

Zim-TTECH Quality Improvement Coaches' Monthly Report

Instructions: Please complete a report monthly. Track every site visit that included QI coaching in the table below. Send by email to your faculty and cc-Romana on the last day of each month. (Please no paper copy – You can type it in off-line on your computer and upload it when you have network.)

Report date: Month/Year November 2019 Coach Sekai Goodcoach

Quick monthly check:

What are some things that are going well with your QI coaching? (Rapport with facility teams, interventions that seem to be working, lessons learned)

The team has been having huddles and checking in by WhatsApp this month. The meeting today was very productive with good participation.

What things have been challenges for you in QI coaching this month?

Keeping the team motivated as the numbers have declined. One team member has been saying that QI is a waste of time and has been very negative.

What questions do you have about how to do QI coaching?

How to address motivation and attitude.

Site visits: Please complete one block of the table for each site visit conducted.

Date of visit	Facility and team members present	QI Activities conducted	Progress towards aims	
6 Nov, 2019	SIC, Index testing focal person, PC, record keeper, CATS	The team met in huddles once a week and updated the QI corner. No PDSAs conducted this month	Number of contacts elicited per index client has been declining in the last 3 months	
	Finding (include specifics, e.g. data)	Recommendation / Action Item	Timelines / By When	Responsible person/entity
	<ul style="list-style-type: none"> • November data shows elicitation ratio of 1.2 • When I was there I noticed that the “counselling in progress” sign was not on the door and there were people sitting in front of the testing room. 	Revisit the problem analysis tools and PDSAs to note which interventions have been discontinued and need re-engagement. Ensure that staff is all capacitated.	15 Nov, 2019	Index testing focal person will convene a meeting to review tools