

AKDN

AGA KHAN DEVELOPMENT NETWORK



THE AGA KHAN UNIVERSITY



*Johnson & Johnson*  
CORPORATE CITIZENSHIP TRUST

## The Health Care Quality Challenge: Making Quality Matter Now and in the Future



**Date:** November 10-12, 2016

**Venue:** Safari Park Hotel, Nairobi, Kenya

# PROGRAMME

Achieving Sustainable Development Goals  
**The Health Care Quality Challenge:  
 Making Quality Matter Now and in Future**  
 An Inter-Professional Conference Charting the Way Forward

**Day 1: Thursday November 10, 2016**

<b>Time</b>	<b>Event</b>
11:00 am - 1:00 pm	Registration and Exhibition
1:00 pm - 2:00 pm	Lunch and Exhibition
2:00 pm - 3:30 pm	<p><b>Opening Ceremony</b></p> <p><b>Master of Ceremony:</b> Dr Edwin Mogere, Alumni, Medical College, Aga Khan University</p> <p><b>Welcome Address</b>            Mr Al-Karim Haji, Vice President, Finance and Chief Financial Officer, Aga Khan University</p> <p>Dr Azim Lakhani, Diplomatic Representative, Aga Khan Development Network, Kenya</p> <p>Frank Welvaert, Managing Director, Johnson &amp; Johnson Corporate Citizenship Trust</p> <p>Dr Nicholas Muraguri, Principal Secretary, Ministry of Health, Kenya</p> <p><b>Keynote Address: WHO Health Systems Framework - from the Unfinished MDG Agenda to SDGs</b>            Dr Rudi Eggers, World Health Organization, Kenya</p>
3:30 pm - 4:00 pm	Refreshment Break and Exhibition

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**Day 1: Thursday November 10, 2016**

Time	Event
4:00 pm - 6:00 pm	<p><b>Plenary 1: Quality of Service Delivery in Health Systems - Now and by 2030</b></p> <p><b>Chair:</b> Professor Robert Armstrong, Dean, Medical College, Aga Khan University</p> <p><b>Nursing &amp; Midwifery Impacting the Health Care Continuum</b> Jemimah Kimeu, Chief Nursing Officer, Aga Khan University Hospital, Nairobi</p> <p><b>Scaling-up Nursing/Midwifery in East Africa</b> Joseph Mwizerwa, Academic Head, Aga Khan University, School of Nursing and Midwifery, Uganda</p> <p><b>Scaling-up Family Medicine in Africa: A Contribution to the Sustainable Development Goals</b> Professor Jan De Maeseneer, Head, Department of Family Medicine and Primary Health Care, Ghent University, Belgium</p> <p><b>Role and Impact of Family Medicine to Quality of Health Care Delivery in Health Systems</b> Professor Bernhard Gaede, Head, Department of Family Medicine, Kwazulu Natal University, South Africa</p> <p><b>Panel Response and Audience Discussion</b></p> <p><b>Panelists:</b> Government Representatives from Kenya, Uganda and Tanzania</p>
6:00 pm - 7:00 pm	<p><b>Networking Reception, Cocktail and Exhibition</b></p>

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**Day 2: Friday November 11, 2016**

<b>Time</b>	<b>Event</b>
8:00 am - 8:30 am	<b>Registration</b>
8:30 am - 10:30 am	<p><b>Plenary 2: Frameworks for Impacting Quality</b></p> <p><b>Chair:</b> Professor William Macharia, Associate Dean, Research, Aga Khan University, East Africa</p> <p><b>Monitoring, Evaluation, Research and Learning - Impact on Quality of Care</b>            Professor Marleen Temmerman, Chair, Department of Obstetrics &amp; Gynaecology and Director, Centre of Excellence in Women and Child Health, Aga Khan University, East Africa</p> <p><b>Alumni Impact Upscaling for Quality</b>            Perez Obonyo, Principal, Gertrude's School of Nursing</p> <p><b>Benefits of Critical Care Nursing to Communities, Health Care and Nursing Profession Generally in Resource Limited Countries</b>            Ged Williams, Founding Chair, World Federation of Critical Care Nurses; Nursing and Allied Health Consultant, SEHA (Abu Dhabi Health Services Company), Abu Dhabi, United Arab Emirates</p> <p><b>Personal Reflections on the United Kingdom Journey to Quality</b>            Dr Azim Lakhani, Diplomatic Representative, Aga Khan Development Network, Kenya</p> <p><b>Audience Engagement</b></p>
10:30 am - 11:00 am	<b>Refreshment Break - Posters on Innovations in Quality Matters</b>
11:00 am - 1:00 pm	<p><b>Workshops 1-4</b>            See workshops programme</p>
1:00 pm - 2:00 pm	<b>Lunch Break and Table Discussions</b>

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**Day 2: Friday November 11, 2016**

Time	Event
2:00 pm - 4:00 pm	<p><b>Plenary 3: Standards and Accreditation - Defining and Achieving</b></p> <p><b>Chair:</b> Mr Shawn Bolouki, Chief Executive Officer, Aga Khan University Hospital, Nairobi</p> <p><b>Supporting Quality Standards Within the Public System</b>                      Speaker: Dr Jackson Kioko, Director Medical Services, Ministry of Health Kenya</p> <p><b>The Quality Journey of Kenyatta National Hospital</b>                      Dr Lydia Okutoyi, Chair, Departmental Quality Assurance Committee, Department of Obstetrics and Gynaecology, Kenyatta National Hospital</p> <p><b>The Quality Journey of Coast General Hospital</b>                      Dr Mary Adhiambo Ochola, Deputy Chief Administrator/Quality Assurance, Coast General Hospital</p> <p><b>The Quality Journey of Aga Khan University Hospital</b>                      Dr Majid Twahir, Chief of Staff &amp; Associate Dean Clinical Affairs, Aga Khan University Hospital, Nairobi</p> <p><b>Audience Engagement</b></p>
4:00 pm - 4:30 pm	<b>Refreshment Break and Exhibition</b>
4:30 pm - 6:30 pm	<p><b>Workshops 5-8</b>                      See workshops programme</p>
7:30 pm - 9:30 pm	<b>Conference Dinner and 15 Years Celebration</b>

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**Day 3: Saturday November 12, 2016**

<b>Time</b>	<b>Event</b>
8:00 am - 8:30 am	Registration
8:30 am - 10:30 am	<p><b>Plenary 4: Strengthening the Health Work Force and Building Capacities of Human Resources in Health</b></p> <p><b>Chair:</b> Aga Khan University Alumni</p> <p><b>World Health Organisation Workforce Report – The Global Strategy on Human Resources in Health</b>                      Dr Alaa Murabit, Medical Doctor, United Nations High Level Commissioner</p> <p><b>Nursing Alumni Survey Report: Impact of the Aga Khan University, School of Nursing and Midwifery and Johnson &amp; Johnson Corporate Citizenship Trust Partnership</b>                      Professor Sharon Brownie, Dean, School of Nursing and Midwifery &amp; Mr Walter Robb, Advisor, Alumni Projects, Aga Khan University, East Africa</p> <p><b>Strengthening Professional Associations: The Impact on Quality Health Care</b>                      Tekcla Ngotie, Vice Secretary, Midwifery Association of Kenya</p> <p><b>Maintenance of Clinical Currency for Nurse Educators as a Crucial Aspects of Quality in Nursing Education and Practice</b>                      Dr Grace Edwards, Professor of Midwifery &amp; Practice, Aga Khan University School of Nursing and Midwifery, Uganda</p> <p><b>Strategies for Improving Education - Industry Linkages in Building Capacity</b>                      Syed Sohail, Chief Executive Officer, Aga Khan Hospital, Kisumu</p> <p><b>Audience Engagement</b></p>
10:30 am - 11:00 am	<b>Refreshment Break - Posters on Innovations in Quality Matters</b>
11:00 am - 1:00 pm	<b>Workshops 9-12</b> See workshops programme
1:00 pm - 2:00 pm	<b>Lunch Break and Table Discussions</b>

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**Day 3: Saturday November 12, 2016**

<b>Time</b>	<b>Event</b>
2:00 pm - 4:00 pm	<p><b>Conference Wrap-up</b></p> <p><b>Plenary 5: Bringing Quality Together and Charting the Future Actions - Partnerships for Quality Care</b></p> <p><b>Chair:</b> Professor Sharon Brownie, Dean, School of Nursing and Midwifery, Aga Khan University, East Africa</p> <p><b>Making Quality Matter – Now and in Future</b> Report out from Workshops to be Presented by the Assigned ‘Workshop Leads’.</p> <p><b>AKU Alumni Leading the Way - Leadership in Action</b> Maama Maria, Nurse, Domiciliary Clinic and Alumni Aga Khan University, School of Nursing &amp; Midwifery</p> <p>Gita Deborah, Nurse, Divine Day Care Centre and Nursery and Alumni Aga Khan University, School of Nursing &amp; Midwifery</p> <p><b>Leadership and Partnerships</b> Jane Griffiths, Company Group Chairman, Janssen EMEA, Johnson &amp; Johnson Corporate Citizenship Trust</p> <p><b>Closing Comments and Setting the Agenda for Collaboration</b></p> <p><b>Next Conference in Kampala, Uganda 2017</b></p>

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**WORKSHOPS 1 - 4**  
**Friday, November 11, 2016**

TIME	EVENT
11:00 am - 1:00 pm	<p><b>WORKSHOP 1: PRIMARY CARE</b>  <b>Facilitator:</b> Riaz Ratasani, Head of Family Medicine, Aga Khan Hospital, Dar es Salaam</p> <p><b>Defining the Primary Care Environment and Professional Interface</b></p> <ol style="list-style-type: none"> <li><b>1. Role and Impact of Family Medicine to Quality in Primary Care</b>                      Professor Bernhard Gaede, Head of Family Medicine Department, Kwazulu Natal University</li> <li><b>2. Interdisciplinary Teams: Family Medicine and Nursing/Midwifery impacting Quality in Primary Health Care</b>                      Nancy Gathaiya, County Executive, Public Service and Administration</li> <li><b>3. Family Medicine - the Perspective of Aga Khan University Residents</b>                      Family Medicine Residents, Aga Khan University, Nairobi</li> <li><b>4. Public Private Partnership in Providing Primary Health Care and Family Medicine Services in Five Regions in Tanzania</b>                      Sisawo Konteh, Chief Operating Officer, Aga Khan Health Services, Tanzania</li> </ol>
	<p><b>WORKSHOP 2 : HOSPITAL QUALITY</b>  <b>Facilitator:</b> Eunice Tole, Aga Khan University Hospital, Nairobi</p> <p><b>Hospital Care - Functional Perspective</b></p> <ol style="list-style-type: none"> <li><b>1. Healthcare Workforce and Workplace Culture</b>                      Irene Kimani, Manager, Human Resource Development, Aga Khan University Hospital, Nairobi</li> <li><b>2. No margins, No Mission</b>                      Mary Wambui, Senior Manager, Finance, Aga Khan University Hospital, Nairobi</li> <li><b>3. The Forgotten Treatment</b>                      Lillian Agai, Coordinator, Food Services, Aga Khan University Hospital, Nairobi</li> </ol>
	<p><b>WORKSHOP 3: SPECIFIC POPULATIONS</b>  <b>Facilitators:</b> Amos Getanda, Secretary General Midwifery Association of Kenya, Lecturer Department of Midwifery and Gender</p> <p>Professor Marleen Temmerman, Chair, Department of Obstetrics and Gynaecology, Aga Khan University Hospital Nairobi, and Director of the Centre of Excellence in Women, Child and Adolescent Health, Aga Khan University, East Africa</p> <p><b>Quality Frameworks in Maternal and Newborn Care</b></p> <ol style="list-style-type: none"> <li><b>1. Introduction: Quality of Care Frameworks in Maternal and Newborn Care</b>                      Professor Marleen Temmerman, Chair, Department of Obstetrics and Gynaecology, Aga Khan University Hospital Nairobi, and Director of the Centre of Excellence in Women, Child and Adolescent Health, Aga Khan University, East Africa</li> <li><b>2. The contributions of Skilled Midwives to Quality Standards and Achievement of Maternal and Newborn Health Goals</b>                      Jane Kabo, Senior Instructor, Aga Khan University, School of Nursing and Midwifery, Kenya and Grace Edwards, Professor of Midwifery &amp; Practice, Aga Khan University, School of Nursing and Midwifery, Uganda</li> <li><b>3. Measuring Health Systems Quality Improvement: Using Human Centered Design to Create Process and Impact Outcomes and Metrics for Rapid Public Health Improvements Through Working with Opinion Leaders in Four Kenyan Villages</b>                      Dr Mary Adam, Director, Maternal Newborn Community Health Project, Kijabe Hospital, Kenya</li> </ol>



TIME	EVENT
11:00 am - 1:00 pm	<p><b>WORKSHOP 4: HUMAN RESOURCES</b>  <b>Facilitator:</b> Eunice Ndirangu, Academic Head, School of Nursing and Midwifery, Aga Khan University, Kenya</p>
	<p><b>The role of Nursing &amp; Midwifery Education and Training in Addressing Health Care Quality Challenges</b></p> <ol style="list-style-type: none"> <li><b>1. A National Perspective and Priorities for Nursing Education and Training</b> Gustav Moyo, Director of Nursing, Department of Nursing &amp; Midwifery, Ministry of Health, Tanzania</li> <li><b>2. Quality Systems in Nursing &amp; Midwifery Workforce Capacity Building</b> Edna Tallam, Registrar Nursing Council of Kenya</li> <li><b>3. Alumni and Nurses Who Lead</b> Winnie Sheena, Chairperson National Nurses Association of Kenya</li> <li><b>4. Lessons from the School of Nursing and Midwifery, Aga Khan University Alumni Survey</b> Esther Wanjiku, Senior Instructor, and Walter Robb, Advisor, School of Nursing and Midwifery, Aga Khan University, Kenya</li> </ol>

## WORKSHOPS 5 - 8 Friday, November 11, 2016

TIME	TIME
4:30 pm - 6:30 pm	<p><b>WORKSHOP 5: PRIMARY CARE</b>  <b>Facilitator:</b> Professor Gerald Yonga, Foundation Head, Non-Communicable Diseases Research to Policy Unit, Aga Khan University Hospital, Nairobi</p>
	<p><b>Prevention and Primary Care of Non-Communicable Diseases (NCDs)</b></p> <ol style="list-style-type: none"> <li><b>1. WHO AFRO NCD Monitoring Frame-work</b> Joyce Nato , NCD Head, WHO Kenya Office</li> <li><b>2. Multi-sectoral Action for NCD Prevention and Care</b> Pamela Juma, African Population and Health Research Centre (APHRC), Kenya</li> <li><b>3. Kenya Strategy and Action Plan for Cardiovascular Disease Prevention &amp; Primary Care</b> Loice Nyanjau, NCD Unit, Ministry of Health, Kenya</li> <li><b>4. Uganda Strategy and Action Plan for Cancer prevention &amp; Primary care</b> Noleb Mugisha, Uganda Cancer Institute</li> <li><b>5. Tanzania Strategy and Action Plan for Diabetes Prevention &amp; Primary care</b> TBC</li> </ol>
	<p><b>WORKSHOP 6: HOSPITAL QUALITY</b>  <b>Facilitator:</b> TBC</p> <p><b>Emergency Services</b></p> <ol style="list-style-type: none"> <li><b>1. Emergency Preparedness</b> Joan Musau, Senior Instructor, Aga Khan University, School of Nursing and Midwifery, Kenya</li> <li><b>2. Benefits of Critical Care Nursing to Communities, Health Care and Nursing Professional Generally in Resource Limited Countries</b> Ged Williams, Founding Chair, World Federation of Critical Care Nurses; Nursing and Allied Health Consultant, SEHA (Abu Dhabi Health Services Company), Abu Dhabi, United Arab Emirates</li> <li><b>3. Quality Standards and Advanced Nursing Practice in Pre-hospital/Emergency Care</b> Vanessa Smith, Nursing Education Consultant</li> <li><b>4. Emergency Care in Kenya</b> Dr Cecilia Njoga, Clinical Supervisor</li> </ol>

TIME	EVENT
4:30 pm - 6:30 pm	<p><b>WORKSHOP 7: SPECIFIC POPULATIONS</b>  <b>Facilitator:</b> Vittorio Sereni, Janssen Country Manager Kenya, Johnson &amp; Johnson Middle East FZ-LLC</p> <p><b>Early Child Development (ECD): Evolution, Innovations and Service Integration</b></p> <ol style="list-style-type: none"> <li><b>1. Optimising Early Child Development: An Interdisciplinary, Cross-sector Continuum of Interventions (ICSCI) Framework</b>                      Kofi Marfo, Ph.D., Professor &amp; Foundation Director, Institute for Human Development (IHD), Aga Khan University</li> <li><b>2. Child Care and Stimulation</b>                      Dr Kabaka, Deputy Head, Neonatal Child and Adolescent Health Unit, Ministry of Health, Kenya</li> <li><b>3. History and Evolution of Early Child Development in Africa</b>                      Lynette Okenko, Africa ECD Network</li> <li><b>4. ECD - Service Integration and Translating ECD into Practice – Training of Health Personnel</b>                      Caroline Namukwaya, Senior Faculty and Academic Coordinator, Aga Khan University School of Nursing &amp; Midwifery, Uganda</li> <li><b>5. Care for Child Development - Child Friendly Service Provision</b>                      Asifa Nurani, Aga Khan Foundation and PATH</li> </ol>
	<p><b>WORKSHOP 8 : HUMAN RESOURCES</b>  <b>Facilitator:</b> Edwin Schenck, Vice President, Human Resource, J&amp;J Consumer EMEA</p> <p><b>Human Resources in Health Leadership and Management; Education and Training</b></p> <ol style="list-style-type: none"> <li><b>1. Senior Leadership Perspective Aga Khan University Hospital Nairobi</b>                      Shawn Bolouki, Chief Executive Officer, Aga Khan University Hospital, Nairobi</li> <li><b>2. Senior Leadership Perspective Aga Khan Hospital in Dar es Salaam</b>                      Sulaiman Shahabuddin, Regional Chief Executive Officer, Aga Khan Health Services, East Africa</li> <li><b>3. Enhancing the Surgical Journey: Nursing Contribution to Increasing Safety and Patient Satisfaction with the Surgical Experience</b>                      Dawn Kuzemski, Assistant Director of Nursing, Tawan Hospital, Al Ain, Abu Dhabi, United Arab Emirates</li> </ol>

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**WORKSHOPS 9 - 12**  
**Saturday, November 12, 2016**

TIME	EVENT
11:00 am - 1:00 pm	<p><b>WORKSHOP 9: PRIMARY CARE</b>                      Facilitator: Michael Seo, ReaMedica</p>
	<p><b>Entrepreneurs and innovation in community health</b></p> <ol style="list-style-type: none"> <li>1. <b>Social Franchising</b> Michael Seo, ReaMedica</li> <li>2. <b>Transformational Business Network - Impact Investing</b> Reuben Coulter, Transformational Business Network</li> <li>3. <b>Running my Own Clinic - The Value of my Postgraduate Education at Aga Khan University</b> Gita Deborah, Divine Day Care Center &amp; Nursery and Maama Maria, Domiciliary Clinic</li> <li>4. <b>Aga Khan University Community Health Centres Kenya &amp; AKHS Primary Care Centres Tanzania</b> Amaan Khalfan, Director, Outreach Services, Aga Khan University Hospital, Nairobi &amp; Sisawo Konteh</li> <li>5. <b>Jacaranda Health</b> Faith Muigai, Chief Medical Officer, Jacaranda Health</li> </ol>
	<p><b>WORKSHOP 10: HOSPITAL QUALITY</b>                      Facilitator: Dr Boniface Mativa, Aga Khan University Hospital, Nairobi</p>
	<p><b>Hospital Quality - Technical Perspective</b></p> <ol style="list-style-type: none"> <li>1. <b>Evidence Based Care: The Foundation of Health Care Quality</b> Dr Isaac Kihurani, Aga Khan University Hospital, Nairobi</li> <li>2. <b>Integration and Coordination of Multidisciplinary Teams to Optimise Quality and Patient Safety</b> Dr Wangari Siika, Aga Khan University Hospital, Nairobi</li> <li>3. <b>Clinical Audits: The Driver of Continuous Quality Improvement</b> Elizabeth Kamau, Aga Khan University Hospital, Nairobi</li> </ol>
	<p><b>WORKSHOP 11: SPECIFIC POPULATIONS</b>                      Facilitator: Dr John Tole, Medical Services Admin Office, Aga Khan University</p> <ol style="list-style-type: none"> <li>1. <b>Study on Youth/Adolescents - Adolescent Health Care Needs</b> Dr Alex Awiti, Director, East African Institute, Aga Khan University</li> <li>2. <b>Evidence gaps in Adolescent Health</b> Dr Sabrina Kitaka, Adolescent Health Specialist, Department of Paediatric and Child Health, Makerere University College of Health &amp; Sciences</li> <li>3. <b>Effective and Powerful Partnerships to Address the gap in Light of Youth and Adolescents' Health Care in the Region</b> Dr Rhonda Breit, Associate Dean for Academic Affairs Graduate School of Media &amp; Communications, Aga Khan University</li> </ol>

TIME	EVENT
11:00 am - 1:00 pm	<p><b>WORKSHOP 12: HUMAN RESOURCES</b>  <b>Facilitator:</b> Dr Zohray Talib, Associate Professor of Medicine and Health Policy at The George Washington University (GWU) Medical School in Washington, D.C</p> <hr/> <p><b>Medicine - Post-graduate Education and Training: Advancing a PGME Quality Agenda</b></p> <ol style="list-style-type: none"> <li><b>1. Quality Assurance in Higher Education, Inter-University Council for East Africa (IUCEA)</b>                      Dr Tashmin Khamis, Assistant Professor and Director, Networks of Quality, Teaching and Learning, Aga Khan University</li> <li><b>2. Framework for AKU PGME Quality</b>                      Dr Dorothy Kamyra, Assistant Professor of Anaesthesia and Director, Postgraduate Medical Education, Aga Khan University</li> <li><b>3. Lessons from the Medical Education Partnership Initiative.</b>                      Dr Zohray Talib, Associate Professor of Medicine and Health Policy at The George Washington University (GWU) Medical School in Washington, D.C</li> </ol>

