

2023

CONCEPT NOTE
2023 QUALITY IMPROVEMENT
CONFERENCES

**DIRECRORATE OF QUALITY ASSURANCE AND
PEFORMANCE IMPROVEMENT
MINISTRY OF HEALTH**



Theme: “Person-Centered Care: An approach to improving the delivery of quality health care and people’s well-being.”

The 2023 Regional and National Quality Improvement Conference

1.0 Introduction

Quality Improvement (QI) refers to a “continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes which achieve equity and improve the health of the community” (Riley, 2010).

Quality improvement and performance improvement (QAQI and PI) are vital components of the healthcare system, playing a crucial role in enhancing patient outcomes, promoting patient safety, and optimizing healthcare delivery. These processes focus on evaluating and enhancing the effectiveness, efficiency, and reliability of healthcare services, ultimately leading to improved healthcare quality. The following are among the many highlights regarding the importance of quality improvement and performance improvement in the field of health:

Increasing Efficiency and Cost-Effectiveness: Quality improvement and performance improvement methodologies focus on streamlining healthcare processes, reducing waste, and optimizing resource utilization. By eliminating unnecessary procedures, reducing wait times, and improving workflow efficiency, healthcare organizations can provide timely and cost-effective care. This not only benefits patients but also contributes to the sustainability of healthcare systems.

Driving Evidence-Based Practice: Quality improvement and performance improvement initiatives promote the implementation of evidence-based practices and guidelines. By integrating the latest research findings into clinical workflows, healthcare organizations ensure that patients receive the most effective and appropriate care. This helps standardize care across healthcare settings and improves overall healthcare outcomes

Ensuring Patient Safety: Quality improvement and performance improvement efforts contribute significantly to enhancing patient safety. These processes involve identifying and



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mitigating risks, reducing medical errors, and preventing adverse events. By implementing safety protocols, standardized practices, and effective communication strategies, healthcare organizations can create a culture of safety and minimize harm to patients.

Fostering Continuous Learning and Professional Development: Quality improvement and performance improvement efforts encourage a culture of continuous learning and professional development among healthcare providers. By engaging in data-driven analysis, healthcare professionals can identify areas for improvement, learn from successes and failures, and refine their skills and knowledge. This iterative process leads to ongoing improvement in healthcare practices and ensures that providers

1.2 Goal, objectives, and themes of the QI Conferences

1.2.1 Goal

To promote Person-Centred Care programmes and interventions that promote healthcare delivery responsive to evolving needs, priorities and preferences of people while ensuring capability and resilience to continuously put QI into action through the acquisition, assimilation and application of the QI principles.

1.2.1 Specific Objectives

- i. To improve the knowledge in improvement science, systems and measurement
- ii. To improve the skills in managing complexity, leading change, learning and reflection and ensuring sustainability.
- iii. To raise awareness on evidence-based Person-Centred Care Approaches.
- iv. To strengthen and support regional QI Conferences to identify QI projects implemented in various provinces that will be presented at the national conference



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1.2.3 Themes

Person-Centered Care: An approach to improving the delivery of quality health care and people’s well-being.

The sub-themes include:

- Investing in key drivers for quality of care
- Improving quality through transformative innovations
- Listening to patients to improve healthcare
- Inspiring and driving improvements in quality and patient safety
- Telemedicine and quality of care
- Improving the quality of community-integrated healthcare
- Operational research on person-centered care and patient safety
- Improving quality through innovation in service design and
- Leadership and Governance Systems

1.2.4 Expected outcome

Ultimately have continuous improvement in the outcomes of all services provided in the health facilities through increased health care providers’ awareness of PCC approaches and a satisfied healthy nation

2.0 Justification

Reinforcing the Importance of Person-Centered Care: This year’s Quality Improvement and Assurance in person-centered care underscores the significance of this approach in healthcare. The conference will serve as a platform to showcase the core principles of person-centered care using different approaches. By highlighting the value of person-centered care, the conference



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helps healthcare professionals recognize its importance and motivates them to actively implement it in their practice

3.0 Methodology

Participants of the conferences will be required to register with National Health Research Authority (NHRA) website for them to participate in the conferences. A call for abstracts will be sent out inviting submission of abstracts for consideration as oral or poster presentations during the conference. The abstracts that will be submitted through the National Health Research Authority Website will be reviewed by the scientific committee that will be constituted by the organizers.

Both national and regional conferences will be held through virtual and physical platforms. The physical approach provides greater networking opportunities as in-person interactions allow conversations to flow naturally while the virtual platform provides wide coverage, and saves time and costs. Both approaches will be embraced because of their distinct advantages.

The conference will feature various quality improvement topics and operational research topics currently being undertaken in various health facilities. The presentations will either be by the physical attendees or by a virtual platform from the provinces.

4.0 Conferences

4.1. Regional Conferences

The regions will choose the keynote speakers and officials from their provinces to officially open the conferences.

4.2 National QI Conference

The National QI Conference will be officially opened by the Honourable Minister of Health and closed by the Permanent Secretary for Technical Services. The National QI conference will feature many interesting and insightful presentations under the following themes:



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5.0 Proposed Schedule for both Regional and Nation QI Conferences

The conferences are scheduled as indicated in the table below:

Region	Provinces	Proposed dates
Region 1	Central Province Copperbelt Province North-Western Province	3rd – 4th August 2023
Region 2	Luapula Province Muchinga Province Northern Province	8th to 9th August 2023
Region 3	Eastern Province Lusaka Province	5th to 7th August 2023
Region 4	Southern Province Western Province	22nd to 24th August 2023
National QI Conference		
National Conference		5th to 8th September 2023

6.0 Other conference features include:

- Key Note Speeches will be delivered by the speakers that will be identified by the organizing committee.
- Oral and poster presentations
- Exhibitions
- Awards

7.0 Conference Funding

The regions will develop budgets for their conferences. The estimated budget for the national level to technically support the regions and hold the National QI conference is **K 2,782,069.19**. This estimated amount will be used for the provision of technical support during regional conferences and the holding of the national QI Conference at the national level.



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