

# Global Learning Laboratory for Quality UHC – Webinar 3

## Quality improvement – wisdom from the field

### Overview:

Improvement efforts across the world yield important lessons and learning that can stimulate changes elsewhere. Documenting and sharing the accumulated wisdom from these improvement efforts is critical in fostering the generation of new knowledge to increase the impact of quality improvement interventions. Opportunities for shared learning and exploration are limited. This webinar of the WHO Global Learning Laboratory for Quality UHC provides an opportunity to hear directly from colleagues implementing quality improvement interventions using a variety of approaches in distinct health systems across the world. The focus will be on “change nuggets” that emerge from applying quality improvement approaches to a wide range of subject areas. Linkages between quality improvement and leadership & management processes will also be considered. The 60 minute interactive webinar will draw on the lessons learned and results from a number of countries supported by the USAID Applying Science to Strengthen and Improve Systems (ASSIST) project.

*This webinar is hosted in partnership with the USAID ASSIST Project.*

### Learning Objectives:

The webinar will allow participants to explore:

- Quality improvement and its application across multiple levels of the health system.
- Different quality improvement approaches applied in different contexts.
- Examples of how quality improvement is being linked to sub-national management.
- Linkages between local quality improvement and the global dialogue on quality.

### Intended audience:

Frontline workers, Administrators, Policy-makers, Patients, Community Advocates, Donors

### Date:

Monday July 31 –15:00hr Geneva time

### Time:

Geneva, Switzerland	15:00 CEST
Washington DC, USA	09:00 EST
Tokyo, Japan	22:00 JST
London, United Kingdom	14:00 GMT
New Delhi, India	18:30 IST
Lagos, Nigeria	14:00 WAT
Cairo, Egypt	15:00 EET

[\(click here for other time zones\)](#)

<b>Agenda</b>	<b>Presenter</b>	<b>Objective</b>	<b>Time</b>
Framing	Shams Syed	Welcome and provide framing of discussions and introduce panel	5 mins
National	Donna Jacobs	Presenter will address 3 questions: <ol style="list-style-type: none"> <li>1. How can we ensure ownership, sustainability and accountability at the national level for quality?</li> <li>2. How can we engage with partners &amp; stakeholders to improve health care outcomes while avoiding duplication?</li> <li>3. What are the 3-5 factors you have seen that facilitate the spread of a subnational or facility level improvement throughout the health system?</li> </ol>	9 mins (3 mins. for each question)
Sub-national	Mirwais Rahimzai	Presenter will address 3 questions: <ol style="list-style-type: none"> <li>1. How can the sub-national level act as a conduit for quality improvement between the national &amp; facility-level?</li> <li>2. How can district health management teams be engaged in the quality improvement process?</li> <li>3. What are the 3-5 factors you have seen that facilitate the spread of an improvement at the sub-national level?</li> </ol>	9 mins (3 mins. for each question)
Facility	Esther Karamagi	Presenter will address 3 questions: <ol style="list-style-type: none"> <li>1. How do you start improving care at the facility-level?</li> <li>2. How do you keep health workers motivated for continuous quality improvement at the facility-level?</li> <li>3. Can you give an example of a facility-level improvement effort that has led to district or national level change?</li> </ol>	9 mins (3 mins. for each question)
Global	Rashad Massoud	Reflections on 3-5 key “change nuggets” that have emerged through the 20 plus years of implementing the USAID ASSIST Project (and formerly the USAID Health Care Improvement Project).	8 mins
Moderated discussion and closing	Shams Syed	Interactive panel responses to questions from participants.	20 mins