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Reducing UPOPs and Mercury Releases from The Health Sector in Africa

Module 14

Monitoring (Introduction)

UNDP

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INVESTING IN OUR PLANET



Learning objectives

- ▶ Know the purpose of monitoring
- ▶ Understand continuous quality improvement
- ▶ Consider areas for monitoring
- ▶ Identify those responsible for monitoring
- ▶ Discuss how to respond to monitoring data



What is the purpose of monitoring?

- ▶ "If you can't measure it, you can't manage it"
- ▶ Setting a baseline for planning purposes
- ▶ Ensuring your system is working as intended
- ▶ Identifying problems that need to be solved
- ▶ Identifying best practice- internal education
- ▶ Tracking costs and income from recycling
- ▶ Complying with national legislation
- ▶ Meeting targets for improving performance
- ▶ Continuous quality improvement



Who is responsible for monitoring?

- ▶ Facility director
- ▶ Healthcare waste management team
- ▶ Healthcare waste manager
- ▶ Healthcare waste management personnel
- ▶ Ward staff
- ▶ Financial/compliance staff



Continuous Quality Improvement (CQI)

- ▶ Based on a management philosophy that most things can be improved
- ▶ A process of systematically improving services incrementally and increasing positive outcomes
- ▶ Cyclical, proactive and data-driven
- ▶ Focuses on “process” rather than the individual

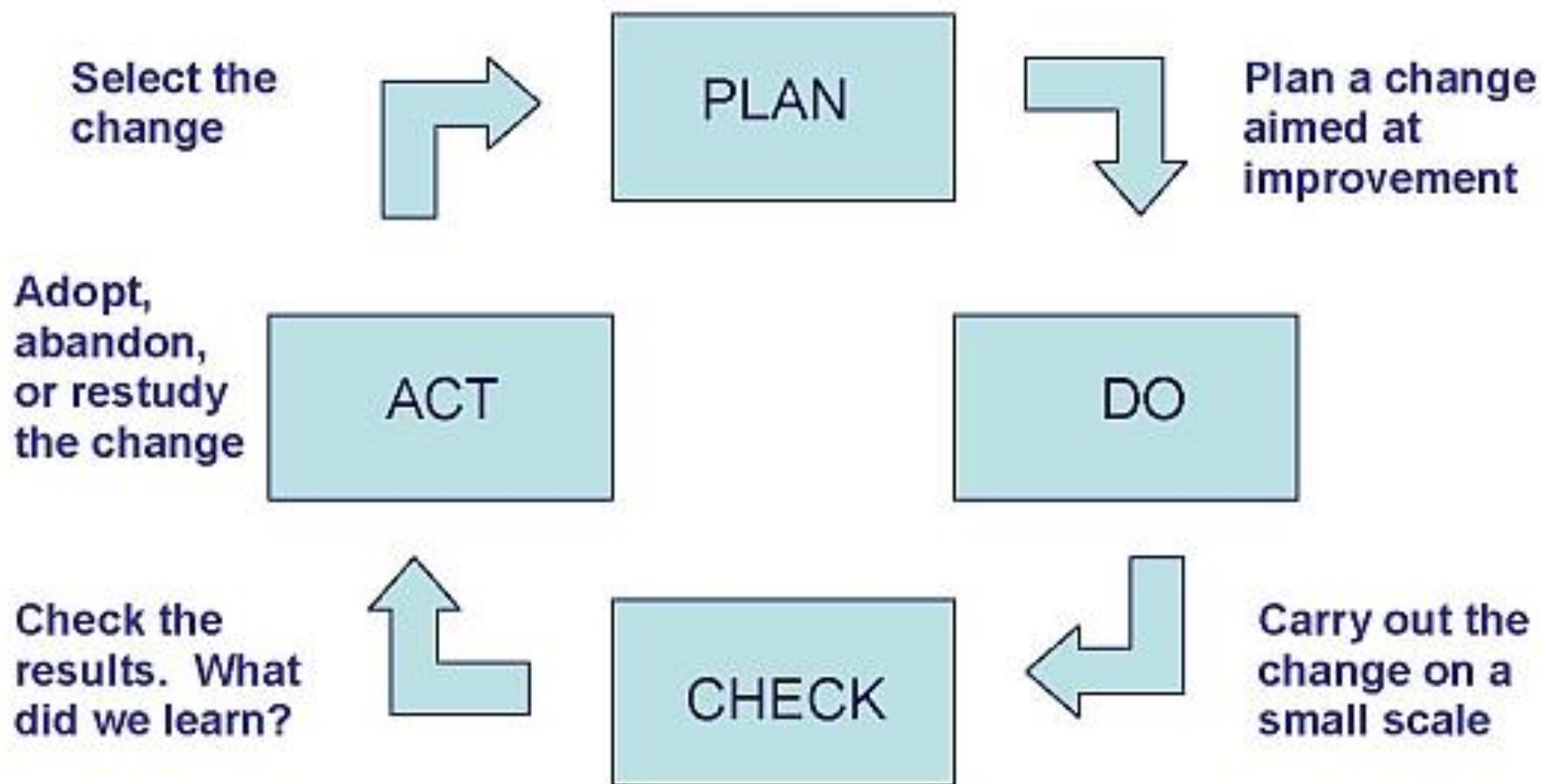


Continuous Quality Improvement

- ▶ Analyze data regularly; update goals
 - ▶ create new performance goals, new procedures, eliminate unsafe practices, training, etc.
- ▶ Plan, do, check and act (PDCA)
 - ▶ Plan: Establish a baseline, identify problems and causes, prioritize corrective actions
 - ▶ Do: Make changes to correct/improve situation
 - ▶ Check: Study effect of changes, compare to baseline
 - ▶ Act: If successful, continue to improve, make further improvements, identify further problems; if unsuccessful, use new improvement method(s)



Steps in Continuous Quality Improvement





Applying CQI to HCWM

- ▶ Set baseline
 - Eg waste production, recycling, no of mercury containing devices, staff vaccination
- ▶ Track quality of processes and procedures
 - Monitor basics like waste generation daily
 - Conduct inspections, audits and surveys
 - Observe practices e.g., check if recapping is done
 - Check performance of equipment
 - Interview employees and management for feedback
- ▶ Define areas of improvement
 - Most effective procedures and products
 - Update and refresh training
- ▶ Update protocols and procedures as necessary



Areas to consider for CQI

- ▶ Waste treatment system operation
- ▶ Waste reduction
- ▶ Waste recycling and supplier take-back
- ▶ Mercury elimination
- ▶ Compliance with local, national laws
- ▶ Injuries and accidents, spills etc
- ▶ Green purchasing
 - ▶ Elimination of PVC, persistent pharmaceuticals, unnecessary disposables
- ▶ HCWM budget-
 - ▶ Cost of staff, consumables, equipment, maintenance, final disposal, income from recycling

Others?



Setting targets

- ▶ The baseline assessment also allows you to set targets- examples include:
 - Elimination of mercury/PVC other toxic products
 - Reduction of infectious/total waste generation
 - Reduction/elimination of incineration
 - Increasing recycling
 - Reducing spills, accidents, needle stick injuries
 - Achieving universal staff vaccination

- ▶ Monitoring then shows if you met your targets and update them to give continuous improvement



What makes a good monitoring programme

- ▶ Relevant data
 - Make sure the data you collect matches your needs
 - Conform with national standards- and, as far as possible, with international standards
- ▶ Easy to collect and analyse
 - Numerical data or yes/no questions rather than narrative questions
 - Consider what information you need, and how it will be analysed when designing monitoring
- ▶ Analyse and review data regularly
 - It is no use if it stays in the log book
 - Managers/committee should review data at least monthly
- ▶ Action!
 - It is the responsibility of the director and HCWM team to fix any problems identified
 - Recognise and reward good practice
 - Publish and share any useful information and lessons