

# Malawi German Health Programme (MGHP)

## Quality Management, Data Use and Young People

### Challenge

Quality of health services is - together with accessibility - at the core of achieving Universal Health Coverage (UHC). The quality of health care in Malawi leaves room for improvement as evidenced by high levels of preventable maternal and neonatal deaths and the health sector is unable to effectively reach out to the youth with rising rate of teenage pregnancies.

The key bottlenecks identified for the provision of quality health services are weak leadership, management, and governance structures without accountability mechanisms; poor human resource management and development resulting in unmotivated staff; an overall lack of adherence to standards and guidelines; services which are not client-centered; inconsistent availability of equipment and supplies; poor quality and under-use of health information data for evidence-based decision making and quality improvement.

### Our approach

The Malawi German Health Programme (MGHP) has adopted a multi-level approach working with a number of national and international institutions to respond to these challenges. All interventions are aligned with the country's priorities formulated in the Health Sector Strategic Plan (HSSP) 2017 – 2022 and implemented in close collaboration with other development partners.

At the national level, MGHP provides technical advisory services to the newly established Quality Management Directorate (QMD) of the Ministry of Health and Population (MOHP). The focus of this support was on the development of national QM policies, strategies, frameworks and training materials followed by capacity building in Quality Management (QM). The Central Monitoring and Evaluation Division

(CMED) was supported with the development of a handbook of national health indicators, the Health Information System (HIS) Monitoring & Evaluation (M&E) strategy and HIS training materials. The emphasis with the Reproductive Health Department (RHD) was on strengthening access to data, Maternal Death Surveillance and Response (MDSR), and the implementation of the Youth Friendly Health Services (YFHS) strategy 2015-2020.



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<b>Implementing organisation</b>	Deutsche Gesellschaft für internationale Zusammenarbeit (GIZ) GmbH
<b>Project region</b>	Malawi; Target districts: Dedza, Lilongwe, Mchinji & Ntcheu
<b>Lead executing agency</b>	Ministry of Health and Population (MoHP)
<b>National partners</b>	MoHP, Christian Health Association of Malawi (CHAM); Kamuzu Central Hospital (KCH); Local Councils in target districts;
<b>Duration</b>	01.02.2017 – 31.07.2020
<b>Financial volume</b>	€ 20.65 million including co-financing from the Bill & Melinda Gates Foundation

Through a contractor, MGHP is supporting the target districts Dedza, Lilongwe, Mchinji and Ntcheu to operationalise and implement the national QM policy and strategy.

QM structures were revitalised and realigned with the QM policy, offices of the health facility ombudsman were introduced as mechanisms for patient feedback, service charters



Photo left: Health workers educate clients on the patients and providers roles and responsibilities

Photo right: One of the matrons explains the Quality Improvement model to colleagues

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*Photo left: Data is discussed in the HMIS office of a District Hospital*

*Photo right: Young people attending an YFHS clinic*



were developed to strengthen accountability and health facility teams are being coached to use data and QM approaches to improve the quality of maternal and newborn health care.

Malawi intends to move towards accreditation of health facilities. The Council for Health Service Accreditation of Southern Africa (COHSASA) was contracted accordingly to build local capacity on the use of their internationally recognised standards. A pool of national surveyors conducted trainings, surveys and feedback sessions at Kamuzu Central Hospital (KCH) and selected hospitals in the four districts jointly with the COHSASA team.

MGHP started building capacity in data demand and use at district level. Coaching is regularly conducted to collect and analyse relevant information and make it available to the QM structures. In addition, the introduction of an e-Register platform for Maternal, New born and Child health services is under way.

In collaboration with RHD the MGHP team conducted a baseline assessment on Youth Friendly Health Services (YFHS) in the four districts. There are huge gaps in access and service provision and the programme started to build skills in the delivery of YFHS health providers with close follow up through supportive supervision visits.

The overall expected impact of our approach is to have improved health outcomes and increased patient satisfaction.

## Results in figures...

Key documents on QM and Health Information were launched in 2018.

A total number of 487 health managers and service providers were trained in topics related to quality of care, use of data and youth friendly health services or are enrolled in the respective training courses:

- 4 officers from the MoHP, KCH and Ntcheu district attended the African International Forum on Quality and Patient Safety in Durban

- 3 officers from MoHP and KCH attended 2-weeks course in QM in International Health in Heidelberg
- 1 officer from CHAM participated in a 6 months e-course on QM in International Health, Uni Heidelberg
- 3 officers from MoHP started a one-year Quality Improvement Advisor programme at IHI in Boston
- 45 officers were trained in MDSR
- 43 service providers were trained as Ombudsman
- 160 service providers were trained on data management
- 86 officers from QMD, Central Hospitals and CHAM hospitals were oriented on the COHSASA standards
- 105 officers were trained in data demand and use
- 37 health workers were trained in YFHS

## ...and in stories

The previous phase of German Development Cooperation, MGHP 2012 – 2016, started the establishment of a Quality Management Directorate (QMD) at MOHP. The Directorate has grown over time and has now three divisions and nine established positions.

The Director re-iterates at several occasions that MGHP played a key role in the establishment of the directorate and they are looking forward to a continuous fruitful partnership in the years to come.

The Health Facility Ombudsman in Mchinji District Hospital has acted on several cases of malpractice and a change is notable in the attitude and respect that health workers show towards patients.

The District Health Officer from Ntcheu district initiated a deep cleaning exercise of the hospital and is ready to institutionalize QM across the district.

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