

THE CCH OUTLOOK



PUBLIC RELATIONS OFFICE

www.cch.org.zw

pr@cch.org.zw

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

and show our stakeholders and guests that we as hospital staff we are so happy with the new 5s Kaizen quality management systems.

*page 4



The acting Chief Medical Officer Doctor Raphael Makota appraised all the stakeholders, invited guests and also the hospital staff workers for making the Kaizen Launch a success. Dr Makota gave

updates and developments at the hospital. He said, "We are trying to improve staff warfare. At the moment we are providing free tea and bread for our staff to motivate them to provide quality healthcare services to our patients."

*page 2

Hospital Staff and Nursing students Dancing Celebrating Victory



Deputy Matron(Right) dancing with colleagues

CCH AT THE APEX OF THE HEALTH CARE DELIVERY SYSTEM IN ZIMBABWE PAGE 1

GUEST OF HONOUR SPEECH PAGE 3

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 on 20 December 2023.

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 at 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 trying to improve provide staff welfare. 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.



MOHCC Director Quality Assurance & Patient Safety Mr M Chirume presenting his speech

† 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 get 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 that 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 then 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 the offload our frustrations on them? They already have their fair share of trouble, and we have to alleviate their suffering. The word of the God 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 staff who scooped the first prize lifting their trophy they won



Mrs D Mutsau HOD Radiology department and staff receiving their award (second prize)



Ward 3 SIC Katemanyoka (green uniform) showcasing the award they scooped i.e. 3rd prize. Picture below stakeholders following proceedings of the event



School of nursing choir singing a song. Picture below stakeholders following proceedings of the event



Chitungwiza Central Hospital launched the new quality management system in style

By staff writer

The 5S Kaizen Quality Management Systems, adopted at Chitungwiza Central Hospital was launched in style at the institution recently, with a big Ward Performance Competition meant to encourage and enhance good health delivery systems at the hospital.

Ward 1, female surgical ward, was crowned the best performing ward in the competition and scooped awards that included a sumptuous dinner for the ward staff at one of the best hotels in the capital, Harare.

Ward 1 is a female surgical ward where patients awaiting surgery are admitted for preparation, a key component of requirements for safer surgery and speedy recovery.

The ward also admits orthopaedic patients and those diagnosed with colon cancer, hernia and gynaecological complications. The ward takes in and treats patients with burns as well, a specialty that enhanced Ward 1's service excellence.

After a lengthy period of ward performance assessments, the D-Day brought with it palpable excitement as results were announced and winners declared. When the awards were presented, there was a din of ululations as staff screamed and displayed their fancy footwork in celebratory dances. Ward 1 scooped the first prize symbolized by a glittering Golden Trophy and vouchers for the big dinner at the Five Star hotel for the staff.

The second prize went to the Ra-



Mr T Mwapeza one of the adjudicators presenting the awards

diology Department who were given a big grocery hamper each for the staff and complimentary lunch at the hospital canteen.

The head of department Mrs Mut-sau and staff expressed great pleasure 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 assessors for the competition did a good job and those that scooped the prizes did indeed deserve to win. The winners, he said, had indeed complied with 5S Kaizen requirements.

Public Relations Executive, Dr. Tasaranarwo said the competitions will be an annual event at the institution.



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.

If you have any complaints, please visit or contact the Public Relations Department

Editorial Team

Editor

Audrey Tasaranarwo

Associate Editor

Killian Mafuzha

Reporters

Desmond Chalinga

Ruvimbo Masungu

Layout & Design

Desmond Chalinga

Photographers

Desmond Chalinga

