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Practicum Site:  
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### Health Systems Strengthening through Quality Improvement (QI) Approaches: The Lwala Community Alliance QI Project

**Background:** Strengthening health systems in low- and middle-income countries remains an essential catalyst towards the attainment of universal health coverage (UHC). The Lwala Community Alliance (LCA) is a non-profit organization located in the Rongo sub-county of Kenya. As part of LCA's efforts to improve health outcomes of the sub-county's residents, a quality improvement (QI) project in six partnering government health facilities was initiated to enhance the quality of health care services delivery.

**Methods:** The QI initiative commenced with each facility undergoing a baseline health facility assessment (HFA) based on the six building blocks of the World Health Organization (WHO) health systems framework: leadership and governance; health workforce; medical products and technologies; information systems; healthcare financing; and service delivery. This is followed by the implementation of the Health Improvement QI (plan-do-study-act 'PDSA') model using tools (e.g. case observation guidelines, data quality audits, patient and staff satisfaction surveys) to identify and address gaps for improvement in service delivery. The potential impact of the QI interventions is subsequently assessed biannually through the HFA utilizing a time series study design approach.

**Results:** Results revealed a mean baseline HFA score of 21.6% (S.D. ; 5.60) across the health facilities and a mean HFA score of 38.8% (S.D. ; 3.96) one-year post-baseline assessment. This represents a mean increase of 17.2% (95% CI: 11.22 – 23.18) in facility service delivery indicators.

**Conclusions:** QI interventions remain an important driver of improvement in health services' delivery and can be effectively applied in resource-limited settings facilitated through the expertise-leveraging capabilities of non-profit organizations like LCA. Such nonprofit-government partnerships aid towards the attainment of UHC and goal targets under the Sustainable Development Goal 3 (Ensure good health and well-being).

