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**SQHN Experience in setting up a  
Quality system in Nigeria**

***1<sup>st</sup> February 2018***

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# Outline

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- Quality issues in Nigeria
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- SQHN Strategic Plan
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# About SQHN

## Mission Statement

To lead, advocate and facilitate the continuous improvement of quality and safety in healthcare in Nigeria through Education, Collaboration, Training & Accreditation

## Values

- Learning
- Collaboration
- Supportiveness
- World Class Standards
- Efficiency

## History

- Registered in May 2006
- As a Not for Profit Organization
- Private Sector driven
- Multidisciplinary Involvement
- Governed by a Constitution
- Membership is open





# Our Key trustees & Board Members

Professor E. Ade Elebute, CON –  
Trustee & Chairman

Dr Wole Abiodun-Wright-Trustee  
President

Prof. Kuranga - Vice President

Dr.Jimi Coker- Board Member &  
Chairman Technical Committee

Mrs. Hairat Balogun, Senior Partner,  
Libra Law – Trustee

Dr. Femi Oduneye- Board member

Professor Emmanuel Otolorin – Board  
member

Mrs. Fola Laoye –Trustee, Board  
member & Treasurer of SQHN

Dr. Ngozi Onyia – Trustee, Board  
member & Chairman Programs  
Committee

Dr Kunle Onakoya-Board member

Dr Femi Olugbile-Board Member

Dr Abayomi Sule, Board member &  
Secretary of SQHN



# Objectives of SQHN

1. To promote the principles and practice of quality improvement and risk management in healthcare
2. To provide a national voice on quality improvement and risk management initiatives in healthcare
3. To facilitate opportunities for communication, cooperation, and exchange of ideas and experiences in healthcare quality
4. To facilitate training and continuing education in healthcare quality
5. To establish and maintain a support network for those actively involved in healthcare quality improvement and risk management
6. To promote professional ethics as they relate to practice of healthcare quality improvement and risk management
7. To develop and foster alliance with related national and international bodies
8. To organize seminars, workshops, lectures, publish journals, newsletters and other periodicals, as its contribution towards educating healthcare practitioners and the general public on the practice of quality healthcare
9. To exchange ideas and knowledge freely between and amongst members
10. To establish, visit or hire any centre or use any means of social communication in furtherance of its aims
11. To organize and operate mediums exclusively for the sustenance of healthcare quality which operations shall be charitable and humanitarian.
12. To become the local accreditation agency for Healthcare institutions in Nigeria



## Quality Issues in Nigeria

- Current in-country regulatory practices are licensing against set minimum standards for practice.
- No structured system for holistic quality improvement – more structure at the level of the individual practitioner
- Current licensing practices for facilities focus on minimum requirements for infrastructure and staffing NOT processes and outcomes
- Available standards focus on minimum infrastructure, and personnel not cross-cutting processes/systems (NPHCDA, SMOH, FMOH, treatment guidelines, protocols, etc.)
- No educative component



# Quality evaluation mechanisms

| Approaches                       | Issuing Organisation                      | Level of Evaluation       | Standards  |
|----------------------------------|---|---------------------------|--|
| <b>Licensure (mandatory)</b>     | Governmental authority                    | Individual                | Set at a minimum level to ensure an environment with minimum risk to health and safety.      |
|                                  |   | Organization              |  |
| <b>Accreditation (voluntary)</b> | Recognized tools, usually an NGO          | Organization              | Set at a maximum achievable level to stimulate improvement over time.                        |
| <b>Certification (voluntary)</b> | Authorized body, either government or NGO | Individual                | Set by national professional or specialty boards.  |
|                                  |   | Organization or component | Industry standards (e.g. ISO 9000 standards); evaluate conformance to design specifications. |



# SQHN Strategic Plan 2014-2018

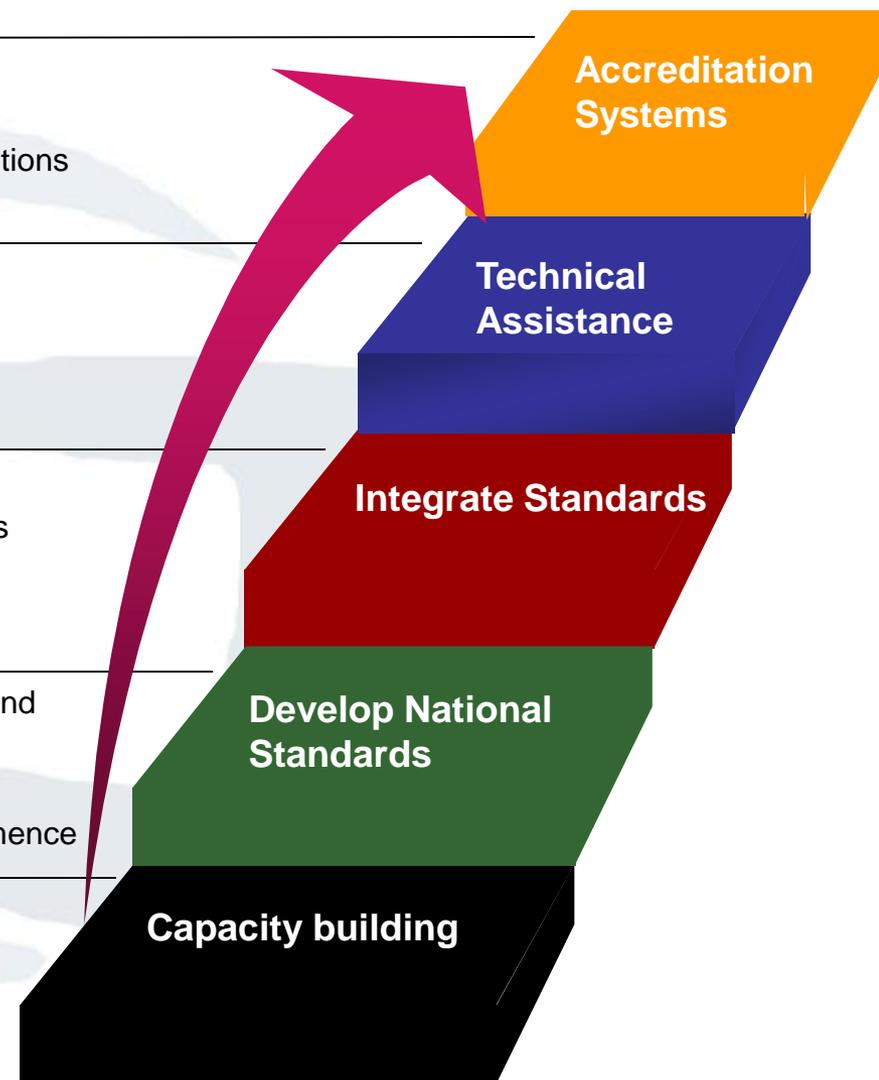
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- Voluntary Accreditation conducted by SQHN trained surveyors
  - Quality Rating System
  - Accreditation available to both public and private healthcare institutions
  - Quality report cards available to the public

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- Provide technical assistance for quality improvement
    - Make standards available
    - Offer quality improvement assistance towards accreditation

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- Provide technical assistance (advisory services) to health facilities and regulatory structures to improve quality assurance frameworks
  - Provide technical assistance to programmes with service delivery components – trainings, quality improvement advisory services

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- Drafts of Patient-Centered, Organization-Centered and Maternal and Child Health standards developed
  - Expert review of standards concluded by committee members
  - Piloting of standards in select public and private hospitals to commence

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- Training via CPD training and online module, annual curriculum being developed
  - Platform for information exchange through annual conferences and workshops
  - Advocacy with stakeholder, participation in strategic meetings





## Build capacity for quality issues in Nigeria

### Training

- Certificate in Introduction to Quality and Patient Safety
- Advanced Course in Quality Improvement tools

### Platforms for information exchange

- Annual International Conferences on Quality & Patient Safety
- Quarterly practical workshops:
- Partnering for health: Practical steps of Infection Control
- Patient Centered Care
- Risk Management
- Quality Management
- Sustaining Infection Control Practices etc

### Advocacy

- Involvement and dialogue with relevant stakeholders including FMOH
- Recent participation in the Presidential summit on Universal Coverage
- Participate in strategic meetings e.g. NHIS, FMOH, NMA, AGPMP, PCN, NNAMN

**SQHN remains at the forefront of building capacity in healthcare quality**



# SQHN Standards

- Standards were developed by a team of healthcare professionals in different specialties following an extensive research
- Technical support obtained from Joint Commission International(JCI)
  - ***Patient Centered***
    - Care of Patients
    - Assessment of Patients
    - Patient Safety
    - Surgical Care
    - Medication Management
  - ***Organisation centered***
    - Hospital Hygiene & Infection control
    - Governance & Leadership
    - Facilities Management
    - Human Resources Management
    - Quality Improvement/Risk Management
    - Clinical Empathy



## **SQHN activities**

- **Integrate quality standards into existing health structures and programmes**
  - Provide technical assistance and advisory services to health facilities and regulatory structures to improve quality assurance frameworks
  - Provide technical assistance to programmes with service delivery components – trainings, quality improvement advisory services
- **Provide technical assistance for quality improvement**
  - Use of SQHN standards or other applicable standards
  - Offer quality improvement assistance towards accreditation



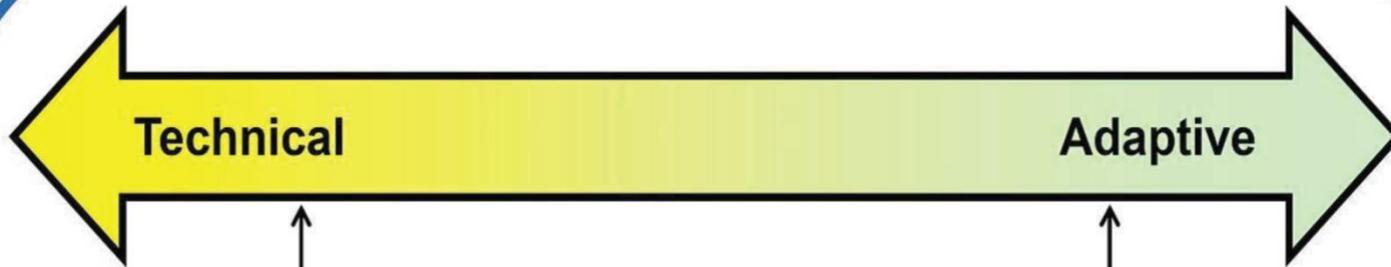


# Challenges

- Acceptability
- Implementation
- Usefulness
- -Manage uncertainty about its effectiveness and cost effectiveness
- -Manage concerns about erosion of professional autonomy
- -Elucidate and promote conditions under which accreditation is appropriate.



# Challenges



**Adaptive  
Leadership**  
*(The Leader)*



# Strategies

- Raise awareness and encourage debate by interested stakeholders to develop consensus on quality system
- Capacity building
- Study efforts and experiences of other institutions and experts.
- Collaborate with regional and international bodies
- Participate in conferences to update knowledge on hospital accreditation and share experiences with others
- Designate an expert advisory group
- Document and review your progress periodically



## Strategies contd

- Strengthening legal support. Executive orders, laws and regulations of the Ministry of Health
- Establishment of an accreditation agency requires consensus of actors in public and private sectors.
- Participation of private and insurance sectors



# Benefits

- **Enhanced health systems:** integrating and involving hospitals as an active component of the health care network.
- **Continuous quality improvement:** using the accreditation process to bring about changes in practice that will improve the quality of care for patients.
- **Informed decision-making:** providing data on the quality of health care that various stakeholders, policy-makers, managers, clinicians and the public can use to guide their decisions.
- **Improved accountability and regulation:** making health care organizations accountable to statutory or other agencies, regulating their behaviours to protect the interests of patients and other stakeholders



- **THANK YOU**



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**Partner with SQHN to improve healthcare  
quality one facility at a time**

***[www.sqhn.org](http://www.sqhn.org)***

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