health centers
- There were four teams
 - Each team had 6 inspectors including co-opted members



What worked

- Holistic inspection – All sections of the facility were inspected
- The inspectors from different regulatory bodies were able to consult each other right in the field. Decisions were made quickly
- The facilities were visited once as opposed to each regulatory bodies visiting each health facility separately - Reduced inspection fatigue
- A lot of health facilities were reached in a short time
- Use of co-opted members increased the pool of inspectors
- There were sharing of good practices in-terms of approach to inspections



Key challenges

- Not easy to schedule integrated inspections – different activity calendars. Requires joint planning for inspections
- Inadequate vehicles for inspections
- Few available inspectors. Co-opted members covered the gaps
- Inadequate orientation of co-opted members. Apart from orientation of the tool they also require orientation on the code of conduct of inspections.



Demonstration of the Tool and Dashboard

Seleman Kondowe

Senior Quality Management Officer

Quality Management Directorate- Malawi



Part 3:

Questions & Answers

Questions & Answers

Please type your question in the CHATBOX



Dr Bongani Chikwapulo

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Assistant Registrar
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Ms Chrissy Chulu

Chief Medicines Inspection Officer
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Ms Mtondera Munthali

Inspection and Investigation
Specialist Nurses and
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Facilitated by:

Mr Hester Mkwinda Nyasulu, Executive Director, White Ribbon
Alliance, Malawi &

Ms Olive Cocoman, Lead Learning and Communications, Quality
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STAY ENGAGED



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- Learn more about the series 'Integrating stakeholder and community engagement in quality of care initiatives for maternal, newborn and child health': bit.ly/CE4MNCH
- Visit website: <https://www.qualityofcarenetwork.org/about>
- Join the Community of Practice for this series: <https://bit.ly/CECoP>

RESOURCES

- Stakeholder and community engagement in QI Module:
<https://www.qualityofcarenetwork.org/integrating-stakeholder-and-community-engagement-module>
- Mapping of tools for stakeholder and community engagement in quality improvement initiatives for Reproductive, Maternal, Newborn, Child and Adolescent Health
<https://www.who.int/activities/tools-to-support-the-integration-of-stakeholder-and-community-engagement-in-quality-of-care-initiatives-for-maternal-newborn-and-child-health>