

THE PROBLEM

Seventh-day Adventist Hospital Lilongwe currently faces a critical challenge in providing effective, efficient, and quality healthcare services, due to: Decreasing patient volume for the past 5 years ; Inadequate specialist physicians (OB/GYN & Surgeon) ; Poor location of key clinical departments for effective and efficient operations; Dilapidating dental clinic infrastructure and dysfunctional equipment; Annual deficit net income for the past 4 years;

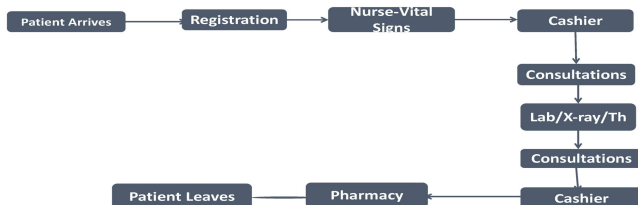
AIM

The main goal for the turnaround plan is to make sure there's Improved service delivery, Improved revenue streams, Settled indebtedness and Achieve sustainability.

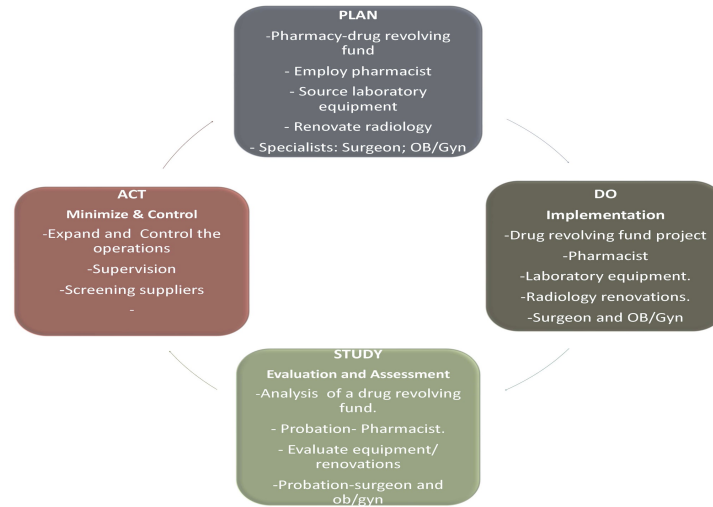
FLOW MAP OF PRESENT STATE



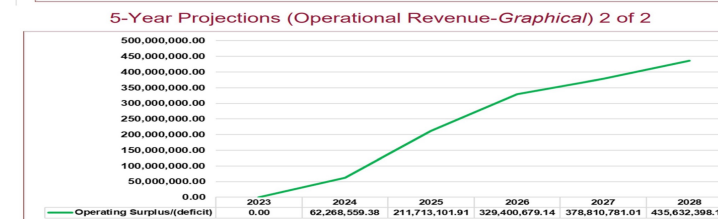
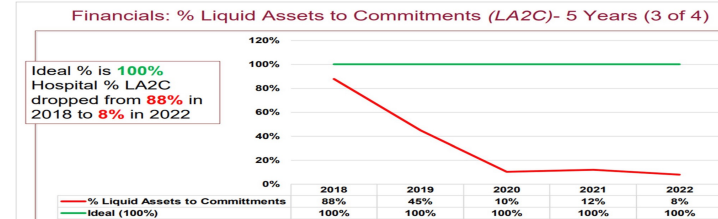
FLOW MAP OF FUTURE STATE



PLAN DO ACT STUDY CYCLE



DATA



RESULTS

The green line in the graph shows the anticipated growth in revenue after quality improvement. The turnaround plan indicates that between October and December 2023, implementation of long term plans will be done and by end December 2023, the dental clinic will be re-commissioned.

SUMMARY

The turnaround plan addressed a number of areas which includes decreasing patient volume for the past five years; inadequate specialists and annual deficit net income for the past four years. In consultation with AHI the hospital came up with a plan on how we can come out of the situation. Therefore, after successful implementation of the TAP there will be improved service delivery; improved revenue streams; settled indebtedness; and achieve sustainability.

FUTURE STEPS/ WHAT'S NEXT?

- Yes, we will work on a similar process; but targeting other areas that needs improvement .

ACKNOWLEDGMENT

- Loma Linda University Health
- Adventist Health International
- Malawi Union Conference
- Dr. Greg Saunders Family