

THE NETWORK: TOWARDS UNITY
FOR HEALTH & FACULTAD DE MEDICINA,
UNAM, PRESENT



THE NETWORK
TOWARDS UNITY FOR HEALTH



Facultad de Medicina



TUFH2020 MEXICO

VIRTUAL CONFERENCE

"PRIMARY HEALTH CARE: A PATH
TOWARDS SOCIAL JUSTICE"

SYSTEMS AND COMMUNITY BASED
RESPONSES TO COVID-19

SEPTEMBER 23-25, 2020

#TUFH2020
TUFH2020.COM



TUFH 2020 Abstracts

Title	The 'MABI' approach to revive Quality Improvement (QI) in Healthcare: is this the way forward to achieving Sustainable Development Goals? Gulu Regional Referral Hospital, Uganda
Type	TUFH Oral Presentation <i>Measuring Progress towards the Sustainable Development Goals</i>
Presenting Author	Mai Khalifa
Co-Authors	Abigail Aston-Payne, Norah Nakate, Baifa Arwinyo
Country	United Kingdom
Abstract N^o	TUFH281

Content

Background: Quality Improvement (QI) has been identified as a cornerstone for improving health care services; therefore it is relevant in all contexts working toward Universal Health Coverage and achievement of the Sustainable Development Goals. In 2020, Gulu Regional Referral Hospital set a goal to revive QI activity and address the knowledge gap among staff on QI methodology in order to tackle key service delivery challenges faced in each department. The 'MABI' approach was developed to train and empower healthcare workers, from heads of department to domestic staff, to work together to plan and execute QI activity, with the aim of embedding QI culture within the health facility. Method: The 'MABI' approach consists of several stages; key challenges are brainstormed and then root cause analysis is performed on one key challenge, using the fishbone diagram. One improvement goal is chosen and specific 'causes' and 'factors' are selected to plan simple, achievable tasks or actions that address this challenge over a 6-12 week time-frame. Four departments were trained in this approach. Results: • 75% of staff reported on feedback questionnaires increased confidence to plan and perform QI activity after training and were inspired to address on-going challenges. • It was observed that staff was moving away from looking at lack of resources and finance as a barrier to change. Conclusion This approach can be adopted by all healthcare facilities to empower distributed leadership in performing Quality improvement within a team to achieve tangible positive outcomes in healthcare delivery.