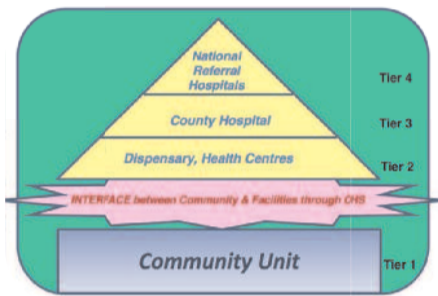


Creating a Forum for Shared Learning and Advocacy in Strengthening Community Health Systems:

LESSONS FROM COMMUNITY-BASED QUALITY IMPROVEMENT TEAMS IN KENYA

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Taking essential health services closer to Kenyan citizens



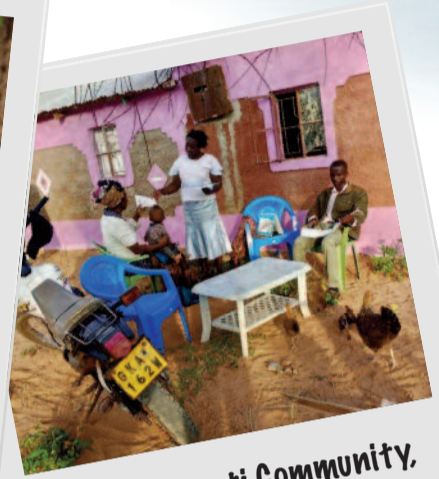
Community level is recognised as the foundation of Kenya's National Health System

Context

- Kenya is scaling-up community health programmes in its drive towards universal health coverage
- Rapid scale-up within a devolved context risks compromising quality of services
- Need to embed quality into community health systems
- Requires simple, innovative, quality improvement capacity building for front line workers



Bangladesh Community, Nairobi



Kalwa/Kavuti Community, Kitui

Phased quality improvement (QI) training programme

Phase 1	Phase 2	Phase 3
<ul style="list-style-type: none"> • Establish community QI teams • Concepts of quality improvement • Data quality for decision making • Measuring client perceptions • Monitoring performance of community health services 	<ul style="list-style-type: none"> • Presentation and analysis of data • Problem identification and root cause analysis • Quality improvement change plans 	<ul style="list-style-type: none"> • Evaluation of change plans • Sharing and learning • Identification of best practice • Quality improvement awards • Action planning & embedding quality improvement

Enabling learning for all

- Dynamic, interactive learning environment – visual, auditory and kinesthetic styles
- Inclusive participation across cadres and levels
- Minimal use of PowerPoint
- Keeping language and messaging simple



Learning event, Kitui

Engaging through multiple methods

- Poster presentations
- World Café
- Round table panel discussions
- Small group work
- Plenary discussion
- Peer feedback
- Competitions

Friendly competition

- Themed QI awards
- Teams enthused and motivated by recognition
- Agreed criteria
- Peoples' choice (peer voting)
- Judges choice (senior stakeholders)



QI Awards, Migori

Influencing national standards

"I was able to give input to the national standards"

(community member)



Lessons learned

- Powerful real-time interaction between QI teams from different sub/counties
- Healthy debate around how to engage communities and improve quality
- Space for communities to advocate for quality and to influence policy makers/leadership
- Policy makers/leadership gain insights and in depth understanding of practical reality and achievements on the ground

Conclusion

- Community QI teams are spearheading a quality revolution in Kenya
- Dynamic, interactive learning environment engages all levels and cadres
- Shared learning and advocacy are fundamental to embedding quality into community health systems
- Forum provides an effective mechanism for pushing the community health systems strengthening agenda forward

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"I am part of the Quality Revolution"