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IMPACT OF THE SAFE@KCH HOSPITAL PARTNERSHIP PROJECT ON HOSPITAL ACCREDITATION RESULTS

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WiHelp

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BACKGROUND

Kamuzu Central Hospital (KCH) is a leading government institution for health care in Malawi. Since end of 2020 KCH started a partnership with the RheinMain University of Applied Sciences (HSRM), Wiesbaden Institute for Healthcare Economics and Patient Safety (WiHelp) and developed a project to improve in patient safety.

Patient safety is a central aspect of patient care, aiming to prevent patient injuries and the resulting consequences for the patient, the hospital staff and the hospital. KCH is one of 8 hospitals in Malawi seeking accreditation according to the Council of Health Service Accreditation of Southern Africa (COHSASA) standards. The COHSASA standards are measured with a scale from 1 to 100. If the adherence to the standards is between 0 and 40, one is not compliant with the standards. If the measured value is between 41 and 80, one is partially compliant with the standards. If the measured value is between 81 and 100, one is compliant with the standards.

RESULTS

In December 2022, the third progress survey according to COHSASA standards was conducted by Malawian auditors. In particular, the categories of quality management (QM), risk management (RM) and operation theatre (OT) have benefited from the Safe@KCH project.

In QM (SE 7), the baseline score in 2018 was 13. In the 2019 Progress Survey, a score of 31 was achieved and in 2022, the score almost doubled to 57.

In RM (SE 5): a score of 17 was measured in the 2018 Baseline Survey. In the Progress Survey of 2019 a value of 24 and in the Progress Survey of 2022 a value of 47.

In OT (SE 14) a value of 22 was measured in the Baseline Survey in 2018. In the 2019 Progress Survey a score of 30 and in the 2022 Survey a score of 66.

If nothing else, this had a major impact on the hospital's overall average score. In 2018, the average score for the Hospital was 21, in the 2019 Progress Survey it was 24 and in the 2022 Progress Survey it was 54.

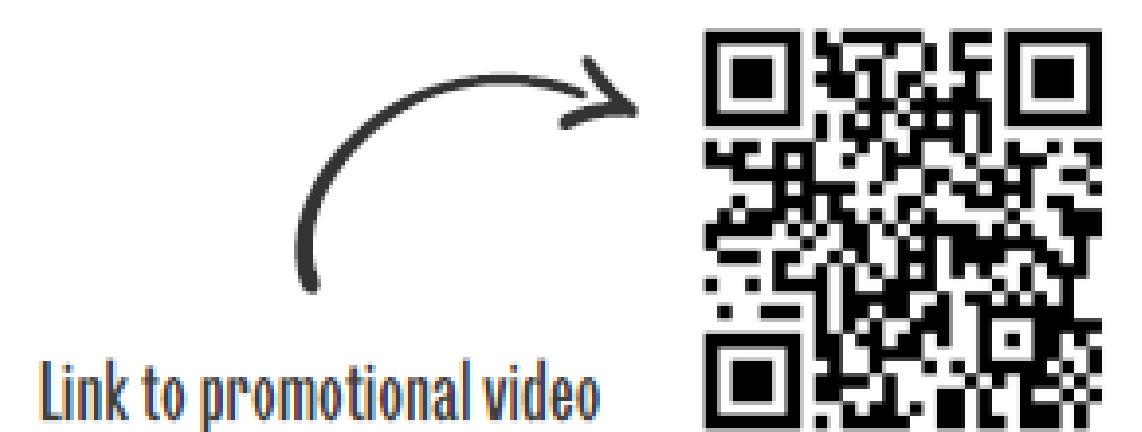
METHODS

Six Patient Safety Ambassadors (PSA) were trained in the operating theatre and surgery areas with the help of HSRM. Several trainings of the staff in the area of surgery and the OR were conducted by the PSAs, with the topics of documentation, safe surgery, safe patient identification.

The Operation Theatre documentation was revised and standardised. A tool to measure adherence to standard documentation was developed. The quality of the documentation was measured over a period of 9 months. At the start of the project, an adherence of 16% was measured and has increased to 74%.

DISCUSSION

The available data confirm that the project has led to significant improvements in key areas of the hospital. The result adherence to the standards, especially in the Operating Theatre, was more than doubled. As it turned out, with the focus on patient safety, there was also a very factual discussion about processes and safety in general. In our opinion, it makes sense to install Patient Safety Ambassadors in Hospitals in Malawi. We therefore recommend rolling out the programme to other hospitals. It will then become clear whether the results can be reproduced there as well.



KCH Accreditation Progress 2018-2022

