FLORENCE NIGHTINGALE FOUNDATION

Global Health Partnerships
FORMERLY THET

County Government of TANA RIVER

Bridging the knowledge gap; Implementing CME for continuous professional development and improved patient care In Hola hospital.

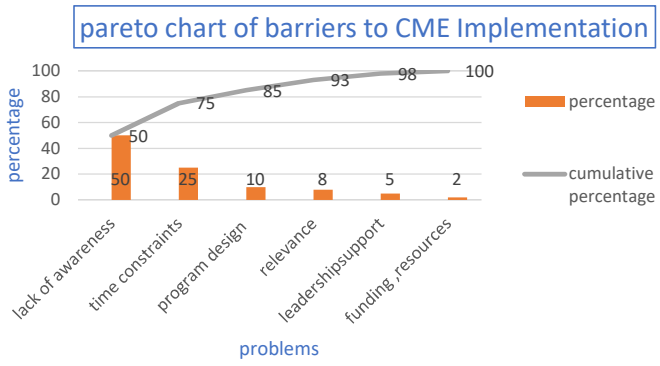
Problem Identified An audit conducted in the neonatal department revealed that 60% of healthcare professionals demonstrated a knowledge gap in the current management of neonatal conditions.

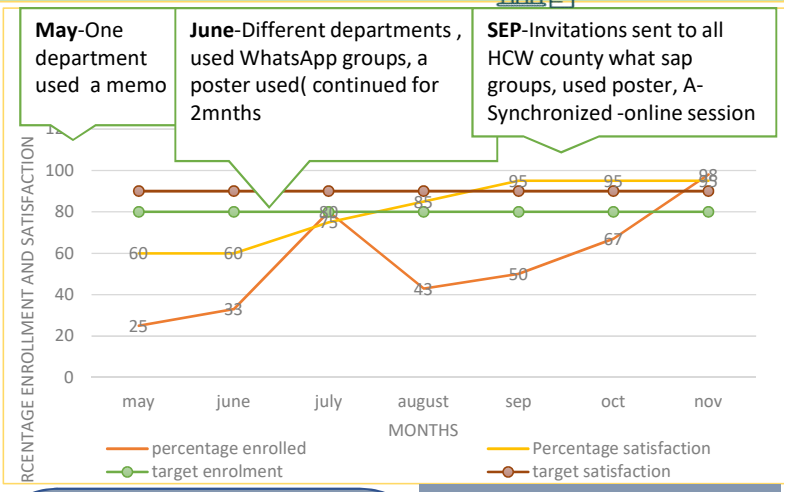
This deficiency underscores the urgent need for a Continuing Medical Education (CME) program to enhance clinical knowledge, improve patient care, and ensure adherence to updated evidence-based practices.

Aim of the project By 20th November 2024, enroll at least 60 healthcare professionals in the CME program, achieving a participant satisfaction rate of 90% or higher, as measured by monthly post-program surveys, to ensure increased engagement and satisfaction with ongoing education opportunities aimed at improving quality of care."

Measures

Methods Used a pareto chart to identify problems and rank change ideas





Key stakeholders analysis done ;Drivers diagram

Goal –improve knowledge and skills of the health professionals in the management of neonatal conditions by implementing CME achieving 80% enrollment and 90%satisfaction within 6 months

Primary drivers Awareness and engagement Accessible and relevant CME content supportive leadership and resources ongoing monitoring and feedback

Secondary drivers Targeted Social media Meeting room Care guidelines Workforce surveys

Change ideas Targeted communication using posters, memo, develop flexible learning formats –online, gain leadership buy-in ,Ensure content is evidence based, provide case based learning and practical, incorporate feedback to continuously improve

PDSA – cycle 1 used one department ,memo to communicate- enrollment was low cycle 2 memo combined with social media poster in different departments yielded a spike . Cycle 3 included other hospitals public and private and A-synchronized -Online learning which yielded the best results

Key Insights conclusion; Taking time to analyze the problem enlightens on the root cause hence easier to plan change

Learning point; Clear consistent communication minimizes resistance to change, adaptive leadership is essential to respond to feedback and refine strategies, Utilization of media helps push agendas far beyond expectations

Sustainability plan ;Establish CME committee, Embed CME participation to institutional policy, resource mobilization and award participation , evaluate impact on patient outcomes and adherence to current guidelines

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