



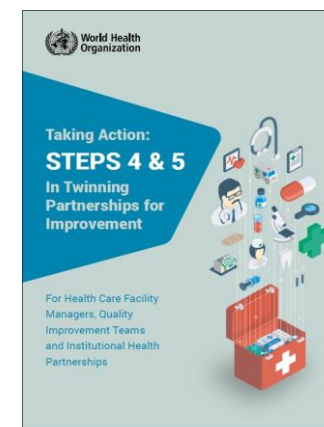
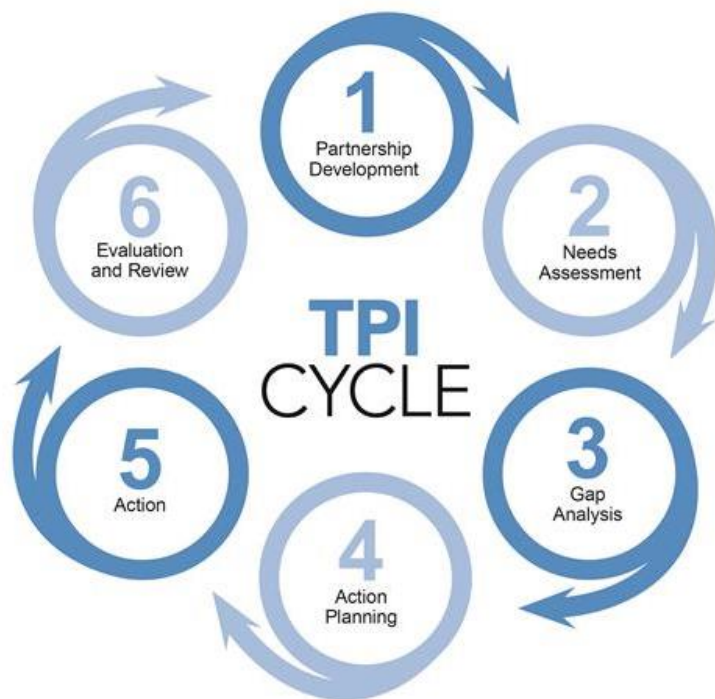
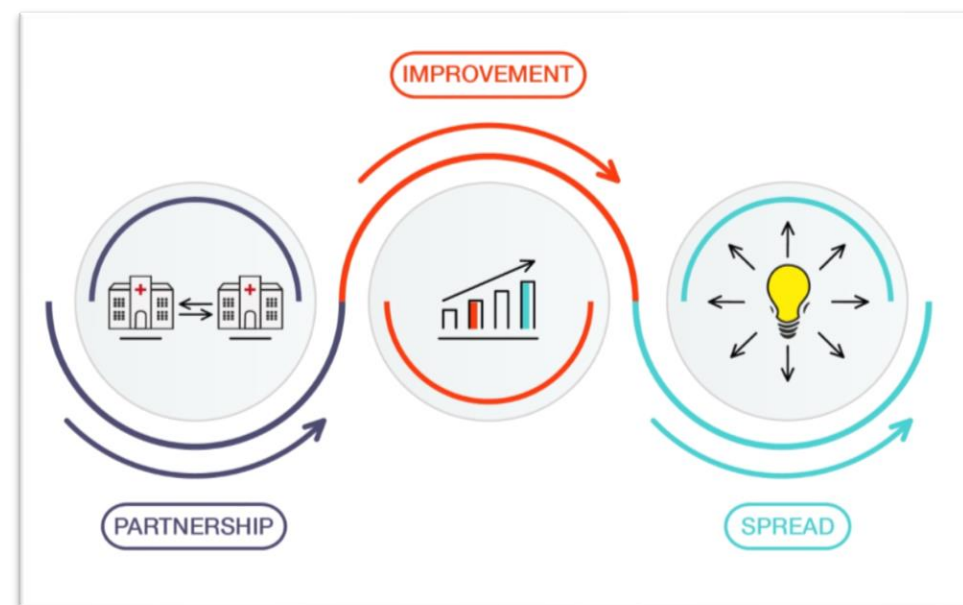
Learnings from the TPI between Macau and Timor-Leste

02 December 2020
Melissa Kleine-Bingham

Objectives

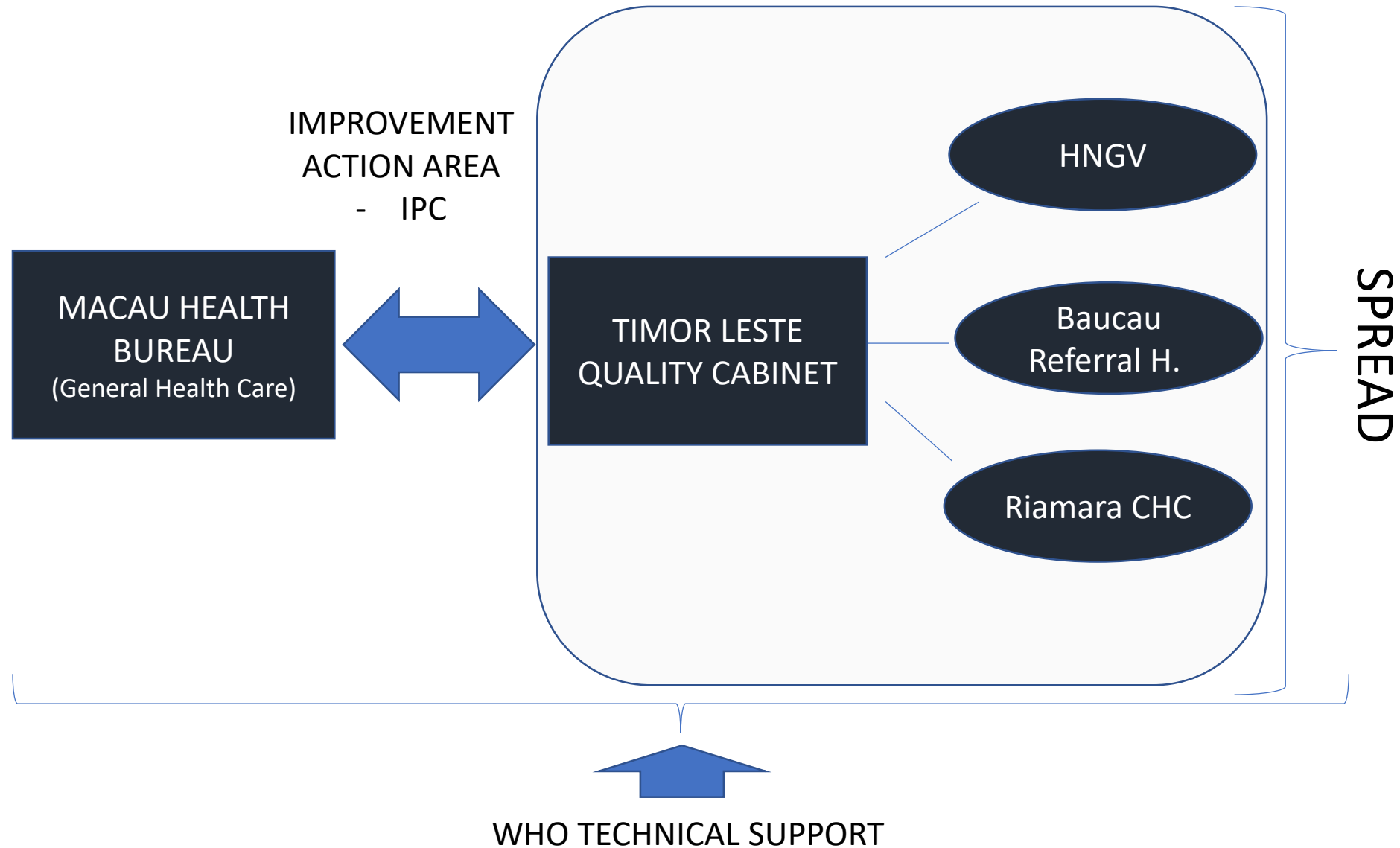
- Share the TPI experience between Macao and Timor Leste
- Review the TPI activities based upon the 6-step model
- Highlight preliminary lessons learnt

TPI at a glance



HUB & SPOKE

Twinning Partnership for Improvement (TPI)



TPI activities – snapshot



May 2018 - An inception meeting at Macau Health Bureau



November 2018 - desk review and in-country situational analysis completed



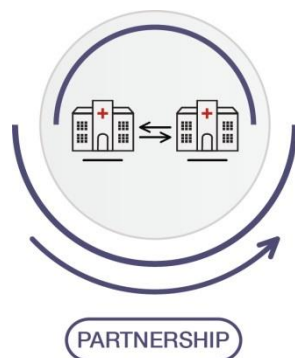
March 2019 - gap analysis completed based upon situational analysis



April 2019 - Partnership planning workshop hosted by Macau identified two priorities:
PP1 Architecture strengthening for Quality
PP2 Quality improvement application of IPC



Sep 2019-Nov 2020 - Quality improvement activities: IPC, WASH.
Improvement of infrastructures.



Macau and Timor-Leste Twinning Partnership for Improvement Core Partnership Principles

A partnership is a collaborative relationship between two or more parties based on trust, equality, and mutual understanding for the achievement of a specific goal. Partnerships involve risks as well as benefits, making shared accountability critical.

Agreed Partnership principles (co-developed during the Partnership Workshop)

Shared vision and joint planning/direction

- Coordination and mutual agreement in setting objectives, agendas and time frames.
- Co-developing and establishing partnership plan and activities.
- Mutually agreeing on how to assess impact.

Ownership

- Ensuring that ownership is supported by partnership institutions and not individuals.
- Engaging all partnership stakeholders systematically.
- Working together to enhance political development for quality health services.
- Strategizing and planning for the involvement of all levels of the health system.

Good relationships (that lead to effective communication)

- Building relationships based on trust, non-judgement and commitment to maintain positive interaction.
- Harnessing the passion and power of individuals and creating opportunities for equal participation.
- Respecting and understanding local rules, culture, customs and each other's needs.
- Acknowledgement of contributions from both arms of the partnership.

Good communication

- Communicating effectively to facilitate decision-making and information-sharing.
- Agreeing on and securing channels for decision-making
- Having clear feedback loops to detect/flag issues as they emerge.
- Clearly identifying focal points and the roles of each team member.

Ways of working

- Nurturing individuals to be motivated and considering the value of having a good sense of harmony.
- Building transparency, flexibility and adaptability into the partnership (while keeping an eye on the changing external environment).
- Celebrating what went well and learning from successes and mistakes.

Objective	Action plan	Measurement of success (How will we know that the desired change has been achieved?)
Development of IPC teams	Develop and finalize terms of reference (TORs)	TORs are finalized and all facility focal points have been nominated
Training (hand hygiene, sharps prevention, waste management, monitoring tools)	Develop a package of training materials, including videos, guidance, tutorials, etc.	Percentage of staff trained. Materials finalized, and pilot planned
Facility materials (hand hygiene, sharps prevention, waste management)	Each facility will have to conduct assessment to determine the gaps	A finalized list of required materials from each facility (including quantity of each item needed), including consumption rate (where applicable).
Improvement and promotion for hand hygiene (patients)	Each facility to have one hand hygiene promotion activity. Pick one staff member as a HH champion.	Plans and evidence (photos) of activities. Increased number of patients with improved hand hygiene.





A
c
h
i
e
v
e
m
e
n
t
s



Infrastructure Improvements

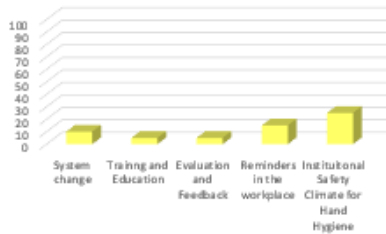




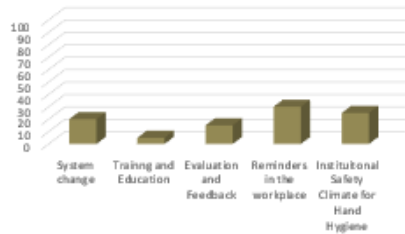
Hand Hygiene Campaign



Suai Villa CHC

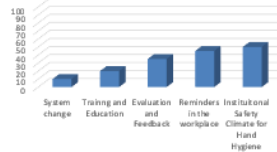


Viqueque health center

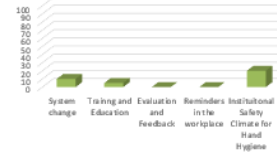


WHO Hand Hygiene Self-Assessment Analysis per facility

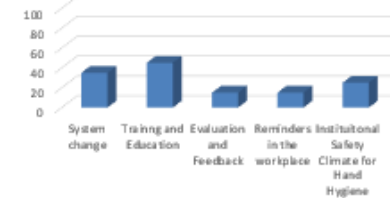
Emera Health Center



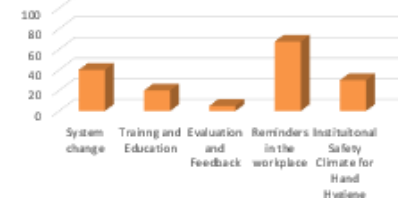
Liquicia CHC



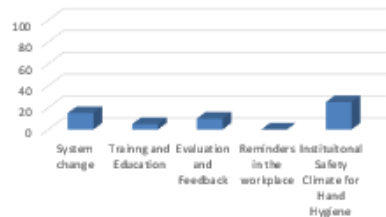
Baucau Referral Hospital



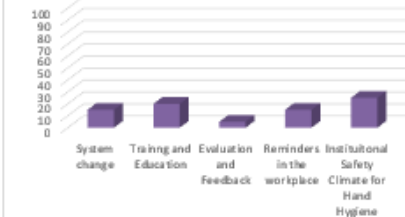
Oecusse Referral Hospital



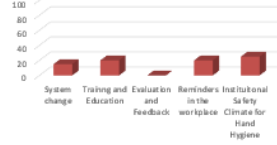
Riamara CHC



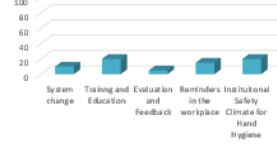
Covalima Referral hospital



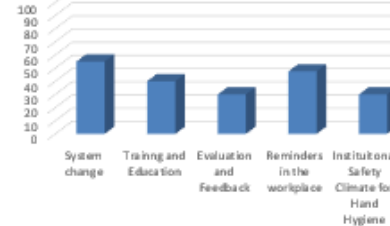
Manatuto CHC



Oecusse CHC



HNGV



IPC Strengths and Gaps – Improvement Results

(preliminary)

Strengths

- Leadership
- Multi-modal strategies
- Built infrastructure (slow, but now improving)
- Improving IPC programs
- Staffing is better delegated
- COVID-19 has improved accessibility to some IPC SOPs

Weaknesses

- Training and education
- Surveillance for HAIs
- Monitoring and audits
- Guidelines and SOP



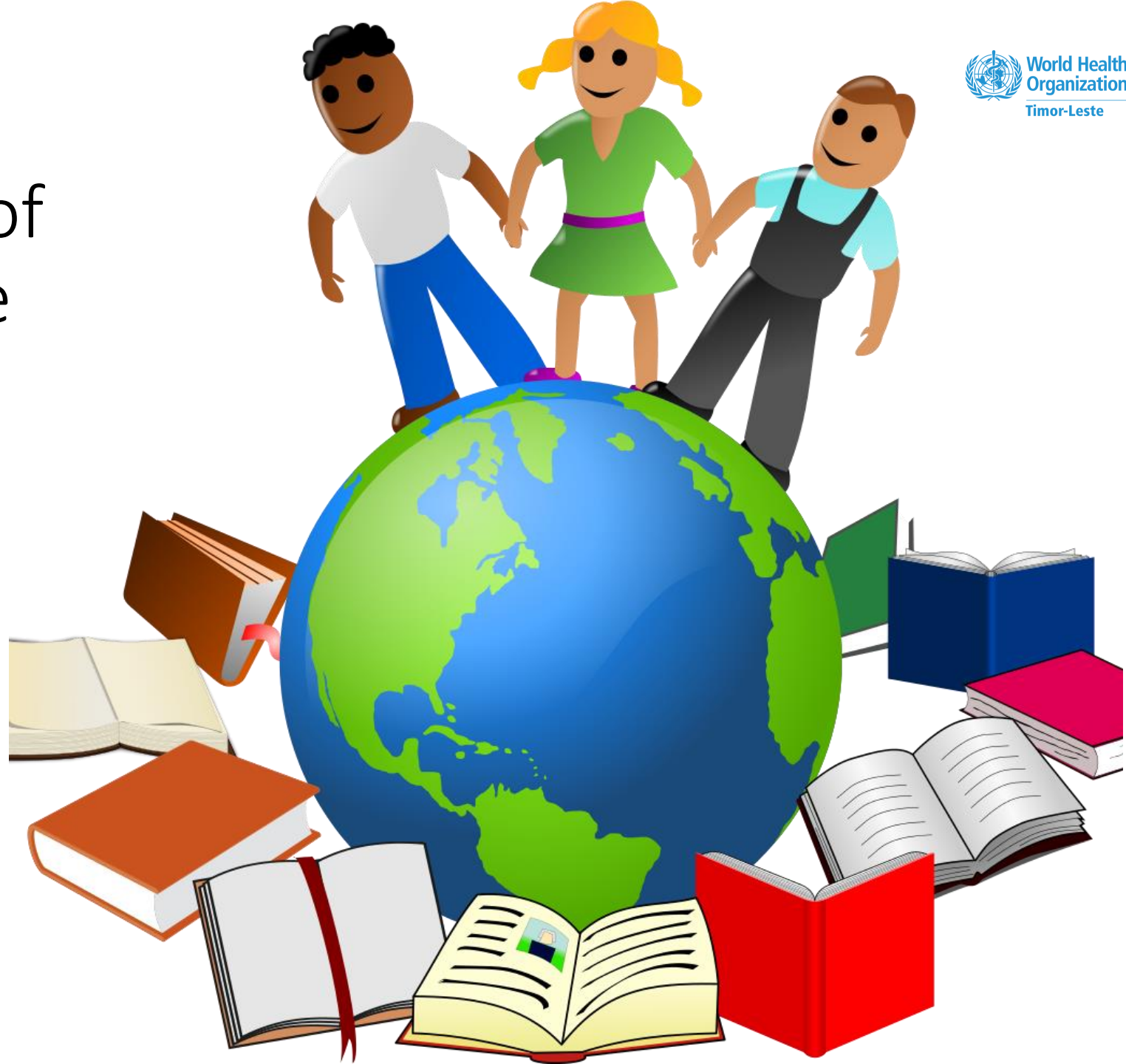
Lessons Learnt from TPI

- Understanding the Improvements
 - **Co-developing** the priority improvement areas (based on gap analysis) is fundamental
 - **Baseline assessments** are key to understand the gaps and strengths in the improvement areas
 - Improvements are more efficient when **strengths** are considered
 - **Measuring data** shows us what has been improved
 - **Small results can have big impact!**



Building a culture of learning takes time

- It is important to not be over ambitious
- Engage senior management and leadership from the start
- Update & communicate on objectives regularly
- Advocacy for the TPI and for the improvements needs to be done regularly
- Accept that progress will be slow. Focus on 1 or 2 priorities.



The art of life is a
constant readjustment to
our surroundings.

Okakura Kakuzō

Adapting when necessary

- Contextualize training materials, simplify or change interventions
- Choice simple starting points and tools
- Adapt approaches and utilize existing tools and modify when necessary
- Facilities with QI team &/or IPC teams move more rapidly



Strengthening the partnership



A core team is essential



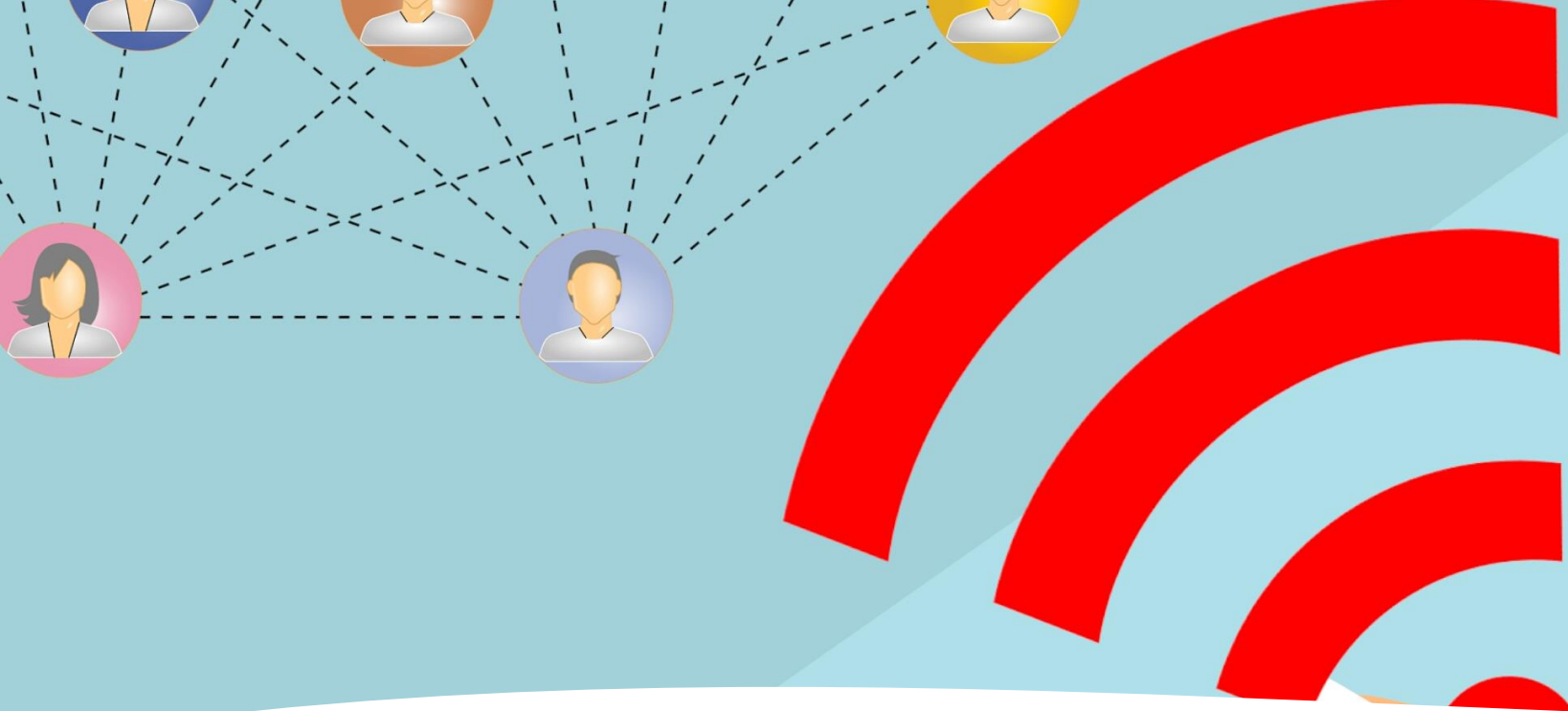
Aligned technical interests



Partnership visits harness passion, motivate teams and supports co-development of ideas and improvements



Communication – agreed mechanism, scheduled and regular contact and sharing information



Spreading the information

- Campaigns provide an opportunity for technical information to be spread
- Translation technical documents allows for greater access
- ICT helps countries, governments, health facilities and communities to share information

Remaining TPI Activities

- Step 6
- Development of synthesis learning report
 - Strength of the partnership
 - Improvement
 - Spread



THANK YOU!

