

**AfroPHC
Workshop**

Exploring Quality & Safety in African PHC

Mentimeter

Welcome: Francoise Nwabufo

Launch of "Global action on patient safety" WHO

Panellists: Dr Maria-Pilar Astier Pena, (WONCA) and
Dr. Joy Mugambi (WONCA Africa)

Then group discussions with feedback

1-4 pm Central Africa Time
Tues 21st September 2021

Register on AfroPHC.org

Workshop Advert



Wonca





Introductory Video/Music



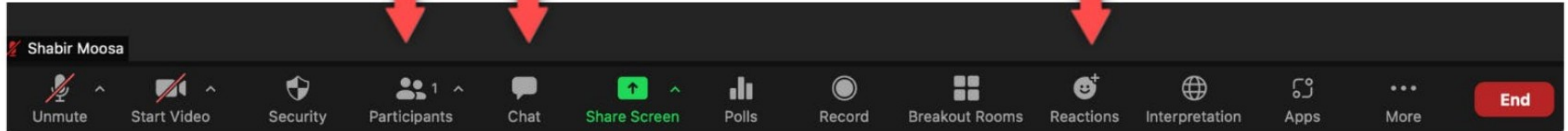
Welcome!



Participants

Chat

Reactions



Unmute/Show Video

Translation English/French

Zoom Basics



How to use Mentimeter to engage



Using Mentimeter

- Download the app to your phone from the App Store (iOS/Android)
- Click the icon to open this user interface
- Put in the code from the top of this presentation (see it right at the top)
- or go to Menti.com on your browser and do the same

Submit

The code is found on the screen in front of you



Voting
code
59729982



Which country are you from?

spain

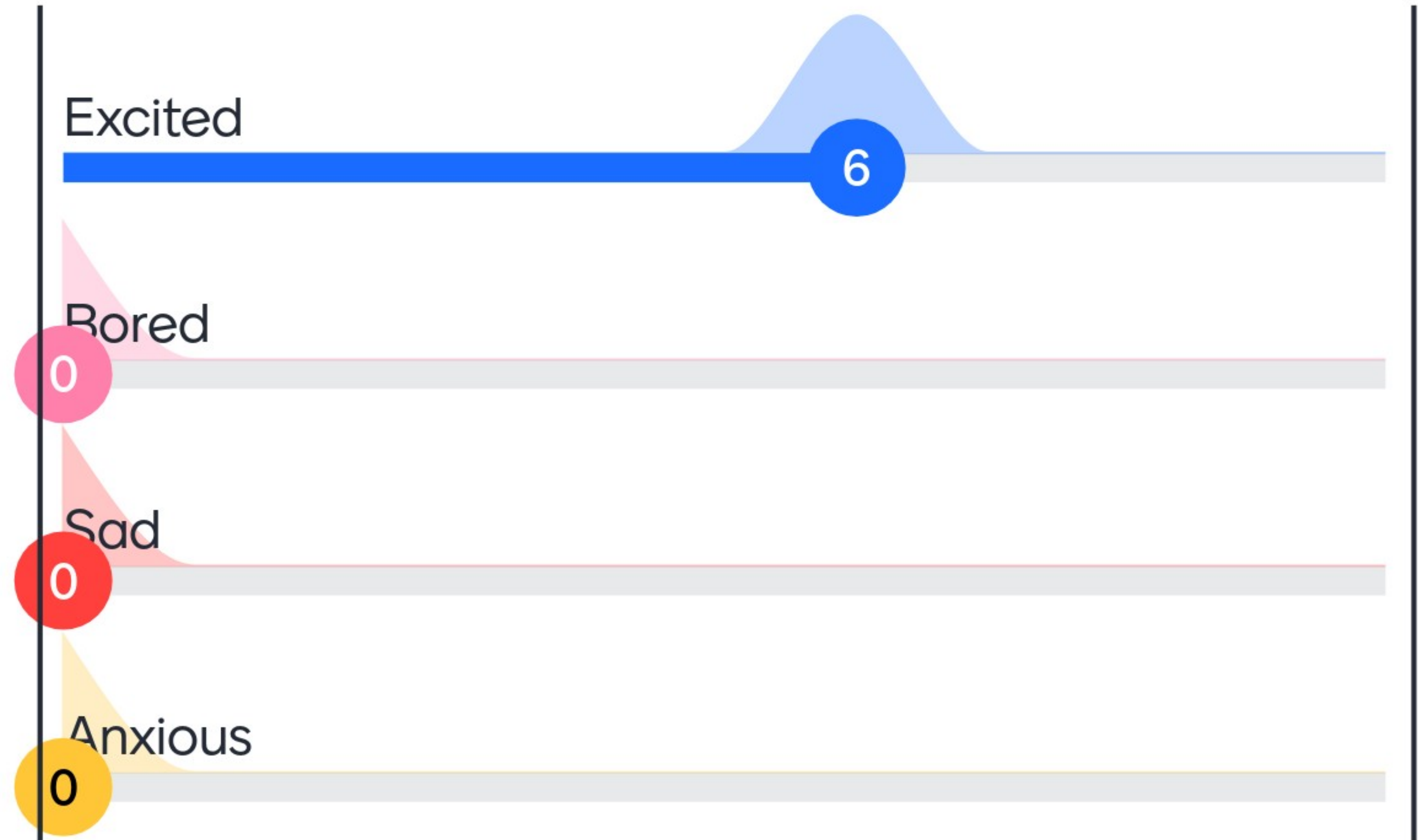
nigeria

What is your profession?

family doctor

family physician

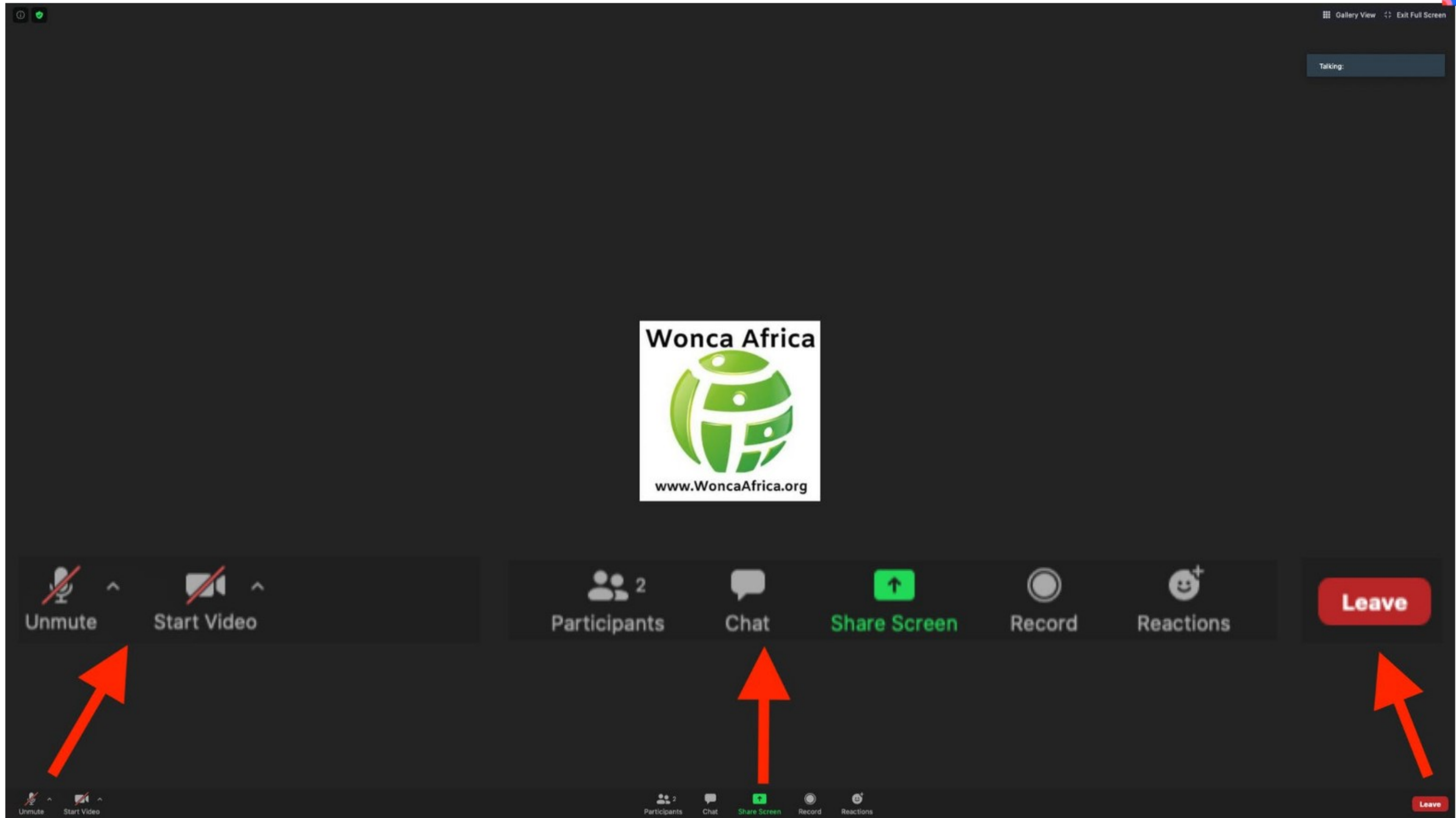
How do you feel now?



Ask me anything

0 questions
0 upvotes





How to use Zoom overall?



Workshop Agenda

- Panel Discussions
- Group Discussions
- Group Feedback

AfroPHC
AFRICAN FORUM FOR
PRIMARY HEALTH CARE



Welcome!

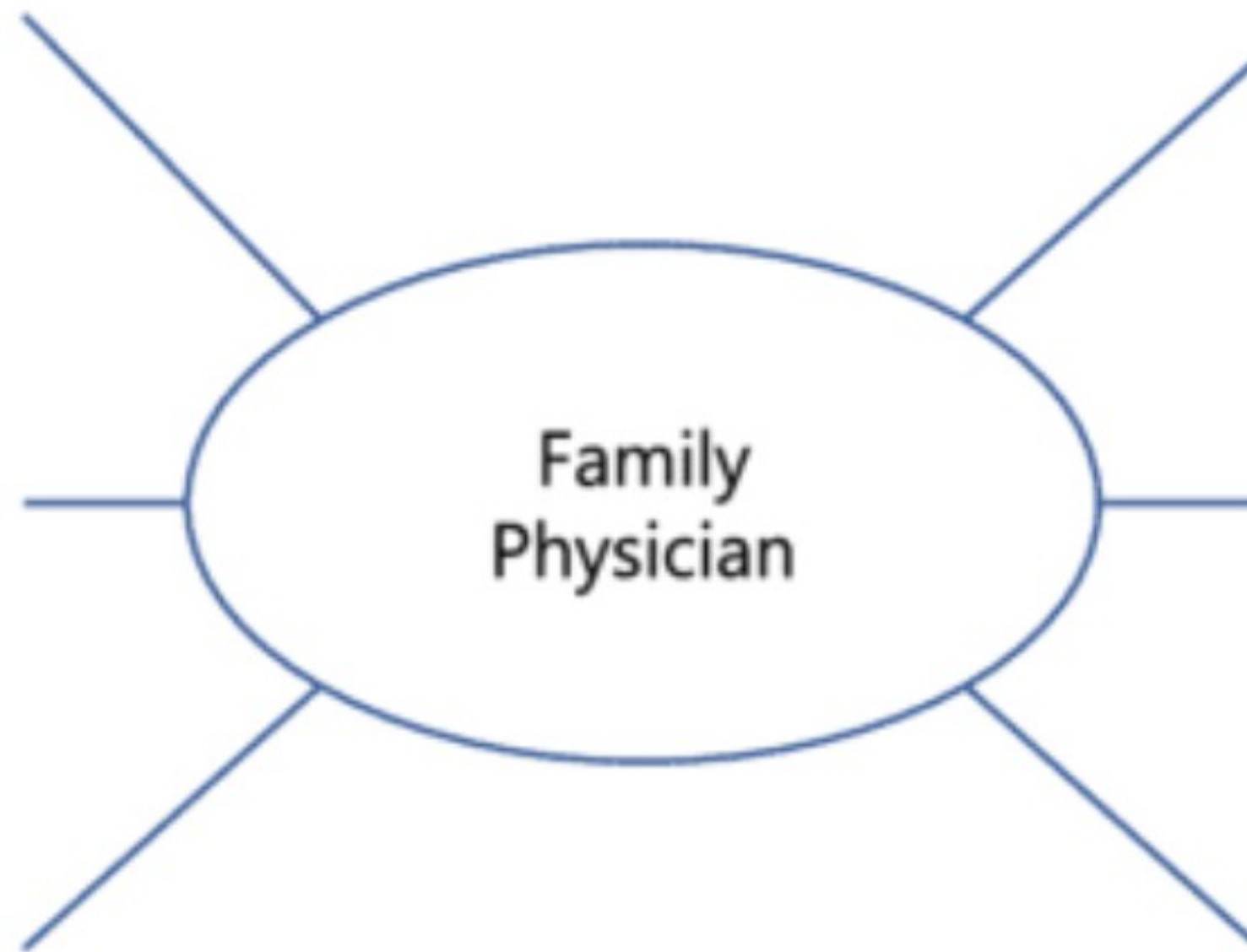
Reflections from Africa



Care provider: Competent in being able to work throughout the district.

Consultant: Acts as a consultant to the primary care and district hospital services.

Capacity builder: Teaches, mentors, supports and develops other practitioners.



Clinical trainer: Provides workplace-based training and supervision to under- and postgraduate students.

Clinical governance leader: Leads the team in improving the quality of care.

Champion of community-orientated primary care: Supports community-based services.



Traditionally there have been five pillars of CG



Three key domains

1. Clinical effectiveness

- Evidence based practice
- Clinical audits
- Clinical guidelines

2. Patient safety

- Risk management
- Adverse event

3. Patient experience

- Complaints management
- Patient information
- Patient involvement



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Pillar 1. Clinical effectiveness 6 R's

Clinical effectiveness is ensuring the **right** care is provided to the **right** patient who is informed and involved in their care at the **right** time by the **right** clinician with the right skills in the **right** way.



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Pillar 2 – Risk management

Providing health care is risky

- Risk to patients
- Risk to health care providers
- Risk to organisation



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Pillar 3. Patient experience

1) Providing information to patients about quality

- ☐ So that consumers are empowered to participate in their care
- ☐ Need to have clear, open and respectful communication
- ☐ More than education – what they can expect

2) Ensuring their experience is good

- ☐ Services respond to the diverse needs of consumers with humanity
- ☐ Rights and responsibilities of patients are promoted to community, consumers, carers and clinicians
- ☐ Improving the way services are delivered by increasing awareness and understanding of the consumer perspective, their needs and what matters to them most



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Seven Strategic Objectives



SO1

Policies to eliminate avoidable harm in health care



SO2

High-reliability systems



SO3

Safety of clinical processes



SO4

Patient and family engagement



SO5

Health worker education, skills and safety



SO6

Information, research and risk management



SO7

Synergy, partnership and solidarity



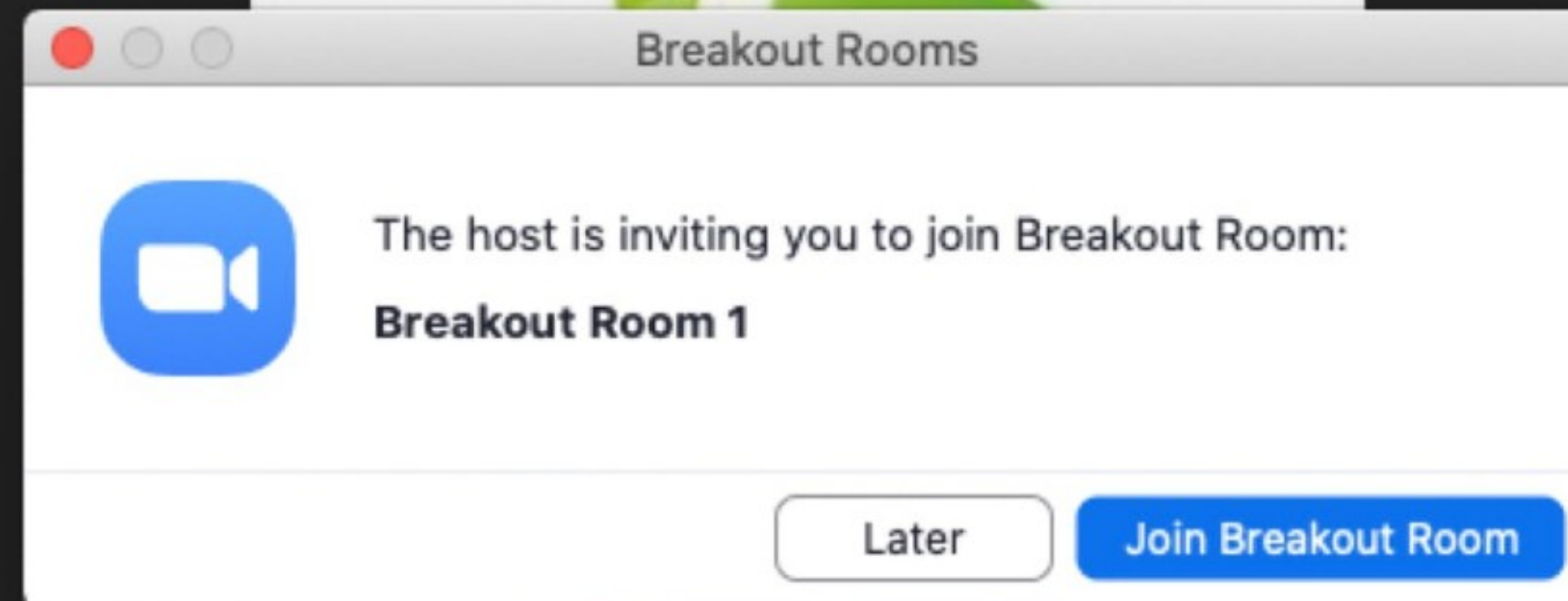
Group Discussion

How to use Zoom Breakout Rooms



Talking:

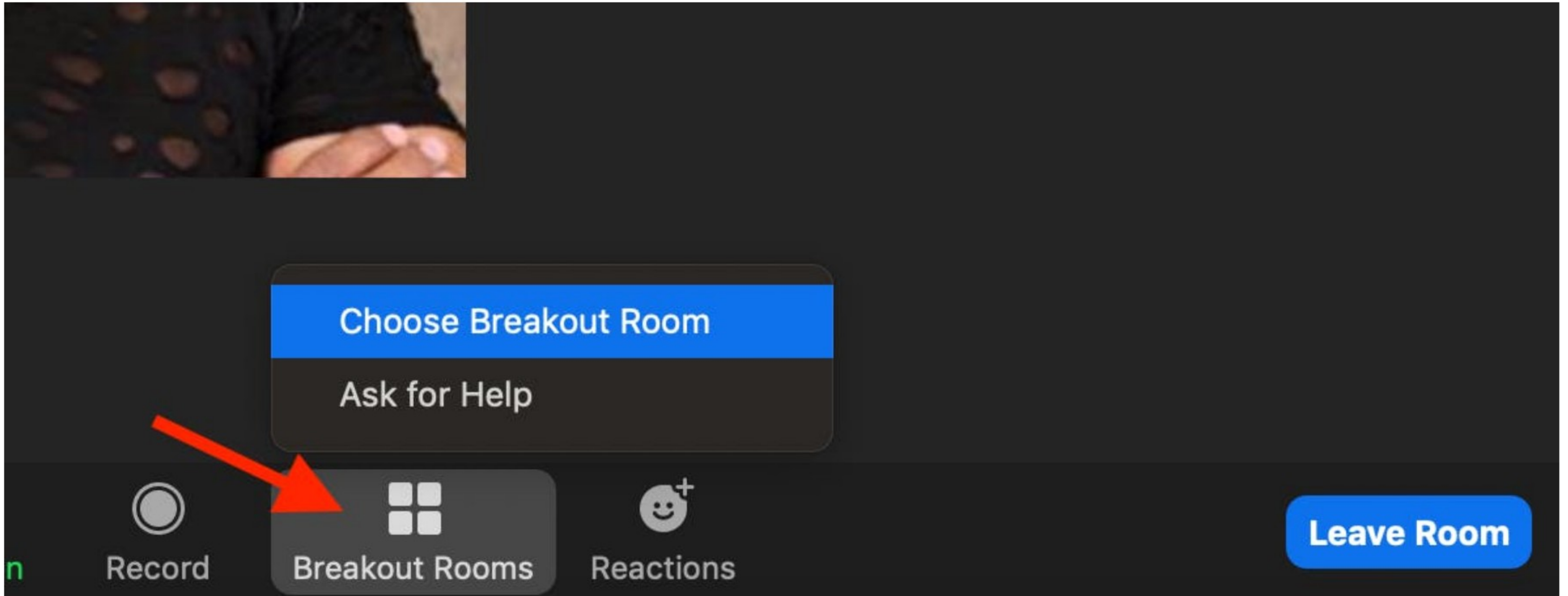
Wonca Africa



www.WoncaAfrica.org

Getting into a Zoom Room





Choose Room



Zoom Meeting

View

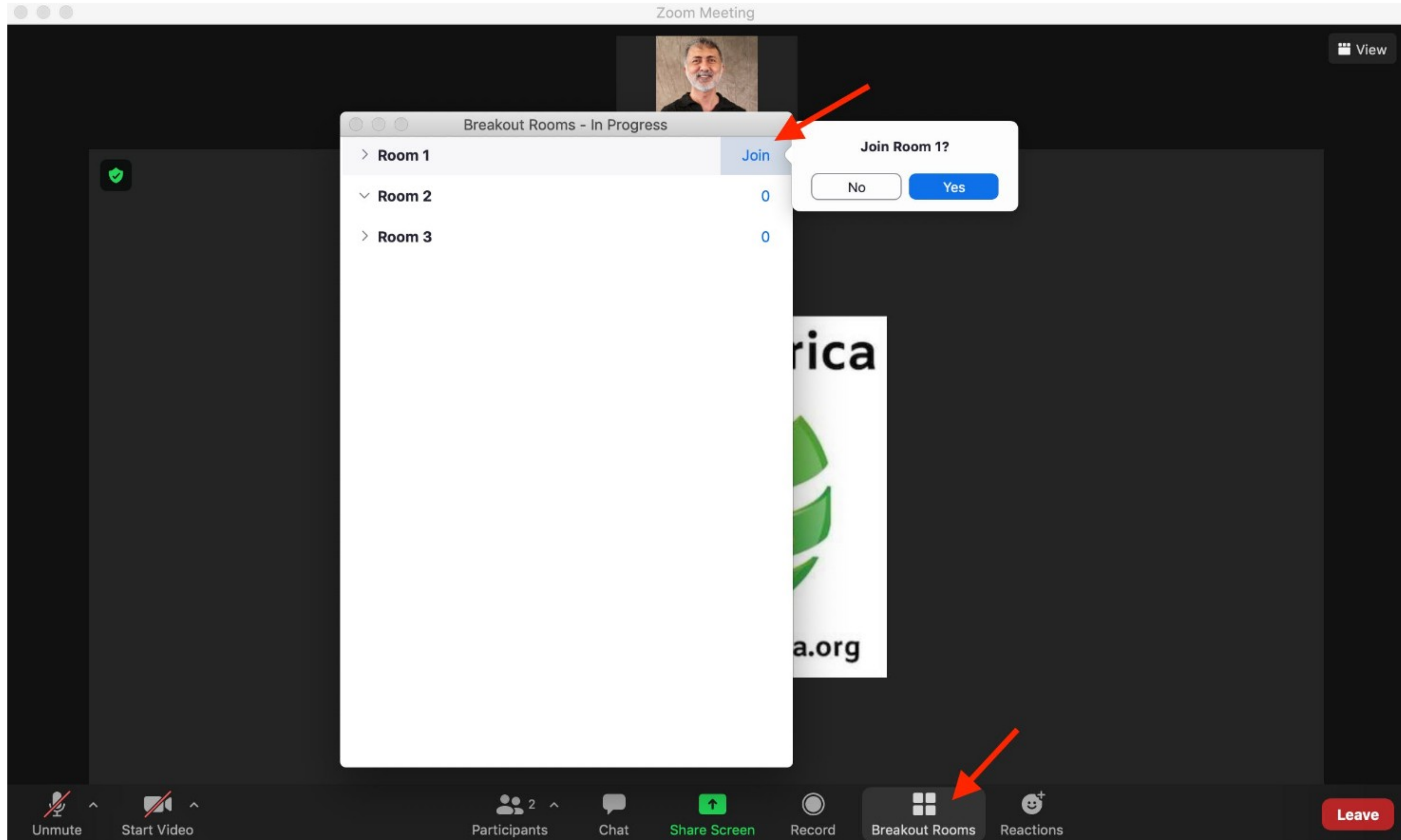
Breakout Rooms - In Progress

- > Room 1 [Join](#)
- Room 2 0
- > Room 3 0

Join Room 1?

No Yes

Unmute Start Video Participants Chat Share Screen Record Breakout Rooms Reactions Leave



Choose Room



Shabir moosa

Participants 1 Chat **Share Screen** Record Ask for Help Reactions

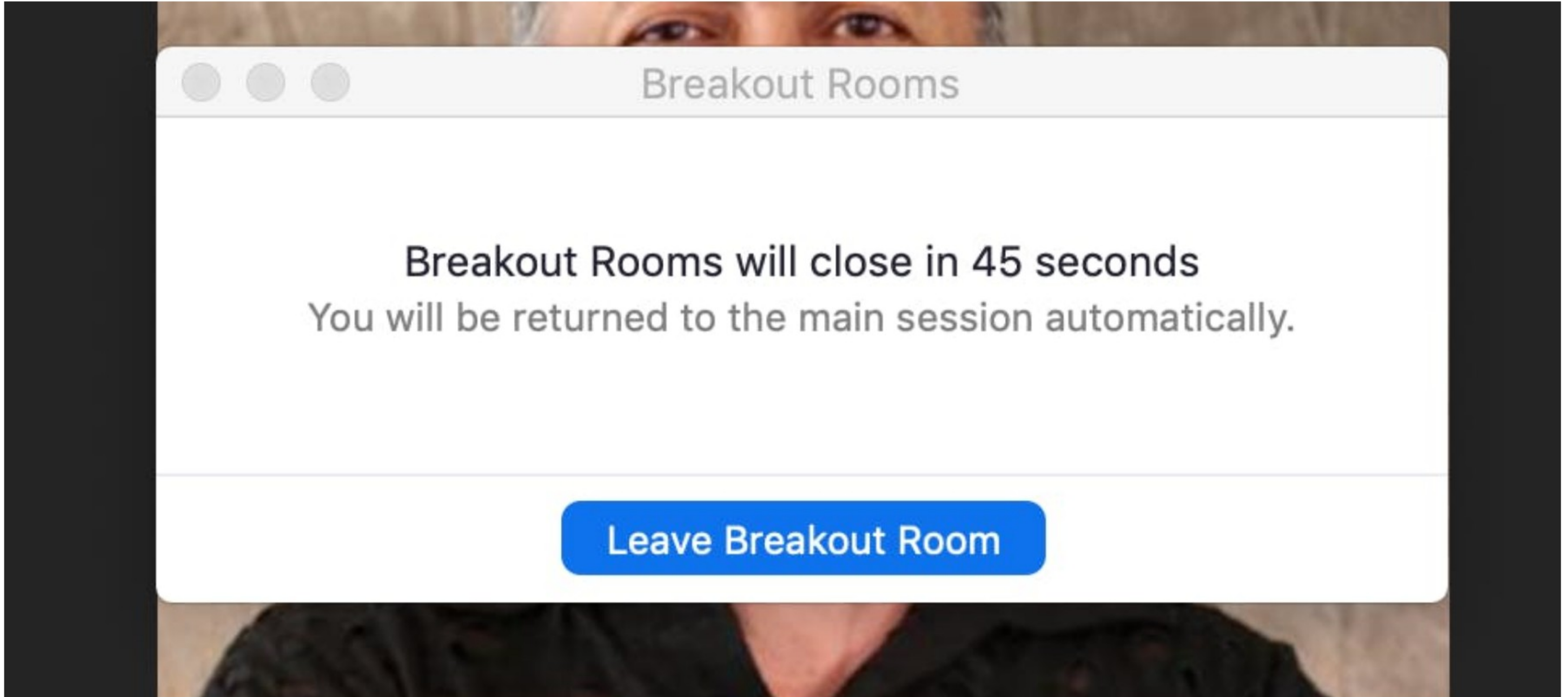
Leave Room

Participants 1 Chat **Share Screen** Record Ask for Help Reactions

Leave Room

Using the Zoom Room



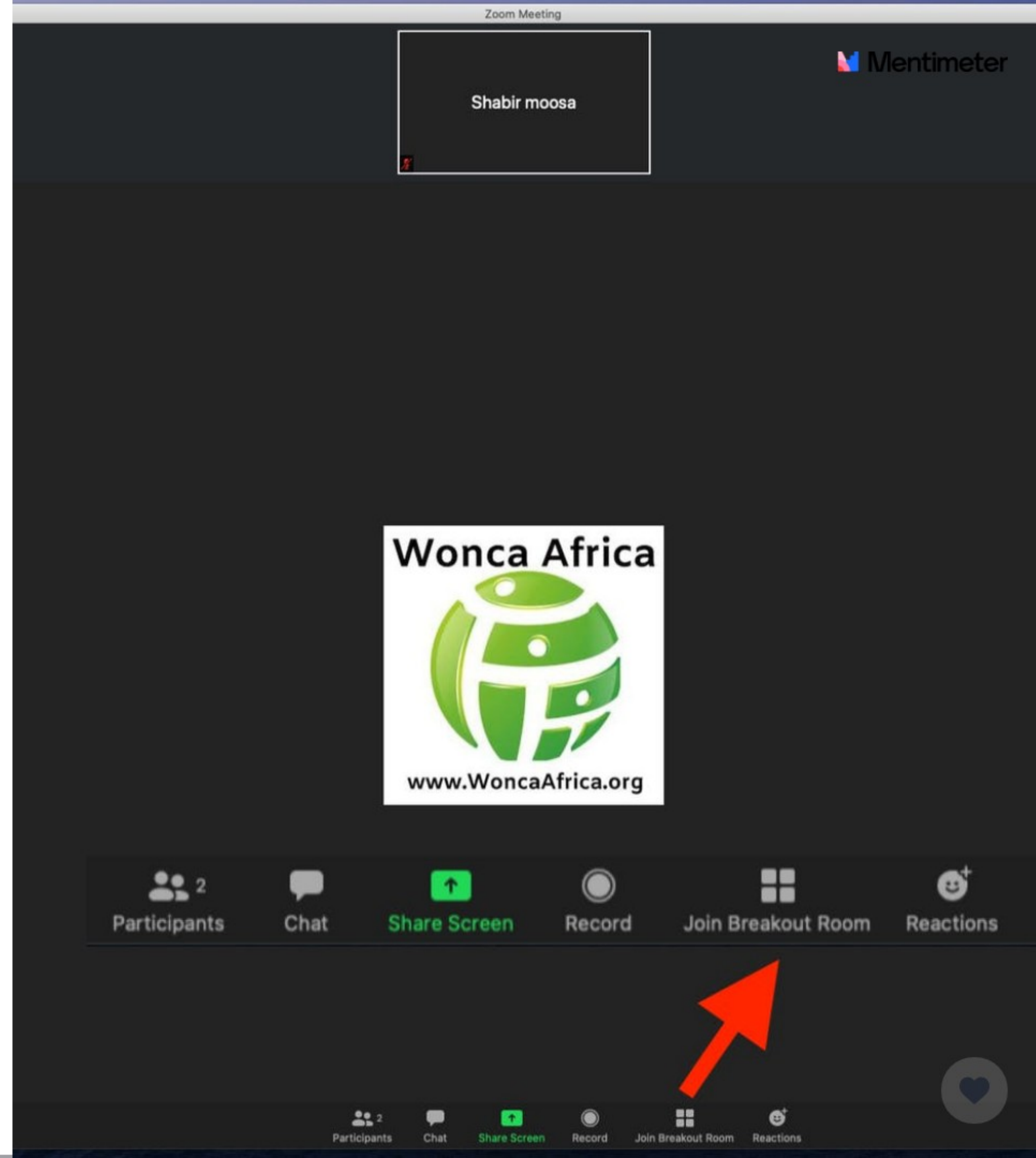


Leaving the Zoom Room



Join the Group Discussion

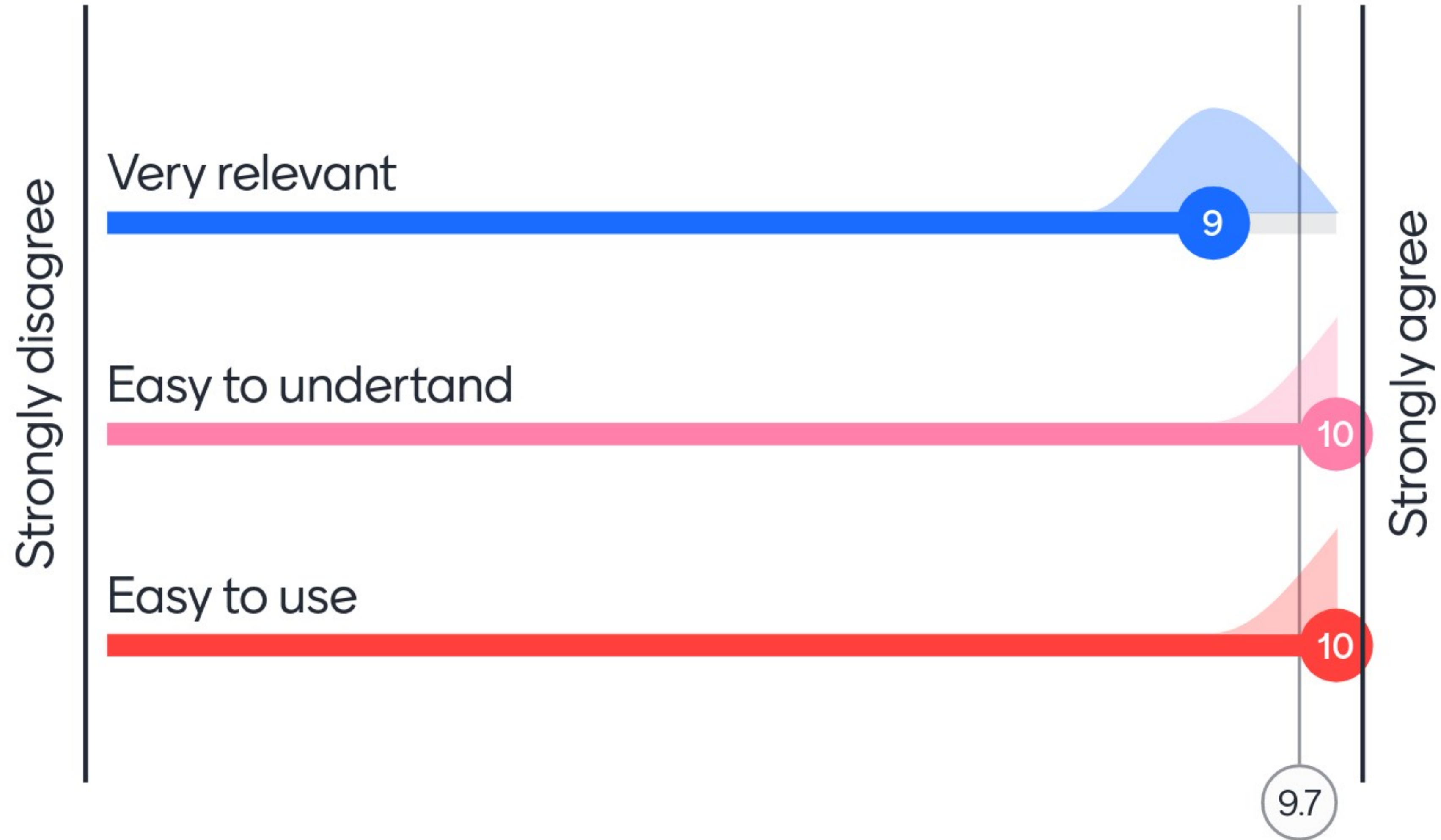
- If you are still here then you are missing out on some really great group discussions.
- Hover on your page and see the menu at the bottom
- Click on "Join Breakout Room" to join your group.
- Enjoy!



Group Feedback



How do you feel about the workshop topic?



What are priority areas for improving patient safety in your health centre?

-empowerment of healthcare providers enhancing teamwork multi-professionals.- invest in resources for PHC facilities: improve infrastructure -buildings, beds and other facilities, water supplies, PPE, for patient safety...-- human resources for PHC t

-empowerment of healthcare providers enhancing teamwork multi-professionals.- invest in resources for PHC facilities: improve infrastructure -buildings, beds and other facilities, water supplies, PPE, for patient safety...-- human resources for PHC t

What are barriers to patient safety in your health centre?

Shortage of health care workers (doctor's and nurses) lead to burnouts. Long distances to community Healthcare centres.

What are good patient safety practices from your facility that may be useful to others?



Group Discussion

- What are priority areas for improving patient safety in your health centre?
- What are barriers to patient safety in your health centre?
- What are good patient safety practices from your facility that may be useful to others?



Thank you!

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