
kqmh Documentation

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kqmh

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CHAPTER 1

KQMH Background

The Kenya Quality Model for Health is defined as a conceptual framework for guiding and supporting coordination in an integrated manner, efforts and investments aimed at improving quality of healthcare in Kenya. This part of the project will be providing 47 health facilities with IT-based tools to support continuous quality improvement in line with the KQMH standard. The goal of this model is;

1. Improve adherence to standards and guidelines through evidence-informed medicine.
2. Apply quality principles and tools and satisfying patient/client needs in a culturally appropriate way.
3. Guide integration of patient partnership in the healthcare process.

A practically usable checklist is part of the model and is intended for use at all levels of health facilities, in line with the services provided. It should be used for facility self-assessment, peer assessment of network of facilities and by external assessors like regulator or certification bodies. All facilities shall carry out self-assessment. The role of the assessor will be to validate the assessment results. The KQMH User Manual gives a step to step guide on how to navigate through, logging in, data entry, report generation and logging out.

Principles of the KQMH and Dimensions of Quality

The KQMH integrates evidence-based medicine through wide dissemination of public health and clinical standards and guidelines embedded with total quality management and patient partnership. The eight principles underlying KQMH are:

- Leadership
- Customer orientation
- Involvement of people and stakeholders
- Systems approach to management
- Process orientation
- Continuous quality improvement
- Evidence-based decision making

The 12 dimensions of the KQMH implemented through the standards described in this document are organised around structure, processes and results, as follows:

1. Structure:
 1. Leadership
 2. Human Resources
 3. Policies, Standards and Guidelines
 4. Facility and Infrastructure
 5. Supplies Management
 6. Equipment
 7. Transport
 8. Referral Systems
 9. Health Records and Health Management Information Systems
 10. Financial Management

- 2. Processes:
 - 1. Outpatient services
 - 2. Patient-centred care
 - 3. Infection prevention and control
 - 4. Outpatient services
 - 5. Accidents and emergencies
 - 6. Surgical emergencies
 - 7. Anaesthesia
 - 8. Safe delivery
 - 9. Neonatal care
 - 10. Dialysis services
 - 11. Laboratory services
 - 12. Pharmacy services
 - 13. Radiology services
 - 14. Mortuary services
- 3. Results, measured against set key performance indicators.

Users of the Manual

This user manual is beneficial to the many users. Some of these users include the following:

1. Counties
2. Health Facilities
3. Health Organisations
4. The Ministry of Health in Kenya
5. Quality Improvement Teams for health facilities

3.1 Getting Started with KQMH

3.1.1 System Access

The system can be accessed on <https://kqmh.uonbi.ac.ke>. This secure system requires a user name and a password. In case you do not have login credentials to KQMH, you can make an application for user credentials through the Integrated MOH service Desk.

3.1.2 Logging in

When you navigate to the above URL, you will be directed to a login page. You are required to provide your username and password in order to access/use the system. The figure below is a screenshot of the start page/login page;

3.1.3 Landing page

Once logged in, the user can see their dashboard as this is the default landing page. The dashboard is customisable to fit your own preferences in terms of the reports/charts you would love to see as default.

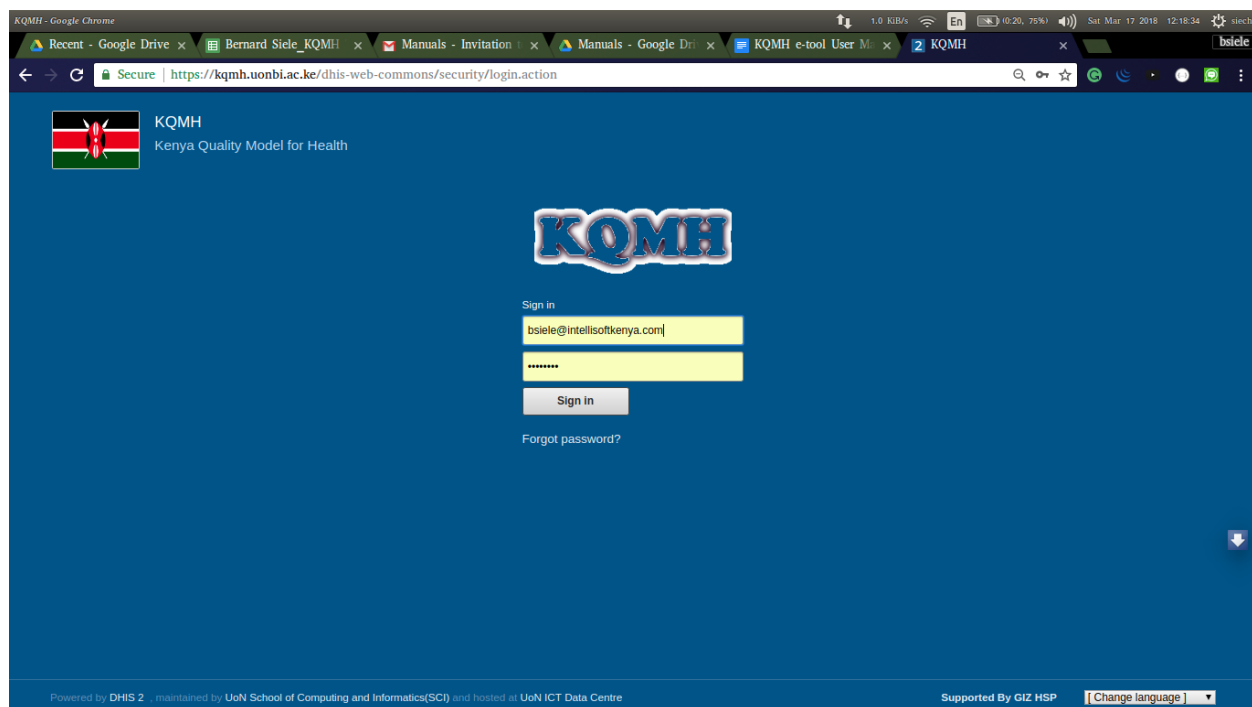


Fig. 3.1: Figure 1: Login page

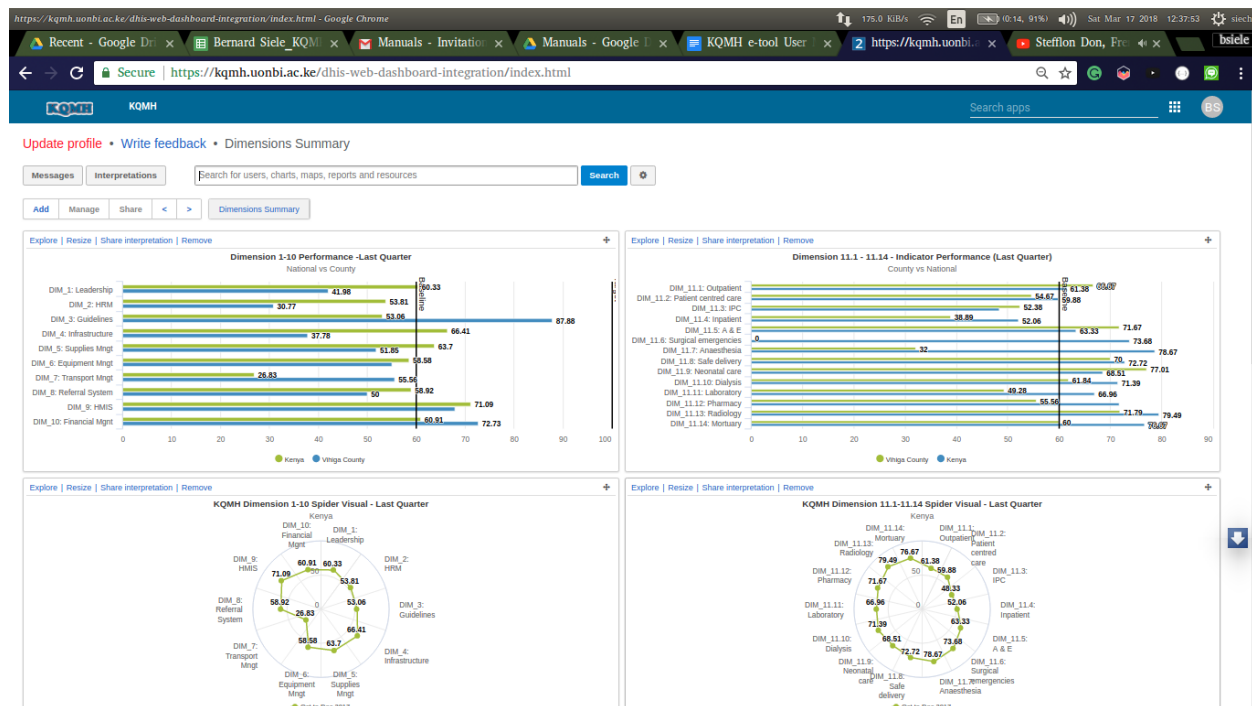


Fig. 3.2: Figure 2: Landing page

Note: More about dashboard is discussed under the Reports section.

3.1.4 KQMh Applications

KQMh is built on DHIS2 platform such that all the modules are organized as apps. Everything can be accessed by searching on the apps, but this is dependent on the rights one has.

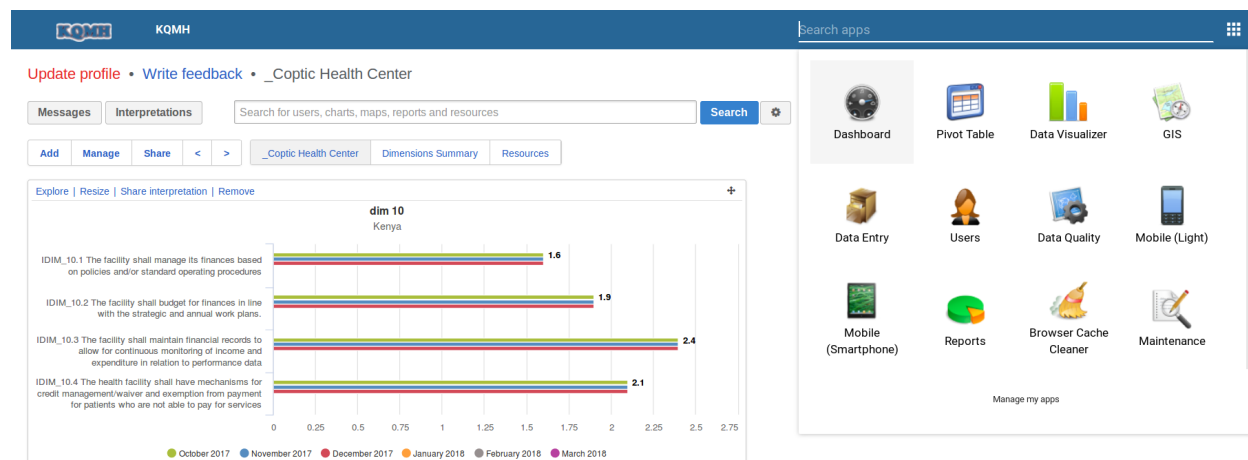


Fig. 3.3: Figure 3: KQMh Apps

3.1.5 Logging Out

On the far right of the top bar on the system, there is Profile menu. When you hover your mouse pointer on the menu, a drop down appears that has a log out button. Click on the button to signout. Below is a screenshot of the same:

3.2 Datasets and Indicators

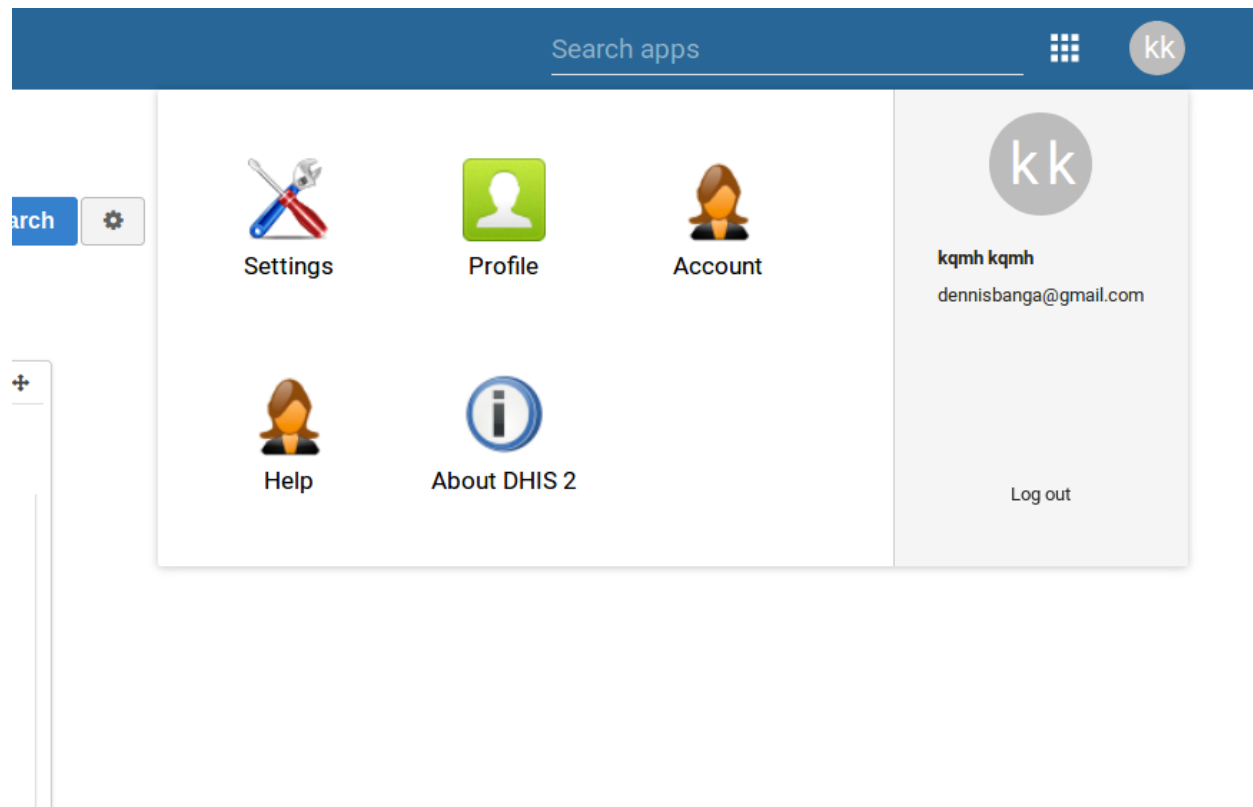
3.3 Data Entry

After logging into the system, hover mouse pointer/click on the Apps icon on the far left as shown on the figure below. On the dropdown that appears, click on Data Entry icon.

This navigates to the data entry page, as shown on the figure below. For data entry forms to appear, you will be required to first select an organization unit/facility you are reporting for on the left panel, the dataset, reporting period and type of assessment you're reporting on, which comes up after selecting the organization unit, Dataset and period that the user is reporting for.

3.3.1 Data Entry Forms

Below is the sample data entry form, the left bar showing different dimensions categories;

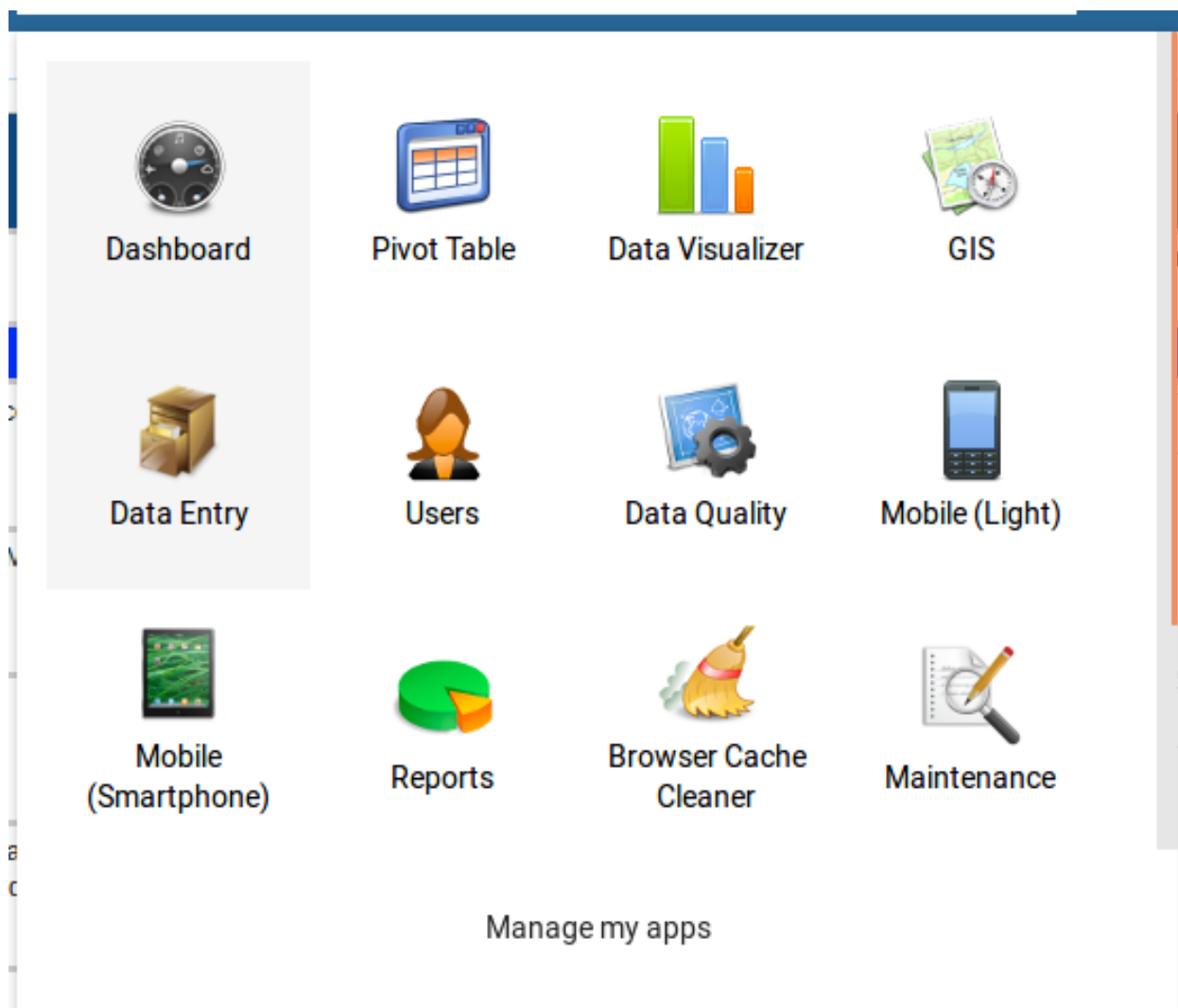


3.4 Analysis and Reports

3.4.1 Pivot Table Analysis

The pivot table app enables users to create pivot tables, using all available data dimensions in KQMH. A pivot table is a dynamic tool for data analysis which lets you quickly summarize and arrange data according to its dimensions. Examples of data dimensions in KQMH are data dimension itself (e.g data elements, indicators and events), periods (representing the time period for which the data represents) and the organisational hierarchy (representing the geographical location of the data). From these dimensions you can freely select dimension items to include in the pivot table. Additional dimensions can be created in KQMH, using the group set functionality, to allow for different aggregation pathways, such as aggregation by “Partner” or facility type. A pivot table can arrange data dimensions on columns, rows, and as filters. When you place a data dimension on columns, the pivot table will display one column per dimension item. If you place multiple data dimensions on columns, the pivot table will display one column for all combinations of the items in the selected dimensions. When you place a data dimension on rows, the pivot table will display one row per dimension item in a similar fashion. The dimensions you select as filters will not be included in the pivot table, but will aggregate and filter the table data based on the selected filter items. The work-flow for creating a simple pivot table is: * Select dimension items in the left menu, for instance a few data elements or indicators. * Click “Layout” on the top menu and arrange the data dimensions as columns, rows, and filters. You can leave the selection as it is if desired. * Click “Update”. A pivot table similar as below will be displayed. Notice how indicators are listed on columns and periods as rows.

***Image here**



Data Entry [?](#)

Organisation Unit	<input type="text" value="Kenya"/>		
Data Set	<input type="text" value="KQMH(Checklist for Assessing Quality of Care)"/>		
Period	<input type="text" value="January - March 2018"/>	<input type="button" value="Prev year"/>	<input type="button" value="Next year"/>
Type of Assessment	<input type="text" value="CHMT Assessment"/>		

Select Your Facility Level:

1: Leadership	Dimension 1: Leadership				
2: HRM	Quality Standard	Requirement	Scores (Yes/No /Partial)	Comment	Indicator
3: Guidelines	1.1 Leadership and Management Responsibilities				
4: Infrastructure	1.1.1 The health facility management shall ensure compliance with regulatory requirements.	Facility has a valid licence or is gazetted to offer healthcare services (MOV- Gazette notice /licence)	Select o...		0
5: Supplies Mngt		The facility is licensed for provision of laboratory, radiology and other relevant services (MOV- relevant licenses)	Select o...		
6: Equipment Mngt	1.1.2 The facility shall have in place governance structures in line with relevant legislation (10)	Organogram in place (MOV-Observation)	Select o...		0
7: Transport Mngt		Facility has a management unit constituted as per legislation (MOV-In Public facilities- Gazette notice, list of board members; Private facilities- letters of appointment for board members, list of board members)	Select o...		
8: Referral System		Facility management unit has terms of reference(MOV- TORs available)	Select o...		
9: HMIS	1.1.3 The health facility leadership shall identify and plan for the services it offers	Facility has a strategic plan/ business plan (MOV-availability of current plan)	Select o...		0
10: Financial Mngt		Annual work plan with a budget (MOV-availability of current plan)	Select o...		
11.1: Outpatient Services		Departmental work plans in place (MOV-availability of current plan)	Select o...		
11.2: Patient Centred Care	1.1.4 The health facility management shall commit to the implementation of the Kenya Quality Model for Health (KQMH) (9)	Management allocates resources for implementation of quality improvement initiatives (MOV- report on capacity development of staff on KQMH, budget, staffing)	Select o...		0
11.3: IPC		Mission and vision statements are aligned to the county/National health sector's mission and vision (MOV- confirm alignment with Kenya Health Policy)	Select o...		
11.4: Inpatient Care	1.1.5 The health facility management shall formally create a designated quality improvement team (QIT)	Quality improvement team appointed with terms of reference (MOV- HR records)	Select o...		0

3.4.2 Reports

Reports functionality can be accessed by clicking on Apps -> More apps -> Reports or by clicking on Apps then searching for Reports on the search bar.

Image here

There are two main types of reports than can be generated from KQMH; Dataset Reports and Standard reports:

Dataset Reports

Dataset reports are printer friendly views of the data entry screen filled with either raw or aggregated data. These are only available for data sets that have custom data entry forms and not for default or section forms. You can access data set reports from *Apps->Reports*. A Criteria window will appear where you fill in the details for your report: *** Dataset:** The data set you want to display. *** Reporting period:** The actual period you want data for. This can be aggregated as well as raw periods. This means that you can ask for a quarterly or annual report even though the data set is collected monthly. A data set's period type (collection frequency) is defined in data set maintenance. First select the period type (Monthly, Quarterly, Yearly etc.) in the drop down next to Prev and Next buttons, and then select one of the available periods from the dropdown list below. Use Prev and Next to jump one year back or forward. *** Use data for selected unit only:** Use this option if you want a report for an orgunit that has children, but only want the data collected directly for this unit and not the data collected by its children. If you want a typical aggregated report for an orgunit you do not want to tick this option. *** Reporting Organisation unit:** Here you select the orgunit you want the report for. This can be at any level in the hierarchy as the data will be aggregated up to this level automatically (if you do not tick the option above). When you are done filling in the report criteria you click on *** Generate ***. The report will appear as HTML in a printer-friendly format. Use the print and save as functions in the browser to print or save (as HTML) the report. You can also export the data set report in Excel and PDF formats. Below is a sample dataset report layout:

Standard Reports

You access the available reports by navigating to Apps->Reports. In the report menu in the left bar, click Standard Report. A list of all pre-defined reports will appear in the main window.



You run/view a report by clicking on the name of the report and then selecting “Create” from the contextual menu. If there are any pre-defined parameters, you will see a report parameter window where you must fill in the values needed for orgunit and/or reporting month, depending on what has been defined in the underlying report table(s). Click on “Get Report” when you are ready. The report will either appear directly in your browser or be available as a PDF file for download, depending on your browser settings for handling PDF files. You can save the file and keep it locally on your computer for later use.

CHAPTER 4

Indices and tables

- `genindex`
- `modindex`
- `search`