

# SMDP News

## Sustainable Management Development Program

*Better management, stronger programs, healthier people*

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR DISEASE CONTROL AND PREVENTION

### Croatia—1<sup>st</sup> Cycle of Total Quality Management Training



*Istarska County Team members, from left, Drs. Romanita Rojnic, Ornela Grujic-Cukon, Danijela Lazaric-Zec, and Zoran Cukon write a problem statement for their TQM project on reducing delays in delivering breast cancer screening results.*

Twenty-nine managers from seven hospitals attended a Total Quality Management (TQM) workshop from May 23-26, 2004, in the coastal town of Kraljevica. Croatian MIPH alumni from the Andrija Stampar School of Public Health taught the workshop, with assistance from SMDP staff member Brian Robie.

Workshop participants received credits towards re-licensure from the Croatian Chamber of Physicians. They will work in teams over the next several months to carry out applied learning projects that address such themes as improving missing or incomplete patient histories, late deliveries of lab samples from hospital departments, and compliance with food safety standards.

Stampar School faculty began collaborating with SMDP in 2001 with support from the Soros Foundation's Open Society Institute (OSI). To date, six trainers have attended the MIPH course from Croatia, four from the [Stampar School](#), one from a hospital in Bjelovar, and another from the Department of Health in Istria County.

Before this workshop, public health management training in Croatia focused mainly on the *Healthy Counties* workshop series, designed by 2001 MIPH graduates Selma Sogoric and Tea Vukusic Rukavina. The series is based on SMDP's Healthy Plan-it™ module and other MIPH Course materials. A major objective of the *Healthy Counties* series is to encourage participating county health personnel to set priorities and plan interventions that address specific health issues.

To date, teams from 13 counties have completed health plans and three more are in process. Highlighting the success of this effort, Sonja Grozic-Zivolic (MIPH'02)



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

- 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 mail and email addresses and phone numbers for the directory.

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

## In this Issue

**Croatia: 1st TQM Cycle Begins**

**Guam: CDC Minority Health Champions Award**

**Staff News: Josef Amann, MD, MPH, joins SMDP**

**SMDP's David Bull Promoted**



CENTERS FOR DISEASE  
CONTROL AND PREVENTION

*Please turn to page 2*

## Makerere University Integrates MIPH Content into HIV Fellows Program



Makerere University's Institute of Public Health (IPH) recently integrated a 2-week management module into the first year curriculum of its HIV Fellows Program, focusing mainly on TQM. MIPH alumni Wamuyu Maina ('03), Primo Madra ('03), and Donna Kabatesi ('02) taught the workshop. SMDP staff

members Laurel Zaks and James Kanu ('95) assisted in planning and delivering the training.

The 22 participants included the IPH-CDC HIV Fellows and counterparts from their host institutions. Staff from the CDC/Uganda Global AIDS Program office and laboratory also

participated. All 22 are expected to complete applied learning projects that will be presented at a graduation ceremony in December. The projects will address such topics as how to improve data management and supervisory skills, timely report submission, and inventory management.

IPH-CDC Fellow and workshop participant Dr. Hizaamu Ramadhan, Jinja District Health Service, said, "The SMDP team from Atlanta has done well with the TQM training. By the time I graduate in December, I am confident that this training will have had a visible impact on my work."

## David Bull, Ph.D., Promoted to OGH Policy Post

David Bull, Ph.D., has been promoted to senior policy advisor in CDC's Office of Global Health (OGH). Dave joined SMDP in 1997, and was soon promoted to SMDP deputy director, a position he held until his promotion this July. As part of his new OGH responsibilities, Dave is assigned to advise OGH on issues affecting North Africa and the Middle East. He will continue to maintain his relationship with SMDP, including teaching in the MIPH course.

Under the reorganization of CDC announced earlier this year, SMDP has administratively become a part of OGH. OGH Director Dr. Stephen



Blount said, "OGH has long been a supporter of SMDP and we are pleased to have Dave bring his international experience to our Office. SMDP is widely respected for its work in capacity building around the world, and

we believe that SMDP becoming a part of our Office is a perfect fit with our mission. That mission includes working with countries to establish and maintain trained public health workforces, improving health delivery worldwide, and sharing knowledge and public health expertise with our international partners."

## Croatia, continued from p. 1

from the Istria Department of Health, Social Welfare and Labor, received a 2002 Applied Learning Project Award at the SMDP Global Conference this past March in Hanoi, Vietnam, for her county's plan. Croatian MIPH graduates also have helped MIPH graduates in Macedonia establish a similar public health planning program (See [SMDP News, spring 2004](#)).

Now that the *Healthy Counties* project has nearly achieved its macro-level goals, the MIPH graduates are turning their attention to improving the efficiency and effectiveness of operations at the micro level in hospitals, using TQM tools. The Croatian MIPH graduates hope to offer similar workshops annually or more often for hospital staff throughout the country.

### Available Soon—Hanoi Conference DVD

A 15-minute video of Hanoi conference highlights will be available soon. For your copy, please email SMDP at [smdp@cdc.gov](mailto:smdp@cdc.gov).



**Geoffrey Setswe ('00)** received a doctorate in public health this spring from the National School of Public Health (NSPH) of the Medical University of South Africa in Pretoria, South Africa. Geoffrey is the first person in South Africa to receive a doctorate from this new institution. He had been a senior lecturer and department head with the NSPH. Since June 2003, he has been director, AIDS Research Institute, University of Witwatersrand, Johannesburg.

**Nguyen Thi Thu Hong ('02)** will begin an MPH program this fall at the [Emory Rollins School of Public Health](#). Thi Thu Hong will be a Fogarty Fellow in the Emory AIDS International Training and

Research Program of the Department of International Health. She has been employed by the [CDC Global AIDS Program](#) in Vietnam since 1999.



**Mamadou Dravé ('98)** and **James Kanu ('95)** (pictured below) both American Teachers of Preventive Medicine Career Development Fellows at SMDP, attended the 2004 Annual Conference of the Global Health Council (GHC) in Washington, D.C. in June 2004. In addition to attending the scientific sessions, Mamadou and James also joined GHC's Advocacy Day Congressional Meetings on Capitol Hill. They visited the offices of two Georgia Congressional representatives where the two MIPH graduates had an opportunity to share their experiences in helping improve public health management systems in developing countries.

### SMDP and University of Guam recognized as CDC Minority Health Champions

SMDP and the [University of Guam](#) (UoG) received the 2004 CDC Minority Health Mentors/Champions of Excellence Award for "outstanding contributions to strengthening the management skills of Pacific Island public health workers." Lori Duenas (MIPH '00), Maria Pangelinan ('02), and Dr. Ulla Craig of UoG were cited as collaborators and co-awardees.

Pacific Islanders have elevated risks for many diseases and exposure to natural disasters. Infectious diseases including tuberculosis, dengue, and hepatitis are endemic among the Pacific Islanders, as are a variety of chronic diseases and conditions including diabetes, heart disease, and obesity. Populations in the Pacific Rim are dispersed and isolated, and public health professionals serving these communities are challenged by both the breadth of problems and the lack of resources. One of the most important training needs among these workers is basic management skills to identify and assess problems, plan, and implement appropriate solutions.

Starting in 1996, SMDP began training management trainers from the Pacific

in the MIPH Course. Seven MIPH Course graduates currently work in four Pacific jurisdictions: Palau, Federated States of Micronesia, Commonwealth of the Northern Mariana Islands (CNMI), and Guam.

In 2001, MIPH graduates from Guam and the Philippines assisted other MIPH alumni in CNMI in conducting the first management training workshop in the Pacific. Following the workshop, these managers completed applied learning projects aimed at solving real public health management problems (e.g., decreasing patient waiting time, improving medical record completion, and decreasing processing time for laboratory specimens).

From 2002-2004, MIPH alumni at the UoG have carried

out three similar workshops for public health program managers in Guam, leading to another series of projects and management problems solved.

In 2003, SMDP provided a \$250,000 grant to the UoG to establish a Regional Management Training Center for the Western Pacific. Lori and Maria direct the Center and provide management training for health workers on Guam as well as outreach training for other health workers in the region. The Center has a proven track record of delivering high quality management training within the Pacific region using locally available training resources.

Local health jurisdictions that benefit from this initiative have also demonstrated their willingness to share the costs.



*Lori Duenas and Ulla Craig (pictured at left) presented an update last March on the Center's progress at SMDP's Second Global Conference in Hanoi, Vietnam.*

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## Third Management in Public Health Course in Mexico Set for Fall 2004

Mexico's third Management in Public Health Course will take place September 6-October 1, 2004, in Mexico City. Although this course is intended primarily for public health managers in Mexico, it is also open to any participant from Latin America or the Spanish-speaking Caribbean.

The course is organized by the Center for Public Health Management Development located in Mexico's General Directorate of Epidemiology. To date, the Center has trained 47 public health professionals from Latin America and the Caribbean.

Participants who complete the course are eligible to receive a Diploma in Public Health Management from the Autonomous University of Mexico.

The mission of the Center is as follows:



Participants in a 2002 Mission and Vision Development workshop. From left: Victoria Sarabia (Chile), Juan Carlos Ortíz (México), Gicela Cente (El Salvador), and Juan Ramón Centeno (Nicaragua).

- Provide public health workers with management skills that improve the quality and appropriateness of evidence-based decision-making
- Offer consulting services to students and alumni to assist them in developing and implementing management training programs and quality improvement projects

Center faculty includes senior decision-makers from several of

Mexico's priority public health programs; MIPH alumni; local experts in management and quality assurance from the Directorate of Epidemiology, the U.S. Centers for Disease Control and Prevention, and the Pan American Health

Organization; and training staff from other public and private institutions. The 4-week, 160-hour curriculum includes lectures and group work on Total Quality Management,

Force Field Analysis, budgeting, team building, planning and decision making, effective meetings, labor relations, conflict management, leadership, advocacy, strategic planning, and effective training techniques.

More information about the course is available at the following website: <http://www.dgepi.salud.gob.mx/eventos/cdg.html>. Phone 52(55) 5593-1809/3661/9771 ext. 196 or 20, or email: [sarta@dgepi.salud.gob.mx](mailto:sarta@dgepi.salud.gob.mx)

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## Josef Amann, M.D., M.P.H., Joins SMDP as Technical Advisor

Josef Amann, M.D., M.P.H., joined SMDP in July 2004 and will use his expertise and international experience to help develop teaching materials and provide technical assistance to management training programs in developing countries.

A native of Germany, Josef had been a research fellow in the Department of Ophthalmology at Emory University Hospital before his selection as a CDC Epidemic Intelligence Service (EIS) Officer, class of 2002. As an EIS officer assigned to CDC's National Center for

Infectious Diseases/Division of Parasitic Diseases, he carried out public health investigations in Bangladesh, Guatemala, Nigeria, Sudan, and Vietnam. Josef has



authored or co-authored 12 journal articles and has lectured in ophthalmology and microbiology. He received the 2002 Charles C. Shepard Award from the Rollins School of Public Health for his thesis on "Trachoma in the Upper Nile

Region, Southern Sudan," a work that also earned him an Anne E. and William A. Foege Global Health Scholarship. Josef also received the 1999 Fellow Award from the Castroviejo Cornea Society. He holds a masters degree in public health from the Rollins School of Public Health, and a medical degree from the University of Ulm in Germany. He is board certified in ophthalmology.

Josef said, "After working with MIPH course graduates in Nigeria and seeing how SMDP fulfills its mission of strengthening management training capacity in the developing world, I'm excited to be part of this group. I hope to contribute to enlarging this network of management-trained public health professionals throughout the world."