

THE CCH OUTLOOK



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CCH LAUNCHES 5S KAIZEN

Acting CMO addressing at the CCH Kaizen Launch



CMO Dr Raphael Makota

Deputy Matron Clara Demerema, Sisters in Charge, student nurses and Memory one of the hospital patient's, danced with a lot of happiness celebrating Launch of 5s Kaizen. Assistant Public Relations Officer Mr Mafuzha called upon all those who needed to dance

and show our stakeholders and guests that we as hospital staff we are so happy with the new Kaizen launch.

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developmental updates about Chitungwiza Central Hospital Operations. "The hospital is working towards the goals of restoring some of its fruitful systems. This starts by the staff welfare, where by all the staff being given teas on breakfast.

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Hospital Staff and Nursing students
Dancing Celebrating Victory



Deputy Matron(Right) dancing with colleagues

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WARD 1 SCOOPS THE FIRST PRIZE IN 5S KAIZEN COMPETITIONS PAGE 6

Chitungwiza Central Hospital Supplement



Guests following proceedings of the event while the Master of Ceremony Mr K Mafuzha was presenting
By Killian Mafuzha

CCH at the apex of healthcare delivery system in Zimbabwe

Chitungwiza Central Hospital (CCH) adopted a new quality management system called 5s Kaizen.

The Hospital acquired an ISO standards certification in 2005, becoming the first government hospital to acquire such a status in Southern Africa. Recently CCH migrated to 5s Kaizen Total Quality Management system as part of the government efforts to continuously improve health care to citizens as outlined in the NDS1.

CCH hosted a colorful commemoration of the launch of 5s Kaizen Total Quality Management system yesterday.

The event was attended by government departments and ministries, corporates, NGOs and various support groups.

Speaking at the 5s Kaizen launch ceremony the guest of honor Director of Quality Assurance and Patient Safety Mr Chirume said

“CCH is at the apex of quality health care delivery system”

Mr Chirume was very grateful by the work being done by the hospital management and staff.

“I am happy that CCH delivers the quality services that you promise to your patients. Thank you for walking the talk.”

The CCH Chief Medical Officer Dr Raphael Makota echoed the same sentiments.

He said, “As CCH management and staff we have a dream. Our dream is to make CCH the best hospital in Zimbabwe”

“We are implementing the 5s Kaizen to ensure that we provide quality healthcare to our patients at an affordable price”.

“We are also provide good warfare for our staff. At the moment we are providing free meals for our staff to motivate them to provide quality healthcare services to our patients.”

The 5S Kaizen method was developed in Japan in as a way to improve

workplace organization and efficiency. It was originally used in manufacturing, but has since been applied to a wide range of industries, including healthcare. The method is based on the principles of lean management and continuous improvement, and has become a popular tool for increasing productivity and reducing waste.

The 5S Kaizen method, when applied to a hospital, can lead to several benefits, such as improved patient safety, increased efficiency, and reduced waste. By organizing and standardizing work processes, the 5S Kaizen method can also help to reduce errors and improve the overall quality of care. Additionally, it can help to create a culture of continuous improvement and increase staff engagement and satisfaction.

Quality Assurance Officers from the Ministry of Health and Child-care assessed all the department at CCH and awarded the best 3 departments.



Mr Chirume presenting his speech

The Guest of Honor Speech

Ladies and gentlemen, I am delighted to be here. To be amongst health professionals is a privilege; Health personnel ranks highest in the country. For any ministry to function they need to be fit for duty. Imagine the transport, finance and security sectors amongst a myriad of all other would not be functional with sick personnel. Our role ladies and gentlemen is to ensure a quality health care system for national prosperity. Zimbabwe needs to claim back its position as the preferred destination in Africa. And quality management systems are the gateway to guarantee these aspirations become a reality. As already highlighted by the Chief Medical Officer Mr Makota in his welcome remarks, this hospital is destined for greater heights. In his declaration of quality service at this hospital, the head of the institution has promised the clients of the best health care service in the country. This is a promissory note that when clients come to draw services, the check should not bounce because of insufficient funds. When clients experience long waiting times, drugs outages and no diagnostic tests at facilities this frustrates the recipients of care. Our hospitals should resonate with client needs. When a citizen gets sick, Chitungwiza hospital should be their preferred facility. Clients should not only come to government facilities because they have no other option. One

day I visited my father in hospital and he requested... my son please take me so I can die at Karanda. This is how his minded connected with the hospital; he had so much trust in the health care system at that hospital. How we wish our hospitals return to the old days when drug stock outs, and most importantly the attitudes of our staff were a marvel. From the students' drama earlier we all witnessed how our service providers should deliver services. But honestly I do not know when the last time we experience such excellent quality service was. As a directorate when we carry out unannounced sport checks, we witness client horrific experiences. It's sad that clients, battered by the current economic environment have their conditions exacerbated by our wayward behaviors. What has become of us? Long back health care professionals used to command respect amongst peer civil servants. We would be the talk of the village or community we reside that now we have a nurse or doctor in our midst. But now many have turned to love money more than life of others. It has become your money or your life, even when the services must be provided free of charge. By declaring that Chitungwiza hospital will implement quality management systems aligned to the Ministry of Health and Child Care's 5S-KAIZEN-TQM philosophy we are committing to a clean and organized environment, improved staff morale, behavior and attitude and maximum

use of available resources. A number of quality indicators will be tracked to track this progress like waiting time at all service points, drug fill rate, availability of laboratory and radiological tests amongst other customer satisfaction metrics. Quality assurance and patient safety systems are country wide efforts to ensure all citizens get the best services possible. This will ensure even your relatives scattered across the country will also get served. I know for now you have resorted to bringing your sick relatives closer to you at the time of need and you have to literally take the through from reception, nurses' station, call the doctor, take them to laboratory and pharmacy as needful lest they will not get served adequately. Imagine what those without these connections have to go through. I think sometimes in life, even our efforts in other spheres of life are not rewarded because of our conduct at work. When a person gets sick, everything stops until we get well. A sick person is indeed a poor person. And when they come seeking our help, do we offload our frustrations on them? They already have their fair share of trouble, and we have to alleviate their suffering. The word of the Lord says whoever gives to the poor will never be in need or will never lack.

I know when we get back to our workstations and wish to exhibit a change for the better, we might face resistance. Do not be discouraged. Remember in Ezekiel chapter 37 when the spirit of the Lord took Ezekiel into a valley full of dry bones, God commanded him to prophesy and bring the dry bones long dead into life. The bones when stored to life stood like a great army. Today we have many amongst us who can take this ministry forward, who is ready to bring the fellow comrades to stand firm and provide a quality service? We are the nucleus to start this reform.

I wish to thank you for the work you have already done and much more for the work you are going to do going forward.

Thank you!

5S KAIZEN LAUNCH IN PICTURES



Ward 1 crowned the best ward in 2024

By staff writer

Ward 1, female surgical ward, was crowned the best performing ward during the competitions than ran at Chitungwiza Central Hospital. The awards were presented to winners when the hospital was launching 5S Kaizen Quality Management Systems.

The winning ward admits female patients which is a surgical ward associated with nursing and caring for patients about to go through surgery. This not only makes surgery safer, but speeds up a patient's recovery, so they can be discharged sooner. The ward also takes care of orthopedic patients and those diagnosed with colon cancer, hernia and gynecology just to bring up one or two of the multitudinous surgical complications. Patients with burns receive the best care feasible as their wounds are dressed allowing swift recovery.

It was a joyous moment at the hospital when awards were presented to winners. There was ululations and dance among staff who were presented with awards.

Ward 1 won the first prize. Staff working in the ward were presented with a golden trophy and lunch out at Cresta Oasis for the staff who work in that ward.

The second prize went to Radiolo-



Mr T Mwapeza one of the adjudicators presenting the awards

gy department. They were given a big hamper with groceries and free lunch. The head of department Mrs Mutsau and staff were pleased with the prize they won.

One of the adjudicators Mr Mwapeza who is the quality assurance officer at the Ministry of health and child care said the competition as the wards and departments did well in the assessment. They complied with 5s Karen. The competition was stiff as all the departments and wards were very clean and followed the 5s Kaizen

The awards will be an annual event.

Stop Cholera Outbreak

Cholera is an acute diarrhoeal infection caused by ingestion of food or water contaminated with the bacterium *Vibrio cholerae*. Cholera remains a global threat to public health and an indicator of inequity and lack of social development. A multifaceted approach is key to control cholera, and to reduce deaths. A combination of surveillance, water, sanitation and hygiene, social mobilization, treatment, and oral cholera vaccines are used.



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