

# 5S-KAIZEN-TQM NEWSLETTER FOR

## ZOMBA MENTAL HOSPITAL

VOL. 12 FOR THE PERIOD JULY TO SEPTEMBER 2026:

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**Comments:** "My orientation in 5s, Kaizen, TQM, has helped me to work more effectively. The environment at the working place should be favorable for everyone. When dispensing medication, I always greet the patients, ask them to relax on the chair while I am packing their drugs. I make sure my patient has understood the instructions on how to take the medication. In the department, we meet twice a month and we document all the discussions for the next meeting. We have enough stock drugs for the patients. I am happy to work at ZMH.

Emily Ngoma, Pharmacy Assistant



**Comments:** In quarter of January to March 2026, we had an external assessment on quality services including 5s. It was discovered that our WITS have relaxed in their performance and most departments are not doing very well compared to the past.

The QIST with some of the management team conducted departmental meetings to establish the root causes. Usually, it was bad attitude of some health workers and inadequate materials to use in the department due to late funding from government.

The management promised to address the situation and also used some paying funds to fill the gaps. A follow up was done after two months and we noted great improvements from the department with a lot of competition at the working place.

The pictures to the left, show the WIT meeting discussing on how to improve their department.



# Improving Working Improvement Teams (WITs) for Effective Health Delivery Services

During the last quarter during the QI Assessments, we noted that our WITs have slowed down in team work and coordination in the departments at our hospital. This was also observed during the departmental supportive supervision and weekly Wednesday review meetings. It was difficult to establish the reasons. Number of in patients increased in the and the corridors were sometimes dirty compared to the past. We noted also that during the department changeovers from nursing department also contributed to this since some health workers stop to perfume better knowing that they will be transferred to another department.

Management with the QIST members decided to conduct departmental consultative meetings. This was done daily for two weeks and the Hospital Director took the lead. We identified some gaps like irregular supportive supervisions, bad attitude of some health workers, weak leadership in some departments, shortage of staffs and irregular, review meetings among others. We discussed on the action points with time frame and review progress after two months. In June 2026 we met again to see progress. Things have improved and even reporting for duties. Health workers and students are in the wards in time. There is good performance. Management has learnt that WITs need to be improved for effective health delivery. By conducting staff and patients' satisfaction surveys we are able to identify root causes.

The group photo below shows the team from MoH, CMED and NSO after finishing the assesment and giving feedback to the management team at ZMH, to start usisng ICD11 data management.



Zomba Mental Hospital has been using DSM5 to analyse the data. This made some diagnoses different since others use ICD 11. The management with the QIST planned to start using ICD11 as part of standardisation in data use. The MoH will train fifteen health workers as ToTs, who will later train all the clinicians, nurses, and data clerks from the facility. ZMH will support the Training Institutions and also train all the new staffs as part of sustainability. Funding is from ORT budgeted for the financial period. The picture shows the assessment team with DG, ZMH.