

# Quality Improvement in MNCH

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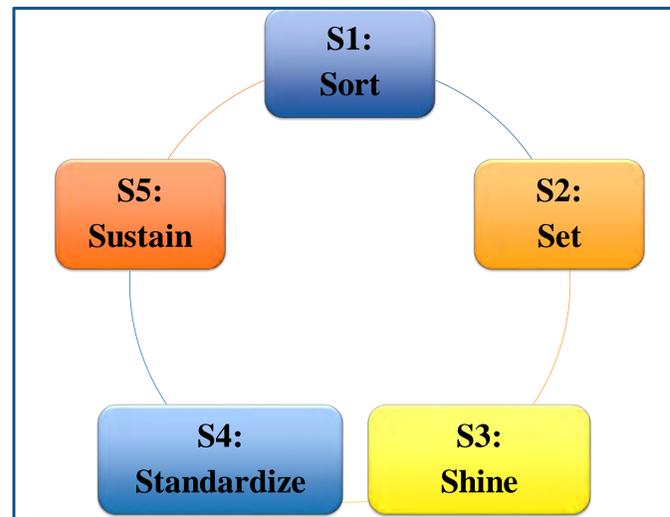
## Background

Significant gains in MNCH-FP health outcomes in Manicaland will require improvements in service quality.

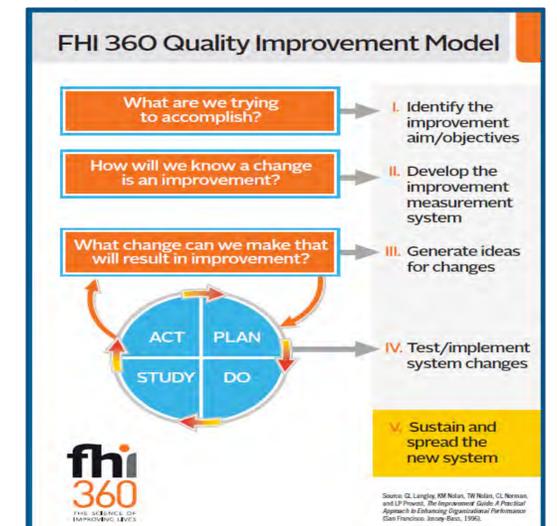
The Mhuri / Imuli approach to service quality focuses on re-organization of workspaces and adherence to clinical standards

## Approach

### 1) Kaizen 5S



### 2) PDSA cycle



## Process and Outputs

Selected 4 collaboratives

Sensitized PHE, DHEs and trained cQI coaches

Developed cQI charters addressing maternal and neonatal outcomes

Collaboratives implemented charters, with project mentoring

Monthly cQI team meetings and quarterly learning sessions



5S in action:  
Linen room at  
MPH

PHOTO CREDIT: DR. BLESSING ZAMBA, MUTARE PROVINCIAL HOSPITAL

## Lessons learnt

Involvement of district leadership ensures support for coaches to arrange cQI meetings

It is important to start on a small scale then scale up

Allowing coaches to plan and chair meetings inculcates a sense of ownership necessary for sustainability