

SMDP NEWS

Sustainable Management Development Program

Better management, stronger programs, healthier people

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

SMDP Assists Cambodian Ministry of Health with Integrated Training for Program Areas



National Institute of Public Health workshop participants plan their TQM project— from left, Thou Chourn, M.D.; Simoth Denna, Pharm. D.; Mao Sarim, Pharm.; Yenn Roumany, M.D.; and Chap Seak Chhay, M.D., M.P.H.

One priority for Cambodia's Ministry of Health is to promote integration of categorical disease programs such as tuberculosis, malaria, and HIV/AIDS. A step toward this goal was achieved March 24-April 4, 2003, when a public health management training workshop was held for 20 public health professionals from the National Institute of Public Health, the National Center for TB & Leprosy Control, the National Center for Malaria Control, and the National Center for HIV/AIDS and STI (NCHADS). The workshop, which included sessions on team-building, effective communication skills and Total Quality Management (TQM), was held at the [National Institute of Public Health](#) facility in Phnom Penh. MIPH 2002 graduate Dr. Thay Ly Heng and SMDP staff member Brian Robie co-facilitated.

During the workshop, participants formed quality improvement teams based on institutional affiliation and began planning applied learning projects they will complete later this summer. Project themes include shortening the waiting time for lab results, improving incorrect diagnosis of sexually transmitted diseases, improving incorrect diagnosis of TB, and improving the quality of instruction to provincial malaria trainers.

Cambodian Ministry of Health officials attended a banquet at the close of the workshop to hear first-hand about the workshop and the planned follow-on projects. Those attending included Professor Eng Huot, Director General for Health; Ung Sam An (MIPH '98), Director of the National Institute of Public Health; Duong Soheat, Director, National Center for Parasitology, Entomology and Malaria Control; and Dr. Mean Chhi Vun, MPH, Deputy Director General for Health and Director of NCHADS.



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, email, for the mailing list.

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

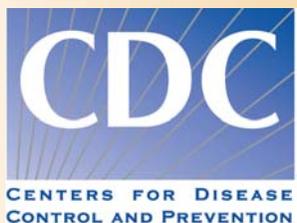
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Management Training Begins in Malawi



Rhoda Banda ('02), at far right, discusses the use of a bar chart to display data with Dennis Ndalama, Joyce Seyara, David Jiya, and Maida Nyirenda, during the public health management workshop held in Lilongwe, Malawi, February 2003. All five work at the National TB Program.

[CDC-GAP Malawi](#) and the Ministry of Health co-sponsored the first public health management training workshop in Malawi, February 10-14, 2003, for 36

public health staff from district, regional, and central levels of the National Tuberculosis Program (NTP). Rhoda Patricia Banda (MIPH '02) and Brian Robie,

SMDP, co-facilitated the workshop.

In his opening remarks to the workshop, Dr. Felix Salaniponi, NTP Program Director, stressed the importance of management training at all levels for continued excellence in the tuberculosis control program. "NTP realizes that quality is indispensable at every stage of its operations, therefore, TQM applied to the TB Programme will add to its excellence," he said.

The participants divided into six teams to plan their applied learning projects, all of which focus on TB control problems that compromise program quality. Rhoda Banda and Brian Robie reviewed the projects with the teams in May and again in

August. The participants will present their completed projects at graduation in November 2003. Plans are in progress for another management training workshop in early 2004.

Philippines Enters 4th year of Public Health Management Training

Field Management Training Program

The fourth class of the [Philippines](#) Field Management Training Program (FMTP) is currently nearing the end of its 10-month training cycle. The 26 field participants, who represent 10 Local Government Units and three Regional Health Units, began their training in November 2002 with a public health management training workshop focused on Total Quality Management (TQM). The workshop was followed by five months' field work on applied learning projects covering a broad range of themes, including reducing health insurance disallowances, decreasing patient waiting time, improving water sampling by sanitary inspectors, and improving rates of post-operative counseling for OB/GYN patients.

A second workshop focused on Healthy Plan-*it*TM was held in April 2003 for the same 26 participants. During this workshop, the participants presented brief updates on their TQM projects and developed plans for Healthy Plan-*it*TM projects to be completed by August 2003.

"Following their training," explained Conchy Roces ('98), "participants return to their work sites and form quality improvement (QI) teams to carry out applied learning projects. These teams include others from their workplaces. Those who are new to the public health management concepts and skills learn through their involvement in these projects. Each QI team consists of five to eight members, only one or two of whom actually attended the formal workshop. In this way, the training has a significant multiplier effect."



From Left: Arlene Lim (LMTP 2003 participant, Calbayog District Hospital), Coco Lupisan ('01), Jose Ong (Medical Director, Calbayog District Hospital), Lydia T. Sombrero ('00, LMTP Field Supervisor), and Susan L. Calagos (LMTP 2003 participant, Calbayog District Hospital).

Lab Management Training Program

In March 2002, the Philippines launched a Laboratory Management Training Program (LMTP), inspired by the success of the FMTP. In February 2003, 14 participants enrolled in the second LMTP workshop. These participants created eight project teams – two from the [Research Institute for Tropical Medicine](#) (the national reference lab) and two each from regional, provincial, and city public health laboratories.

The LMTP curriculum comprises a two-week workshop featuring TQM followed by an applied learning project. It is shorter than the FMTP curriculum and does not involve undertaking a second workshop or project.

The training cycles for both the FMTP and LMTP are timed to enable the two groups to reconvene, share their projects, and graduate together in September. FMTP trainees will choose one of their two projects to present at graduation, and will prepare a poster on the second project. The graduation will be a reunion open to all MIPH graduates in the Philippines.

Rhoda Patricia Banda ('02) was recently named as the Focal TB Training Coordinator for the Malawi National TB Control Programme, in addition to her duties as Deputy Regional TB Coordinator. Her new responsibilities include planning for training, overseeing, and monitoring the tuberculosis program across Malawi. She said, "All that I learned in the MIPH course will assist me in many ways in my new role."

Lori Dueñas ('00) and SMDP Director Michael Malison participated in a panel discussion on public health management training and capacity building during the 3rd Pacific Regional Bioterrorism Preparedness Conference in Honolulu, Hawaii, June 2-5, 2003. Lori currently serves as a faculty member in the Micronesian Health & Aging Studies Department, College of Graduate School & Research at the University of Guam. She has conducted public health management training workshops in Guam and has assisted other MIPH graduates in training program managers in the Mariana Islands.

The [University of Guam](#) is working to establish a regional Management and Leadership Development Center for the Western Pacific in 2004. The Center will serve as a faculty resource for other Pacific

jurisdictions in strengthening the capacity of their local public health program managers.



From left, Arlinda Beirao, nutritional extension agent working for CARE's USAID-funded Viable Initiative for Agriculture (VIDA) in Mozambique, learns TQM techniques with CARE colleagues Lopado Daniel and Momade Mariano.

Elena McEwan ('97), Technical Specialist, [CARE USA](#), traveled to Nampula province in Mozambique recently, a province with a high prevalence of malaria. CARE field staff had found that only four percent of women interviewed in Nampula were able to identify mosquitoes as the agents in malaria transmission. Elena taught public health management skills to nine CARE field staff who work in child survival in Nampula

province. Using Total Quality Management (TQM) tools, the group identified malaria as a major problem, and high mortality among children as its theme. Elena said, "I was amazed at how quickly the CARE staff not only grasped the management concepts but were able to apply them in their work. They clearly explained their aims, and presented not only their chosen methods, but how they will apply them." An overriding twofold goal is to increase awareness among Nampula's mothers of the relationship between mosquito bites and malaria, and to increase the use of mosquito-repellant bed nets in Nampula households.

Keerti Bhusan Pradhan ('01) was invited by Shroff Charitable Eye Hospital to provide on-site consulting and to monitor the training impact at the Community Health Project in Alwar district, Rajasthan, India. The hospital has received a grant from Ronald McDonald House Charities to implement a childhood blindness prevention project in Alwar district, aimed at the entire population of three million. Keerti was present February 4-9, 2003, visiting outreach activities, training the staff, developing management information systems, and suggesting innovative and appropriate strategies to improve work flow. The Community Health Project has around 50 employees.

Anisa Kassim, M.P.H., C.H.E.S., Joins SMDP

Anisa Kassim joined SMDP in July as a management development specialist to assist in coordinating the MIPH course and SMDP conferences, including MIPH 2003 and the March 2004 Hanoi conference. She had previously worked for the CDC Public Health Prevention Service as a research fellow in training, under an American School of Public Health cooperative agreement with CDC. She holds a bachelor's degree in health psychology from the University of California, Irvine, and a masters degree in public health from the University of North Carolina, Chapel Hill.

While studying in California, she developed a wellness intervention program for the pharmaceutical industry. At UNC, her focus was on health behavior and community health education. As a graduate student in North Carolina, she volunteered extensively, forming a rural youth council and conducting community needs

assessments focusing on access to public health services. Her thesis involved training and evaluating school administrators on how to use the School Health Index. She recently became a Certified Health Education Specialist (CHES).

Before entering the UNC graduate program, Anisa spent six months volunteering in Afghani refugee camps in Karachi, Pakistan, and taught English to adolescents in northern Pakistan. She was drawn to SMDP for the chance to continue her international work, and is looking forward to the MIPH course.

She said, "SMDP provides a unique fit with my interests and career objectives. The MIPH course is key to building a strong international group of trainers, and its impact, through the projects graduates



conduct in their countries, is inspiring. I am very excited about this opportunity and the chance to meet the extended SMDP family from all over the world."

Croatia's *Healthy Counties* Project Provides Model for Macedonia

In 2001, the [Andrija Stampar School of Public Health](#) in Croatia began the *Healthy Counties* project in collaboration with SMDP and the Soros Foundation's Open Society Institute. Under the leadership of Dr. Selma Sogoric (MIPH '01), the project has trained 90 public health professionals from nine counties through a series of workshops designed to enhance local skills in priority setting and program planning. MIPH alumni Tea Vukasovic ('01), Alexander Dzakula ('02) and Sonja Grozic-Zivolic ('02) have served as trainers in this activity.

The project in Croatia now serves as a model for a similar activity in Macedonia. In February 2003, the Foundation Open Society Institute of Macedonia (FOSIM), the Faculty of Medicine-Skopje, and the Ministry of Health agreed to develop and implement a management capacity-building

project in Macedonia, calling it the *Health Management and Governance Project*, with technical assistance from SMDP staff and MIPH graduates from Croatia.

On June 4, 2003, FOSIM and the Faculty of Medicine-Skopje organized a one-day conference in Ohrid, Macedonia, during which Dr. Mome

Spasovski, Head of the Department of Social Medicine-Skopje, introduced the new project. Dr. Selma Sogoric and six other representatives from Croatia presented the *Healthy Counties* model to an audience of 60, including the Macedonian Minister of Health, the FOSIM Director, the Dean of the Faculty of Medicine-Skopje, mayors, journalists, NGO representatives, and staff of national and local Institutes of Public Health.

The Department of Social Medicine-Skopje will be the institutional unit responsible for developing and implementing the training activities in Macedonia. Two faculty members, Drs. Mome Spasovski and Fimka Tozija, will develop a country work plan during their participation in the MIPH course in Atlanta this fall.



Map of Macedonia: [University of Texas](#)

SMDP Hosts Dinner for CDC Global AIDS Program During GAP 2003 Annual Meeting

CDC's Global AIDS Program ([GAP](#)) held its annual meeting in Atlanta in May. More than 50 GAP field staff from the 25 GAP focus countries attended.

SMDP organized a dinner for field staff from the seven GAP countries which we are currently supporting in their management capacity-building efforts. The informal occasion provided a forum for SMDP and GAP country directors to share experiences and highlight accomplishments with CDC GAP staff from Atlanta headquarters.

Stefan Wiktor, Branch Chief, Surveillance and Infrastructure Development, said, "The dinner was a great opportunity to hear of the progress in several countries with active training programs. Hearing the updates from Uganda and Zambia, I have a clearer understanding of the activities the trainees undertake after they return to their countries."

Of the 24 participants in the MIPH 2002 class, 11 were sponsored by GAP. A similar number is expected in the 2003 class.



Above: Jack Spencer, Public Health Officer, Cambodia; Tim Mastro, GAP Deputy Director, Program Development; Cate McKinney, Training Team Leader; Patrick Chong, Public Health Advisor, Vietnam. Behind Patrick: David Bull, SMDP; and Julio Desormaux, Program Specialist, GAP Haiti.

At right, Mike Malison, SMDP Director, discusses the MIPH Course with GAP Branch Chief Stefan Wiktor.

