REPORT OF

5th ANNUAL SQHN INTERNATIONAL CONFERENCE, 2014.

Prepared by:
Charles Chika Okah
Training Manager
SQHN
OVERVIEW:

This report covers the 5TH Annual SQHN International Conference held at Eko Hotel & Exhibition Centre, Lagos on the 17th July, 2014.

From the reports and evaluations herein presented; the conferences is adjudged to be successfully executed and have been well received and commended by all the participants and stakeholders alike.

In this report we collated observations and recommendations that were offered which are aimed at ensuring that we continue to deliver quality events every year. We hope that going forward the observations and the recommendations will be looked into adopted and used in the future.

I must state that the evaluation reports herein stated were collated from the various participants, analysed and presented as was written by the participants.

The essence of the shared questionnaires was to aid the post conference analysis which is geared towards achieving the Society for Quality in healthcare`s Strategic Plan.

We hope that going forward, the various analysis herein presented will form the framework to develop further workshops, conferences and training.
5th Annual 2014 SQHN International Conference

THEME
TOWARDS ACHIEVING HEALTHCARE ACCREDITATION IN NIGERIA

DATE
17th July, 2014

VENUE
EKO Hotels & Suites, Victoria Island, Lagos
INTRODUCTION

It was my pleasure to be able to be part of the team that successfully planned and anchored the 5th Annual SQHN International Conference held at EKO Hotel & Suites, Victoria Island on the 17th July, 2014. The Conference offered members the opportunity to take part in more than 4 education sessions bothering on Quality in Healthcare: Myth or reality, Why standards, Confidential Enquiry of Maternal deaths in Ondo States, Panel discussions on Quality as a competitive Advantage and networking events.

With up to 3 speakers and 7 panelist of repute; who dealt extensively on given topics, the event was a sound investment of member’s time and the society resources resulting in both tangible personal and professional benefits. Based on these sessions coupled with industry networking opportunities, I can confidently say that we were able to not only create more awareness on the issues of quality but also increased the membership base of SQHN and discovered new ideas that we can immediately implement.

The objective of this report is to share all relevant information for the implementation of new operational efficiencies within the Society.

Prof E. Elebute, Mrs. F.Laoye, Dr. Coker, Charles C.Okah & Dr. Lawunmi putting heads together
## 5th Annual SQHN International Conference Programme

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Coordinator/Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30 – 9:00 am</td>
<td>Arrival and Registration of Guests/ Welcome coffee</td>
<td>Charles Chika Okah</td>
</tr>
<tr>
<td>9:00 – 9:15 am</td>
<td>Welcome Remarks</td>
<td>Professor Ade Elebute Chairman, SQHN</td>
</tr>
<tr>
<td>9:15 – 10:15 am</td>
<td><strong>Session 1 – Quality in Healthcare: Myth or Reality</strong>  Q &amp; A</td>
<td>Dr. Andrew Mbewe – Regional Adviser for Child &amp; Adolescent Health &amp; Development WHO</td>
</tr>
<tr>
<td>10:15 – 11:15 am</td>
<td><strong>Session 2 – Why Standards?</strong>  Q &amp; A</td>
<td>Dr. Nneka Mobisson – Etuk Executive Director, Africa Region Institute for Healthcare Improvement(IHI)</td>
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<tr>
<td>11:15 – 11:45 am</td>
<td>Tea Break</td>
<td></td>
</tr>
<tr>
<td>11:45-12:45 pm</td>
<td><strong>Session 3 - Confidential Enquiry of Maternal deaths in Ondo State</strong>  Q &amp; A</td>
<td>Dr Lawal Oyeneyin Chief Medical Director, Mother &amp; Child Hospital, Ondo State</td>
</tr>
<tr>
<td>12:45-1:45 pm</td>
<td>Adverse Event reporting</td>
<td>Daniel Baily-SYNENSIS HEALTH-USA</td>
</tr>
<tr>
<td>1:45-2:40</td>
<td>The Journey - SQHN Paths to accreditation</td>
<td>Mrs Njide Ndili Secretary- SQHN</td>
</tr>
<tr>
<td>2:40-3:15 pm</td>
<td>LUNCH</td>
<td>LUNCH</td>
</tr>
<tr>
<td>3:15-4:15 pm</td>
<td><strong>Session 5 - Panel of Discussion:</strong> Quality as a Competitive Advantage Q &amp; A</td>
<td>Dr Bello - HEFAMAA Dr Jimi Coker-Lagoon hospitals Dr Femi Oduneye - Shell Mrs Claire Omatseye - JNCI/HFN Dr Kelechi Ohiri - HANSHEP</td>
</tr>
<tr>
<td>4:15 – 4:40 pm</td>
<td>Wrap up</td>
<td></td>
</tr>
<tr>
<td>4.40 – 5:00 pm</td>
<td>TEA BREAK</td>
<td></td>
</tr>
<tr>
<td>5.00pm – 6.00pm</td>
<td>Annual AGM</td>
<td>Members only</td>
</tr>
</tbody>
</table>
Event Overview:

The conference could not start early as planned which was caused by heavy rain downpour as well as an accident that cut off an important access road to Eko hotel. However, after registering about 84 delegates, attendees were treated to morning and afternoon sessions; which were all tailored to the theme of the conference: Achieving Accreditation in Healthcare in Nigeria. The topics ranged from Quality in Healthcare: Myth or reality, Why standards, Confidential Enquiry of Maternal deaths in Ondo States to Adverse Event Reporting as well as the Panel discussions on Quality as a competitive Advantage.

Attendees heard from world-renowned Chairman of SQHN; Prof E.A. Elebute; who gave the Chairman ’s opening speech. This was followed by Dr Lawunmi Oluborede who stood in for the Secretary of SQHN- Mrs. Njide Ndili to deliver a paper on SQHN: The Accrediting Body.

Dr. Lawal Oyeneyin of Mother & Child Hospital, Akure, Ondo State was called up next to deliver his paper on Confidential Enquiry of Maternal Deaths in Ondo State. Which he delivered with aplomb.

The third session was delivered by the famous Regional Adviser for Child & Adolescent Health & development for WHO Health Organization (WHO); Dr. Andrew Mbewe. He shared insights of what WHO have doing with regards to quality in healthcare and
finished with a donation of a carton of Pocket handbook of Hospital care for Children to Society for Quality in Healthcare in Nigeria which was received with a good applause.

Following this session, was tea break for networking session after which **Dr. Nneka Mobbison-Etuk**, the Executive Director of African Operations, IHI was next. She dealt extensively on Why Standards. Attendees also had the opportunity to ask questions at the end of every 2 session.

After the presentation by Dr Nneka Mobission –Etuk; **Mr. Daniel Daily** of Synenesis Health, USA came on to deliver a paper on Adverse Event Reporting which was well received and applauded.

The morning sessions was moderated by **Dr.O.O.Onakoya** of Lagoon Hospitals who did a good job during the question and answering sessions which came up immediately after the speakers did their presentations.

The Panel of discussion on Quality as a competitive advantage was Moderated by Dr Hasheem Saidu who also anchored a perfect panel of discussion.

On the panel of discussion were – **Dr .Kelechi Ohiri- Senior Adviser to the Minister of Health, Dr. Omotayo Bello –Chairman;HEFAMAA, Dr. Femi Oduneye ,Regional Health Manager ,Sub Saharan Africa –SNEPCO, Dr. Jimi Coker, Chief of surgery & Group Clinical adviser Lagoon Hospitals, Mrs. Oghogho Olakunri of GE and Mrs. Claire Omatseye –Managing Director-JNCI** .

After the various speeches by the discussants; the audience was given the opportunity to ask questions and make contributions.
Dr Lawal Oyeneyin, Prof Mrs. O. Elebute, a guest and Prof E.A.Elebute

Prof E.A.Elebute, making a point while the Treasure of SQHN – Mrs. F.Loye looks on with interest.
Dr Kelechi Ohiri-Senior Special adviser to the Minister of Health-making a point

The Morning and afternoon sessions were moderated by Dr O.O.Onokoya while the Panel of Discussion was moderated by Dr. H. Saidu
Evaluation of the Conference

We were able to also share out questionnaires which were collected after the conference in order to evaluate the conference.

The evaluation report outlines are:

- Reactions to the Conference
- Change in Participant Confidence
- Participants Use of Knowledge
- Improvement Recommendations
- General Comments
- Conclusions

Reactions to the Conference:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Disagree or Strongly Disagree</th>
<th>Neutral</th>
<th>Agree or Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am confident that I can perform the task that I learnt from the conference</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>I will be able to immediately use what I learned</td>
<td>10%</td>
<td>80%</td>
<td>10%</td>
</tr>
<tr>
<td>The conference will help my group improve safety</td>
<td>5%</td>
<td>85%</td>
<td>10%</td>
</tr>
<tr>
<td>The conference was an effective use of my time</td>
<td>5%</td>
<td>85%</td>
<td>10%</td>
</tr>
<tr>
<td>The conference was well organized</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Keys:** (Showing the complete questions to the table above)

- I am confident that I can perform the task that I learnt from the conference
- I will be able to immediately use what I learned
- The conference will help my group improve safety
- The conference was an effective use of my time
- The conference was well organized
Change in Participant Confidence

% High Confidence Before and After the Conference

<table>
<thead>
<tr>
<th>Ability</th>
<th>Before Conference</th>
<th>After Conference</th>
</tr>
</thead>
<tbody>
<tr>
<td>My ability to use quality as a comparative advantage</td>
<td>55%</td>
<td>100%</td>
</tr>
<tr>
<td>My ability to utilize adverse event reporting to improve in quality and safety</td>
<td>55%</td>
<td>100%</td>
</tr>
<tr>
<td>My understanding of how to use standards and why they are important</td>
<td>68%</td>
<td>100%</td>
</tr>
<tr>
<td>My understanding of quality and quality improvement in Nigeria</td>
<td>57%</td>
<td>95%</td>
</tr>
</tbody>
</table>

Keys: (Showing the complete questions to the table above)

- My ability to use quality as a **comparative advantage**
- My ability to utilize adverse event reporting to improve in quality and safety
- My understanding of how to use standards and why they are important
- My understanding of quality and quality improvement in Nigeria

What will you do to improve quality and safety based on the information provided today?

The various responses from participants are:

- Continue to support the private initiative
- Quality team and other team leaders need more support
- Taking feedback from our clients seriously more often
- Put the information to use
- Immediately begin a proper adverse event reporting system
- Collection of data and putting process in place
- Measure quality and standards to reduce adverse events
- To encourage more participation in quality improvement programme and with good maintaining
- Quality improvement in all areas we are currently involved
To keep at maintaining a high standard, identifying challenges and taking necessary actions.
- Be more involved in the society's activities
- Newsletter release on activities of SQHN
- Talk about it more and follow up
- Constant interaction improvement
- Finalize the national quality strategy
- Immerse learning in National Strategy and other public QI programs
- Involve the management of my facility on the information provided today and carry them along with each decision
- Build a team of patient safety centric employees who will in turn build systems
- Leverage on the knowledge found today

What could make this training more effective?
The collated responses from participants are:

- Improved publicity
- Enough time for invitations to have more people in attendance
- Probably look for other locations to avoid traffic lock down
- Better awareness
- Advertise in the dailies and television
- More enlightenment on standards, quality and accreditation
- Disseminating the programme of SQHN to more members of the society
- More publicity
- Reaching out to people, enlightening them of the importance of quality health
- Involvement of all other healthcare professionals in paper presentation. Short exercises and group discussions as done at ISQUA
- Better time keeping
- Advertisement/ more awareness
- Time management
- Improved advertisement of the conference and engagement of the public sector
- Having more professionals from other health professions apart from medicine on the panel
- Create more awareness and get more public sector sponsorships
- Early Start (but today's delay was well understandable)
- Another step in the direction of achieving the goal of quality in healthcare in Nigeria
- Once a registered member, there is no reason why we should be made to pay registration fee again.
- Nice program. Looking forward to more quality conferences like this.
- "we started late and I believe we can avoid that"
- There were no conference badges"
- Well organized. There is hope to improve standard medical practice in Nigeria
- Satisfactory
- We are gradually improving and I believe health institutions can gradually subscribe to accreditation by SQHN
- Satisfactory
Some of the participants

Prof E. Otolorin making a comment
More comments include:

- This conference was a brilliant one. Well packaged. There is need to increase the subscription fee or membership drive should be encouraged across all professions.
- Quality of the speakers was excellent. We just need to work on the admin.
- A very well informed conference and membership
- Great Conference
- Very well planned
- Impressive
- Good and knowledgeable effort from the SQHN team

The business of the day was concluded with an AGM which had members in attendance.

The Sessions
- Session 1: SQHN: The Healthcare Accrediting Body
- Session 2: Confidential enquiry of Maternal Deaths in Ondo States
- Session 3: Why Standards
- Session 4: Quality in Health: Myth or Reality
- Session 5: Panel of Discussion on Quality as a Competitive Advantage

CONCLUSION

- The conference was very well received by the participants
- Participant confidence in the learning objectives was relatively high to begin with, but grew significantly in every area
- Many participants planned to immediately implement what they learned
- The primary recommendations for improvement were in regards to better time management and increased publicity/attendance
Ideas for 2015 Implementation:

<table>
<thead>
<tr>
<th>Idea</th>
<th>Department</th>
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<tbody>
<tr>
<td>Publicity to Start from about 2 months in advance to the programme. This is create adequate awareness</td>
<td>Board and Programme committee approval needed</td>
</tr>
<tr>
<td>Increase in Membership based to be vigorously pursued</td>
<td>Training Institute &amp; Referrals</td>
</tr>
<tr>
<td>Expansion and Spread of our program / workshop/Training to other states</td>
<td>Board approval</td>
</tr>
</tbody>
</table>

About SQHN and Future Opportunities

The Society for Quality in healthcare in Nigeria is a not for profit registered organization for the purpose of promoting and facilitating a culture of quality improvement excellence and leadership in the most efficient and effective manner in the area of healthcare. SQHN has close to 200 members across all classifications. Manager members run more than 50 Healthcare facilities. The objectives of the society are to promote and advance principles and practice of quality improvement and risk management in healthcare by providing a national voice on quality improvement and risk management initiatives in Nigeria.