Improving Quality of WASH Services in Five Countries During a Pandemic

Momentum Country and Global Leadership

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5-country Initiative to Improve Quality of WASH Services

Objective: To rapidly improve health care facility WASH services in 5 countries during the COVID-19 pandemic

Where: 152 health care facilities in Bangladesh, India, Sierra Leone, Ghana, Uganda

When: Sep 2020 - Sep 2021 (Uganda workplan continues through March 2022)

Key Technical Approaches:

• Strengthening health facility infection prevention readiness

• WASH-focused quality improvement
  ▪ Prioritization of 4 measurable WASH improvement aims to drive improvements (handwashing, PPE, triage, and compliance with cleaning protocols)
  ▪ Virtual QI capacity-building/mentoring for District ‘QI Coaches’ – to be able to support facility teams to rapidly improve WASH services (virtual/in-person)
Quality Improvement (QI) Support Provided to District Facility Networks, including District QI coaches, by MOMENTUM Country and Global Leadership

DHMT/MCGL HUB
Organizes and Moderates

SPOKES
Infection Prevention Control (IPC)
Teams within a facility participate

- Virtual QI coach training (108 coaches) and QI practicum training (196 participants)
- Virtual facility QI data review meetings
- Moderated WhatsApp for peer learning, performance support and Google site to host Just In Time learning moments
- In-person support for lower performing facilities
Initiative Reach by the Numbers

- 5 countries
- 152 facilities
- 96 public facilities
- 39 faith-based facilities
- 12 private facilities
- 5 non-profit facilities
Results: Improved Infection Prevention Readiness Scores from Baseline to Endline in each Country (100-point scale)
Improved Availability of Basic WASH Services in Supported Health Facilities (baseline to endline)

- **Water**: BL 114 (75% to 92%) EL 25 (23% to 55%)
- **Sanitation**: BL 45 (23% to 55%) EL 45 (80% to 94%)
- **Hygiene**: BL 122 (80% to 94%) EL 8 (59% to 91%)
- **Waste Management**: BL 22 (59% to 91%) EL 4 (13% to 63%)
- **Environmental Cleaning**: BL 8 (59% to 91%) EL 7 (13% to 63%)

Legend:
- **No Service**
- **Limited Service**
- **Basic Service**
Improved Provider Adherence with Handwashing and PPE Standards (baseline to endline)
How to Continue with Improvements and Sustain WASH Services Improvements

- **On-going leadership engagement** at all levels to institutionalize QI

- **Infrastructure** and **local structures** that promote improvement – basic resources (facility readiness) and functional QI teams (QI processes, supervision)

- **On-going interaction** – training, mentorship, and coaching of QI teams

- **Clear aligned aims, measures** (data usage) and **change ideas** (use rapid improvement cycles)

- **Documentation** and **sharing of best practices**

Facility readiness + QI processes = greater, faster improvement!

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"Knowing is not enough; we must apply. Willing is not enough; we must do."

- Goethe
THANK YOU

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