



# BIWEEKLY CME FOR MEDICAL OFFICERS AND NURSES TO IMPROVE POINT OF CARE QUALITY FOR MOTHERS AND CHILDREN



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## BACKGROUND & PROBLEM

1. Evolving medical science demands the importance of lifelong learning for health care professionals. Continuing medical education (CME)/ continuing nursing education (CNE) provides a fundamental basis to facilitate learning and ensures quality patient care.
2. The hospital is recognized by the government as a center of excellence in mother and child care in the Garo Hills region of Meghalaya, India.
3. Being a new rural mission hospital, vast majority of the medical officers and nurses have varied experience in mother and child care.
4. The work being progressive, demands specialized skill and knowledge which is not met adequately.
5. Periodic refresher training/CME is therefore essential for maintaining quality of care.

## AIM

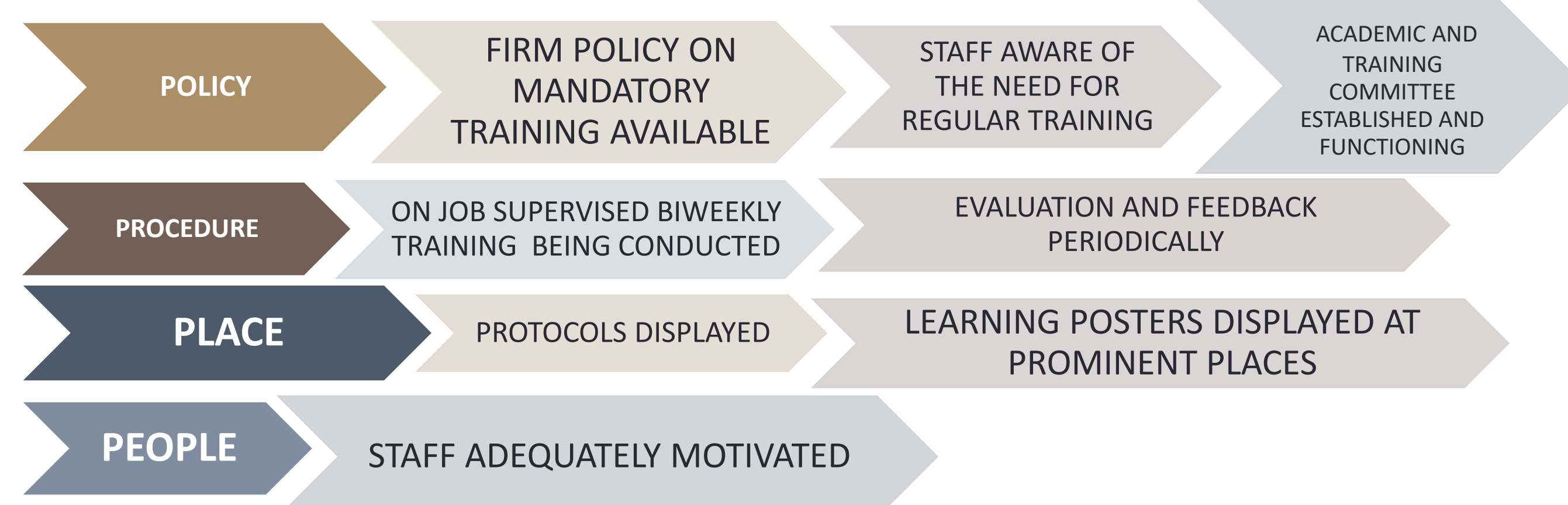
TO IMPROVE THE SKILL AND CAPACITY FOR MEDICAL OFFICERS AND NURSES THROUGH BIWEEKLY CME AND POINT OF CARE SUPERVISION TO IMPROVE PERFORMANCE OVER A PERIOD OF SIX MONTHS

## FLOW MAP OF PRESENT STATE

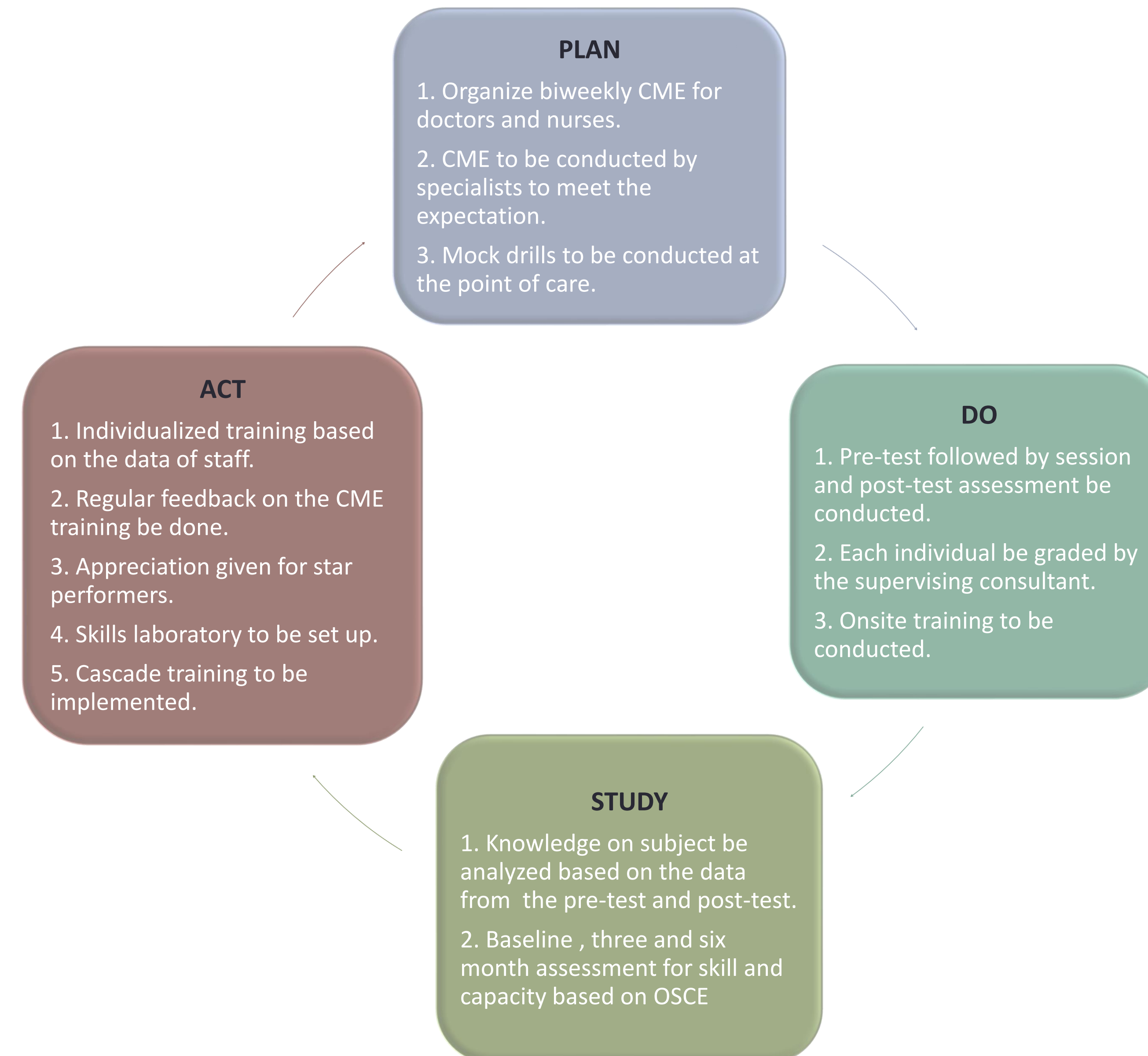
### Herring-bone (Ishikawa) Analysis of the Problem



## FLOW MAP OF FUTURE STATE

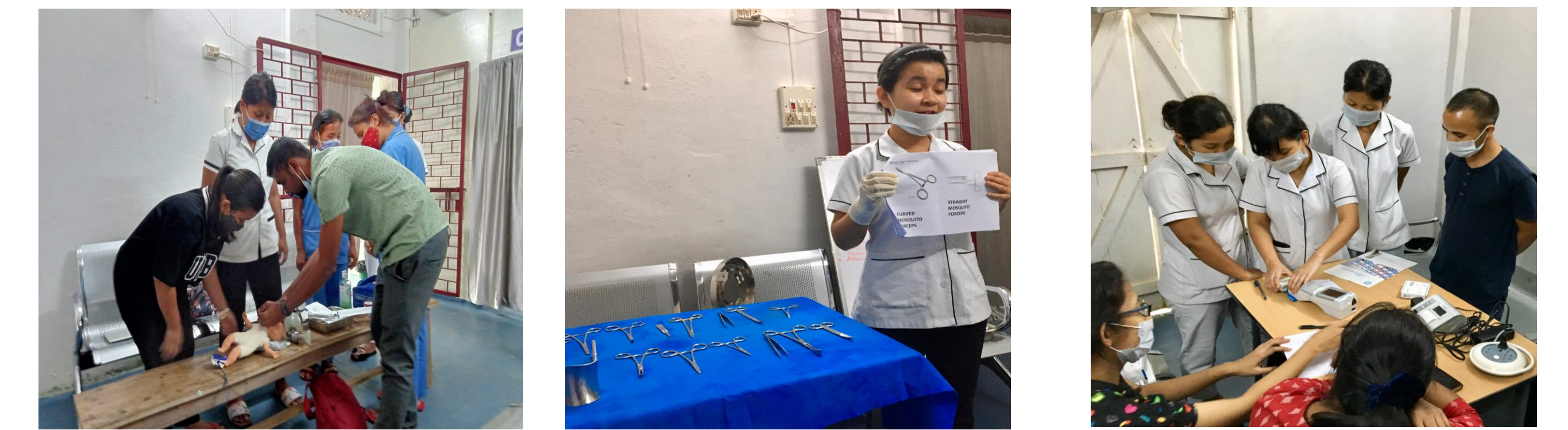


## PLAN DO ACT STUDY CYCLE



## RESULTS

1. Analysis of the data indicates that after conducting biweekly CME over a period of 6 months, the collective knowledge and skill of the doctors and nurses have shown a significant improvement as assessed by the post-test marks and skill gradings based on OSCEs at baseline, at 3 months and at 6 months.
2. Indirect positive impact on overall performance and confidence levels of the health care workers.
3. Greater patient satisfaction based on patient feedback forms.



## SUMMARY

1. The nurses and doctors working join with varied clinical knowledge and skill.
2. Biweekly CME based on the need of the hospital, conducted by specialists with a subsequent cascade training has shown to have significant increase in the collective knowledge, skills and capacity of doctors and nurses, thereby improving the overall quality of care.
3. Assessment of skills and individualized training of the staff at the point of care by the supervising specialists had a direct impact on the confidence level of the staff resulting in greater patient satisfaction as assessed by patient feedback forms.

## FUTURE STEPS

1. To continue biweekly CME for the health care workers in the hospital.
2. Establish a skill laboratory for the doctors and nurses of the hospital.
3. The learning experience to be expanded with the government hospitals in 5 districts of Garo Hills region of Meghalaya and advocacy visits to be made to implement the same model of learning for the health care workers of the district hospitals.
4. Other areas ( Emergency Obstetric Care and Critical Paediatric Care) of training can be considered to build the skills and capacity of government institutions in the districts of Garo Hills.

## DATA

Periodic assessment score over 6 months of knowledge, skill & capacity assessment ( baseline, mid term and end of project)

