

SMDP NEWS

Sustainable Management Development Program

Better management, stronger programs, healthier people

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR DISEASE CONTROL AND PREVENTION

Laboratory Management Training in Zambia Enters Second Phase



Laboratory managers attend First Provincial Laboratory Management Training course in Zambia.

Grace Kahenya (MIPH '02), Mussa Banda ('02), Ruth Tembwe ('01), and Ireen Silweya ('00) designed and facilitated a workshop from March 10 to 21, 2003, for 26 provincial laboratory managers and medical technologists. The workshop, held at Kafue Gorge Regional Training Centre in Namalundu, Zambia, focused on providing skills in planning, problem solving, as well as generating and analyzing quality data. The workshop was designed to enhance decision-making and to create effective and efficient laboratory quality assurance programs.

The workshop, a collaboration between SMDP and the CDC Public Health Practice Program Office (PHPPO) Division of Laboratory Systems (DLS), included sessions on leadership (7 habits), an overview of health reforms in Zambia, the role of provincial laboratory managers, effective communication, managing conflict constructively, Total Quality Management (TQM), team building, quality assurance in the laboratory, report writing, turn-around-time flow analysis, and information management systems. On the final day of the workshop, participants reviewed the process for the applied learning projects they will carry out over the coming months.

Nine provinces were represented, with participants from the Ministry of Health, Central Hospital Laboratories, the Ndola College of Biomedical Sciences, Tropical Diseases Research Centre and several private hospital laboratories. Trainers included the MIPH graduates listed above, Eba Ongele (American Public Health Laboratories), Dr. Victor Mukonka (Central Board of Health), Dr. Bereneice Madison and Dr. John Ridderhof (CDC DLS), Dr. Mark Shields (CDC Zambia), and Laurel Zaks (SMDP staff). The CDC Global AIDS Program in Zambia provided logistical and financial support.

Workshop participants (above right) carry out a team-building exercise. At right, workshop facilitators, left to right: Eba Ongele, Ireen Silweya, Bereneice Madison, Ruth Tembwe, John Ridderhof, Grace Kahenya, Mussa Banda, and Laurel Zaks.



Welcome to the
SMDP NEWS

SMDP News, the newsletter for CDC's Sustainable Management Development Program (SMDP) aims to:

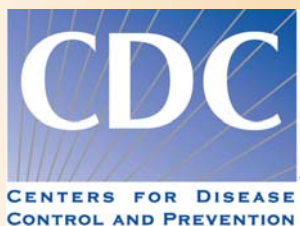
- Inform members of the international health community about SMDP activities.
- Support graduates of SMDP's annual Management for International Public Health (MIPH) course.
- Facilitate country-to-country exchanges of information and experience in public health management development.

SMDP NEWS is published quarterly, and distributed to all MIPH graduates. Graduates are encouraged send articles, photos and updates on their activities, as well as corrections to addresses, phone numbers, e-mail, etc. for the mailing list.

Current and past editions of the SMDP NEWS can be viewed at our website: www.cdc.gov/phppo/smdp

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SMDP 2nd Biennial Conference, Hanoi, Vietnam

NEW DATES—March 8-13, 2004

The SMDP conference on “Strengthening Global Public Health Management Training Capacity” has been postponed to March 8-13, 2004, due to the SARS outbreak in Asia.

SMDP Director, Dr. Michael Malison, wrote to conference participants, “I know this news is a major disappointment to all those who worked so hard

for so long planning and preparing for this event. Our goal was to broadly share information about your programs and to celebrate our collective achievements over the past two years. Clearly we will not be able to achieve these goals if a significant number are unable to attend, or if those who do are distracted by concerns about their

health or personal safety. So we decided that our collective interests would be best served by postponing the conference.”

The Horizon Hotel in Hanoi remains the conference venue; the conference package price is the same; and the program, as planned, will feature presentations by winners of the 2003 Management Training Excellence and Applied Learning awards. In addition, more than 20 programs and projects will be presented, and a poster session has been added.

Each day will conclude with a roundtable discussion of best practices, and a summary will be produced at the end of the conference, reflecting the participants’ conclusions.

Please mark your calendars now for this important conference, and visit our website at www.cdc.gov/phppo/smdp for an updated program and registration form. Or email us at smdp@cdc.gov.

Hoan Kiem Lake, in the heart of Hanoi, with the Tortoise Pagoda in the distance. The pagoda often appears as the symbol of Vietnam’s capitol city, Hanoi.



Quality Assurance Project Announces New Publications

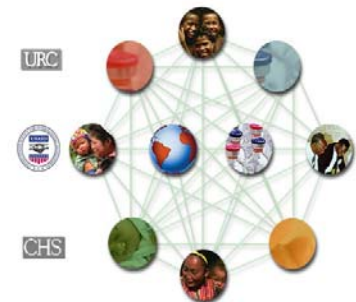
The Quality Assurance Project, funded by the U.S. Agency for International Development, has published a 52-page monograph, “Sustaining Quality of Healthcare: Institutionalization of Quality Assurance,” synthesizing more than 10 years of experience in 25 countries. This paper presents a framework to help healthcare organizations design, implement, and sustain quality care, and provides practical information on how to facilitate the process.

Copies of the monograph may be downloaded as a PDF file from the “Monograph Series” category under Products, on the QA Project website noted at the end of this article.

Three Operations Research Results reports are also available on the website:

- “Client Communication Behaviors with Healthcare Providers in Indonesia.” This study examines client participation during family planning consultations.
- “Assessing the Functionality of Job Aids in Supporting the Performance of IMCI Providers in Zambia.” This report analyzes the use of job aids in complying with the Integrated Management of Childhood Illness (IMCI) algorithm.
- “Assessing the Economic Impact of the New System of Care for Arterial Hypertension in Tula Oblast, Russia.” The Quality Assurance Project/Russia included a program for screening at-risk patients, evidence-based guidelines, and a health

promotion program. This study quantifies the economic effects of these changes and provides cost information for further redesign of the arterial hypertension care system.



To receive an Acrobat-readable PDF file of any of these publications, please visit the QA Project website at www.qaproject.org.

Dr. Baker Retires as Director, CDC Public Health Practice Program Office

Edward L. Baker, M.D., M.P.H., Director, Public Health Practice Program Office (PHPPO), has retired from CDC effective March 31, 2003, after 21 years of service, 13 of them directing PHPPO. He has accepted a position with the School of Public Health at the University of North Carolina, Chapel Hill. Dr. Baker has been a champion of SMDP since its earliest days, and quickly embraced the vision of providing management training skills through the Management for International Public Health course to public health professionals around the world.

Dr. Baker's awards include the U.S. Public Health Service Commendation and Meritorious Service Awards. He served as Visiting Professor in Occupational Medicine at the Royal Society of Medicine, London, England. He is the author of more than 100 scientific articles and book chapters, and provided key contributions to the occupational and environmental health literature.



Dr. Baker welcomes the MIPH class of 2002 at a reception held last September at the Malisons' home.

Dr. Baker was recently honored at a retirement reception attended by more than 200 friends and former colleagues.

SMDP joins them in wishing Dr. Baker well on his future career path.

Acting Interim Director of PHPPO is Dr. Suzanne Smith, on detail from the National Center for Chronic Disease Prevention and Health Promotion, where she is Chief of the Health Care and Aging Branch (Division of Adult and Community Health).

In a recent meeting with Mike Malison, Dr. Smith, a strong supporter of international public health, said, "I applaud the vision of the SMDP to provide management training to public health leaders around the world. For too long, we have assumed that management skills could be acquired on-the-job. This has been a costly error in judgment, squandering the talents of dedicated public health professionals and hampering our ability to effectively address critical health issues." She added, "SMDP staff, participants, and graduates have the skills and experience to lead global health programs in the 21st Century."

MIPH Alumni News

MIPH Graduates Choose New Tagline for SMDP

In a textbook-perfect example of the Total Quality Management (TQM) technique of multi-voting, MIPH graduates have chosen a tagline for the Sustainable Management Development Program, now entering its 12th year. Voting was conducted in three virtual rounds in February and March 2003, through a series of emails to 170 email addresses, with 16 percent participation (many have more than one email address).

The highest number of votes in all three rounds went to "**Better management, stronger programs, healthier people.**" Second was "Training managers today for a healthier tomorrow."

SMDP thanks all who proposed new taglines and all who voted. Please send your new email address to us at smdp@cdc.gov. Of 208 graduates, only 151 have supplied working email addresses.

Two MIPH alumni visited Atlanta recently for the annual program review of the Carter Center/Global 2000 program in Jos, Nigeria. Pictured at right with SMDP staff members are **Emmanuel S. Miri ('95)**, **Abel Eigege ('96)**.



Mike Malison, Emmanuel Miri, Abel Eigege, and David Bull.

Emmanuel and Abel work with the Carter Center program that addresses trachoma, lymphatic filariasis, schistosomiasis, and onchocerciasis. The Global 2000 Program has provided management training to more than 400 public health professionals in Nigeria since 1996. Nigeria's management training program was evaluated by Dr. Deborah McFarland of Emory University's Rollins School of Public Health in January 2001. Her report is downloadable from the SMDP website: www.phppo.cdc.gov/od/smdp/docs/SMTC_Evaluation.PDF.

Martin Mosima ('01) Senior Consultant, Institute of Development Management, Botswana, and **Mary Grace Alwano ('95)**, Voluntary Counseling and Testing Technical Advisor to BOTUSA (a collaboration between the government of Botswana and CDC), join classmate and SMDP Career Development Fellow **Fedor Espinosa ('95)**. Mary Grace and Martin were in Atlanta for meetings with CDC's Global AIDS Program staff. **BOTUSA** is a participant in GAP, which addresses the HIV/AIDS epidemic in some 25 countries around the world, 17 of them in sub-Saharan Africa.



TQM Offered to Rural Health Agencies in Bolivia

Daly Santamaria Aguirre (MIPH '02) designed and conducted a Total Quality Management workshop from January 13 to 18, 2003, for 31 rural health staff from several agencies in Bolivia, including CARE, the Integrated Health Project (PROSIN) of the U.S. Agency for International Development (USAID), and staff from the Bolivian Ministry of Health. These health personnel work in rural areas in the departments of Potosi, Santa Cruz, and Tarija. Native Bolivian Fedor Espinosa ('95), who currently works with SMDP as a Career Development Fellow, assisted Daly in planning and teaching the workshop, the first of a series of such workshops to be undertaken in Bolivia.

The 31 participants, working in 5- to 6-person teams, developed applied learning projects addressing the following themes:

- How to tackle a lack of institutional coordination among health organizations
- How to address the lack of managerial tools at the DILOS (Local Health Directorates)
- Informing mothers of the danger signs for pneumonia in infants
- Enabling women to recognize the symptoms and evidence of sexually transmitted infections
- Creating new ways to disseminate information on contraceptives.

These projects will be carried out over the next several months, and the results will be presented in a graduation ceremony to be held in August 2003 to an



Participants in Potosi, Bolivia. Daly Aguirre, front row, second from left.

audience of senior officials from the Bolivian Ministry of Health and international and national non-governmental organizations. A second cohort from among local public health program managers will begin the cycle in June and will graduate in November 2003. Both groups will receive onsite supervision from the workshop faculty.

These first two TQM training cycles are designed to demonstrate the impact of public health management training to potential donors as well as the Bolivian Ministry of Health. They will also help to create a new role for [CARE Bolivia](#) as a center for training excellence in public health management.

James Kanu, M.P.H., Joins SMDP

James M. Kanu, M.P.H. (MIPH '95) joined SMDP in March 2003 as our newest Career Development Fellow. James brings extensive management and field experience to SMDP. Following his graduate studies, from 1997 to 2003 James served as Scientific Administrator and Director of the Lassa Fever Research Project/CDC-Guinea where he trained staff in biosafety techniques, directed and supervised outbreak investigations and surveillance activities, and ensured timely communication with CDC.

As Director of the HIV/AIDS Regional Laboratory, Kenema, Sierra Leone, a position he held from 1987-1991, James established the first

regional laboratory for conducting rapid HIV tests. He also organized and carried out community-based HIV/AIDS health education for schools, community, traditional society, and religious leaders. James has conducted workshops and seminars for health care workers and has authored or co-authored a number of articles published in peer-reviewed journals. He holds a bachelor of science degree in chemistry and zoology and a masters degree in public health from Tulane University, Louisiana.

As he joined SMDP, James said, "We always need to acquire more knowledge, wisdom and experience to enable us to serve humanity, irrespective of color, race, religion, or territorial boundaries. And for me, there is no better place to

enhance such a vision than at the CDC, and especially at SMDP. It is a great honor for me to have this opportunity both to contribute and gain from this arena of international public health management. I can't wait to be counted as one of the foot soldiers."

