

GRADUATE SCHOOL OF PUBLIC AND DEVELOPMENT MANAGEMENT

(Center)

[2024] PROJECT ACCOMPLISHMENT REPORT**I. Project Information**

Project Code: MIPMR

Project Title: CERTIFICATE COURSE ON HOSPITAL QUALITY IMPROVEMENT BATCH 6

Project Start: November 15, 2023

Project End: April 30, 2024

Project Price: PHP 850,000.00

Client Organization: NONE

II. Project Team

Project Manager: MARK REX JAYSON T. ATOLE

Team Members: GERALD MACABINQUIL

Supervising Fellow: MARIA FELICIDAD F. BILLEDO

Consultants/ Resource Persons

DR. BIEN NILLOS

DR. MARIA LINDA BUHAT

DR. NORMA LANGE-TAGAZA

DR. MADELEINE VALERA

III. Project Details**Project Description**

The Certificate Course on Hospital Quality Improvement (CCHQI) is intended to ensure that health services are effective, safe, and focused on the needs of the patient. Health systems in most countries, especially in low- and medium-income countries, are so burdened and stretched that quality is not given sufficient attention. The delivery of unsafe, unequal and inequitable health services will negate the intention of promoting health among the population.

This theory-based and practice-focused training course is intended for staff in healthcare facilities, e.g., hospitals and clinics. The course offers the participants the opportunity to understand the complexity of health systems and how Quality Improvement (QI) initiatives could strengthen health systems. Furthermore, participants will learn quality improvement tools to enable them to analyze problems, search for solutions, plan and apply these in implementing quality improvement project in their own setting. At the heart of the discussions on quality is the delivery of safe care.

Project Objective

At the end of the course, the students will be able to:

1. Describe the significance of quality improvement in strengthening health system and in promoting universal health care;
2. Understand the theoretical foundations of quality improvement;
3. Critically analyze different mechanisms for ensuring quality performance of healthcare organizations in the Philippines;
4. Recognize the importance of evidence-based benchmarks for planning and implementing QI;
5. Recognize the significance of delivering healthcare without harm as indicator of quality care; and

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6. Identify the resources and tools needed for planning and implementing QI initiatives in health.

Focus Area: TRANSFORMATIONAL & INNOVATION TOWARDS PERFORMANCE EXCELLENCE

Project Type: EDUCATION

Project Beneficiary: HEALTH, PUBLIC SECTOR

Regional Coverage: NATIONWIDE

IV. Project Accomplishments

Key Activities Implemented: ONLINE LECTURES AND WORKSHOPS INCLUDING REPORTING,
BREAKOUT SESSION DISCUSSIONS

Major Outputs: TRANSFER PROJECT

Project Impact:

The co-learners developed a Quality Improvement (QI) project, known as the Transfer Project, for a chosen drug rehabilitation facility, putting into practice the insights gained from the course. Utilizing various QI techniques and tools, the project served as a vital link between theoretical knowledge and real-world application. After pinpointing a key quality issue, the learners collaborated to address a straightforward, immediate challenge. They then presented their findings to peers, receiving valuable feedback that further refined their efforts. This hands-on experience not only honed their skills but also provided a tangible opportunity to implement course learnings in actual healthcare scenarios, seamlessly merging theory with practice.

Lessons Learned:

Co-learners found the course highly beneficial for enhancing hospital quality improvement, emphasizing the relevance of topics and methodologies used. They appreciated the informative and practical lectures from supportive admin and professors. The preparation and presentation of the Transfer Project were particularly helpful, providing insights into best practices from different TRCs.

The course covered essential methods for patient quality care improvement, including problem-solving and prioritization techniques. The use of tools like the Prioritization Matrix was highlighted as significant in addressing urgent issues and optimizing available resources. Participants from various backgrounds, including administrative roles, found value in the course, with some noting that it equipped them to guide their teams effectively. Overall, the course was praised for its relevance, practicality, and potential impact on patient satisfaction, compliance, and cost savings in healthcare facilities.

For its improvement, some suggested customizing the course to focus more specifically on the Drug Rehabilitation setting in the Philippines. They recommended providing a template for the Transfer Project in advance to ensure alignment with workshop schedules. While the course was deemed informative and appropriately scheduled, some participants suggested lengthening the time allocated for project preparation and implementation.

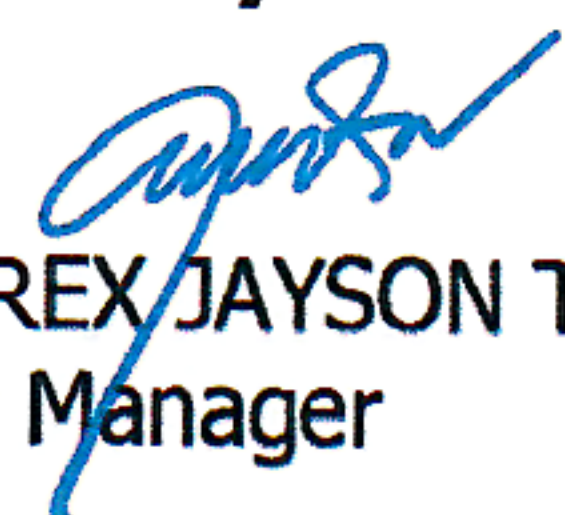
There were also requests for a combination of online and face-to-face classes and more interactive activities, including practice problems and worksheets. Co-learners appreciated the efficiency and adaptability of the learning design for implementing continuous quality improvement. They praised the course delivery and the accommodating staff, suggesting the provision of learning materials in advance for better preparation. Overall, participants valued the course and hoped for future offerings to be conducted face-to-face for more interactive engagement.

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[2024] PROJECT ACCOMPLISHMENT REPORT**V. Attachments**

- Summary of Evaluation for Course and Resource Person (for education)
- Certificate of Project Closure (for all completed projects)

Prepared by:
MARK REX JAYSON T. ATOLE
Project Manager**Noted / Approved by:**
MS. MARIA FELICIDAD F. BILLED
Officer-in-Charge, GSPDM
(SO 2024-053)**Notes:**

1. Project details on Section I-III can be generated thru PMIS based on PMs Inputs.
2. Project Managers are required to accomplish Section IV & provide Section V to reflect results of project implementation
3. Project Managers can update/adjust the pre-filled sections(I-III) based on actual data