

# winner Features

2<sup>nd</sup> Edition 2021

## Quality Healthcare Awards



*Healthcare in  
Mombasa  
County*

Social Media in Healthcare

Public Hospital of Choice

Private Hospital of Choice



## FROM THE DIRECTOR'S DESK



*These awards are therefore critical, especially now, and we have the privilege of recognizing and appreciating all the concerted efforts healthcare workers have put in place to ensure achievements despite these challenging times.*



**QHKA**

It is with great pleasure that we share with you the second edition of the Quality Healthcare Kenyan Awards Winner Features Publication. This is an initiative that seeks to improve standards of health service delivery by recognising outstanding performance, promoting a culture of continuous Quality Improvement, advocating for strong partnerships between health providers and users, fostering innovation and the use of information technology and sharing of best practice.

As the COVID-19 outbreak continues to grow in Kenya, it threatens efforts to address existing health challenges. Even in the best of times, working in the healthcare sector is a challenge with the huge burden we have in Kenya and indeed, globally. These awards are therefore critical, especially now, and we have the privilege of recognizing and

appreciating all the concerted efforts healthcare workers have put in place to ensure achievements despite these challenging times.

The winners of QHKA 2020/2021 were recognised for their outstanding performance, positive contributions and innovation in improving the standards of health service delivery in Kenya as we continue to promote high-quality people-centred health systems. QHKA received over 1,200 nomination entries and over 4,500 votes for the people's choice award categories.

Quality Healthcare Kenyan Awards is a brainchild of Zawadi Brand Solutions Limited (ZBS Ltd) in partnership with the Ministry of Health and Amref Health Africa. The initiative also unites the public and private sectors towards a common goal and creates a platform for collaboration. We extend our sincere appreciation to all the QHKA partners, sponsors and supporters for their contributions towards this noble cause.

In this publication, we will be sharing the best practices of the QHKA 2020/2021 winners which can be replicated and scaled up.

Have a great Read!

Grace Ndegwa,  
Quality Healthcare Kenyan Awards.



## IMPROVING ACCESS TO PRIMARY CARE SERVICES



### Shining Hope for Communities

Shining Hope for Communities (SHOFCO), is a community owned NGO operating in the urban informal settlements of Nairobi, Mombasa and Kisumu that combats the systemic challenges that perpetuate urban poverty with an innovative transformation model aimed at building urban promise from urban poverty. This model creates a ripple effect of improvements across health, education, sanitation, sustainable livelihoods, advocacy and essential services programming areas.

The healthcare model is scalable and has clinics in Mathare slums and Kibera. SHOFCO offers primary health care curative interventions as well as integrated special clinics with a goal of improving health outcomes,

*The social work department organizes the referral system which facilitates referral of all clients visiting the clinic by providing transport, paying a small amount of the initial consultation fee at public hospitals, liaising with other social workers in those facilities to waive costs...*

strengthening preventive and health promotion interventions, and also supporting community health volunteers' strategy.

The SHOFCO clinics have partnered with Kibra-Langata Sub-County to ensure youth friendly services across all sites with youth friendly service taskforce at the facility who organize various activities to ensure the youth are free to seek family planning, sex education and general reproductive and sexual health services. They have further incorporated support groups into their health program to support health promotion.

The social work department organizes the referral system which facilitates referral of all clients visiting the clinic by providing transport, paying a small amount of the initial consultation fee at public hospitals, liaising with other social workers in those facilities to waive costs, and even fundraising to help clients meet their hospital bills.

SHOFCO has received several accolades including CQI Best Practice Award for both Langata/Kibra sub-County and Nairobi County for the year 2018 and 2019; Sub-County QI Best Practice 2018 and 2019; and Best Level 2 NGO dispensary at Nairobi Metropolitan Service - Overall Winner 2020/2021.



## ADVANCING MATERNAL AND CHILD HEALTH



### **Uterine Balloon Tamponade by Kisumu Medical and Education Trust**

Uterine Balloon Tamponade (UBT) is a locally available and effective device that can be used to avert deaths and disability arising from uncontrolled uterine bleeding after childbirth. Since 2012, Kisumu Medical and Education Trust (KMET) and the Massachusetts General Hospital have been implementing activities in Kenya to avert deaths due to post-partum haemorrhage (PPH) using a low-cost, easy to use UBT kit.

The *'Every Second Matters for Mothers and Babies - Uterine Balloon Tamponade'* (ESM-UBT) consists of a condom tied to a silicon catheter. Once inserted into the uterus, it is slowly filled with clean water using a 60cc syringe through a one-way valve. It is inflated to the shape of the uterus, causing it to press against the bleeding uterine wall and apply pressure until the bleeding stops. If correctly used, bleeding

is arrested and the likelihood of surgical removal of the uterus reduced. It also reduces the need for blood transfusion.

The UBT devices are effective and safe to use in treating PPH and averting risk of hysterectomy or death, affordable, and can be managed by a nurse/midwife thus does not always require a medical doctor.

The World Health Organisation recommends the use of UBT as a feasible measure in the treatment of PPH to "avoid surgery or as a temporizing measure while awaiting transfer to a higher level facility", particularly if other treatment options are not available (WHO, 2012, pg 20).

The innovation has been scaled up from pilot to national programme and by March 2019, KMET and MGH had rolled out the ESM-UBT innovation to over 1,300 facilities in 20 counties, including 11 counties funded by UKAid through the County Innovations Challenge Fund (CICF). Over 6,600 health workers

across the country have received training on use of ESM-UBT and the clinical management of PPH as recommended by the WHO. Over 620 kits have been used, with a 98% success rate.

To ensure sustainability and affordability of the kits, KMET set up a social enterprise, the Centre for Maternal Health Innovations (CMHI), where the ESM-UBT is assembled by women and girls as a source of employment and empowerment and distributed to facilities in Kenya and the region. By the end of 2018, the Centre had produced over 12500 ESM-UBT kits of which 2500 had been distributed to the four CICF-supported counties and 7000 more sold across the country, the rest regionally. UBT has also been included in the national list of essential health commodities.

Some of the challenges faced during implementation include meeting demands from health providers on UBT training, and sustaining the trained providers within some facilities that have high staff turnover. KMET and partners established a pool of UBT trainers of trainers drawn from existing trainers, who are responsible for training new providers across different counties and facilities. They also provide regular medical education to existing UBT providers, to refresh their skills and knowledge and help them to mentor other staff on how to use the innovation.



## HEALTH FACILITY INNOVATION PROJECT



### LifeCare Hospitals - Bungoma

LifeCare Hospitals - Bungoma is a level 5 referral 200 bed capacity hospital. The health facility executed a project on an innovative approach for providing high quality and affordable multi-specialty surgical services for the Kenya lake region economic block aimed at availing measurable, high-quality and safe multi-specialty surgical services for the

catchment area.

The project focused on safe surgery, availability of adequate supportive infrastructure and the use of big data analysis to measure customer satisfaction in order to constantly improve on services in a measurable and evidence-based manner. A total of 782 surgeries, 184 minor surgeries and 598 major surgeries were conducted between January 2019 and

February 2020. The hospitals rolled out several Joint Commission International (JCI) standards that guide safe surgical and anaesthesia services in hospitals. The standards included;

(1) **International Patient Safety Goal 4 (IPSG 4)** on ensuring safe surgery through compliance to surgical site marking, Time-out compliance and compliance to all aspects of sign out,  
(2) **Anaesthesia and Surgical Care (ASC)** whereby the facility adopted 11 standards of monitoring and evaluation, and  
(3) **Prevention and Control of Surgical Infections (PCI)** whereby the facility collected and evaluated data on Surgical Site Infections (SSI). These standards were monitored and evaluated using key performance indicators (KPIs). To enhance compliance to the JCI standards, Quality Improvement Processes (QIPs) were generated for non-compliant areas.



## STUDENT INNOVATION PROJECT

### The Drug Free Youth Project

The Drug Free Youth Project educated young people in primary schools, high school and colleges on the effects of drugs and substance abuse linking these effects to academics, performances and non-communicable diseases such as cancers and cardiovascular diseases. Implemented in 2019, the project used extremely

innovative approaches to put this message out through use of outdoor learning sessions, social media, poetry, board games and the drug free youth poetry book. The Drug Free Youth Project was conducted by a team of students from Kenyatta University School of Public Health led by Ogwen Stephen and included Ayallo Harizon, Oduor Kevin, Feddy Collins, Nayla Chebet, Noel



Museshi Murunga, Owinyo Victor and Victor Kariuki. The project reached 14,870 students in 7 primary schools, 5 high schools and 4 universities in Nairobi. The universities included the Kenyatta University, Jomo Kenyatta University of Science and Technology, Mount Kenya University and University of Nairobi. At the universities,

outreach youth champions were trained on drugs and substance abuse and tasked to conduct at least one event in their respective universities. Focus group discussions, open forums and art was also used during the first phase of the project to make it relevant to the youth. The project reached 359,153 people through Facebook during

the online drug free youth poetry contest. The drug free youth book was developed and published after compiling the best pieces of poetry that emerged from the drug free youth poetry contest. The Drug Free Youth Project had established a partnership with Kenyatta university school of public health, Stowelink and NACADA.

## LIFETIME ACHIEVEMENT

### Dr Gianfranco Morino

Dr Morino graduated with the first degree in Clinical Medicine and Surgery in the University of Pavia in 1985. The quest for quality patient care led Dr Gianfranco Morino to undertake specialist course in Gastro Intestinal Surgery and Endoscopy at the University of Genova. This was the springboard for his works in surgery and patient management which has span over several years and countries.

He joined the department of Obstetrics and Gynaecology at the University of Milano and has worked as the head of Obstetrics and Gynaecology Department, Tigania Hospital, Meru. He also served as the head of surgical department, Sololo Mission Hospital, Northern Kenya, Head of Surgical department, Nazareth Mission Hospital and as the Consultant Surgeon, Mbagathi District Hospital.

World Friends Kenya, appointed Dr Gianfranco as a Regional Country Director to oversee its operations in 2005. In 2008, the Archdiocese of Nairobi, together

with World friends Kenya under the leadership of Dr Gianfranco Morino built the Ruaraka Uhai Neema Hospital to benefit the marginalized people of the Nairobi slums with an aim of ensuring that health as a fundamental human right is realised. Dr Gianfranco's also established Neema charity and a Community Based

Rehabilitation Programme which conducts daily programmes in the slums at no cost.

He has received several awards including the Order of merit of the Italian Republic Knight by Italian Embassy, Kenya in 2016 and Premio Cuore Amico "Nobel for Missionaries" by Brescia, Italy in 2006.

## USE OF INFORMATION TECHNOLOGY TO IMPROVE PATIENT CARE



### Akiba Ya Roho

Akiba ya Roho (AYR) which means "save your heart" in Swahili is a comprehensive diabetes and hypertension management program

developed and administered by Access Afya. It's a multi-touchpoint approach that makes it easy for people to access new information and services relating to their heart health.

The technology driven model combines evidence-based medicine with clinic workflows designed for scale. Akiba ya Roho provides accessible, affordable, quality care for patients who live in the poorest communities, while reducing premature mortality from NCD's.

The initiative also creates jobs for a select group of community health agents who are trained and paid to administer screenings. Akiba ya Roho uses Technology to expand reach by developing a digital health backpack that has a customized mobile application which is mapped to global standards of care for use outside of a clinic setting to enable set up education and screening stations in the community. They hire and train influencers within the community to support patients on their journey and equip them with the digital health backpack that includes a phone to run the screening algorithm, which guides the trained health agent through a series of questions for each patient, providing prompts for clinical measurements, and suggest specific education. Patient

records are then sent digitally from the field to the clinic to ensure new patients are followed-up on and the patients with identified risk are referred to an AccessAfya clinic for follow-up care.

Through Akiba ya Roho, 21,000 people have been screened and engaged on non-communicable disease awareness and 80% of those who screened positive had been previously unaware of their condition and had not been previously screened.

A prevalence of 14 % for Hypertension and 3% for Diabetes was found amongst the screened population in the informal settlements.

2,285 people have been enrolled in care and are under active management in the program and the average visit adherence is 70%.

kits through pharmacies, workplaces and community hotspots in Kisumu, Mombasa Nairobi and Kiambu counties. COVID-19 in Kenya brought challenges in distribution of HIVST kits due to limited movements and social distancing. PS Kenya partnered with Elton John AIDS Foundation to run the 'Chukua Selfie' campaign to maintain awareness on the importance of HIVST in a time of COVID-19. The campaign adopted a slogan 'Amua Kujua. Chukua Selfie' (Decide to Know. Take a selfie) and promoted HIVST as the one thing that gives a person control at a time of great uncertainty.

PS Kenya also launched a WhatsApp for Business linkage model to support clients to correctly use HIVST kits and link HIVST kit users to care. They onboarded online pharmacies and launched HIVST kits distribution at reduced market prices. Digital marketing within online pharmacies' platforms was done to promote the HIVST kits. Chukua Selfie Instore activations were also conducted to market the kits at offline pharmacies. Integrated multimedia campaign platform was deployed to run the 'Amua Kujua - Chukua Selfie' campaign. The campaign had a 3.6M Total Reach and 2.12M YouTube Views, increasing knowledge in self-testing. 17,050 HIVST kits were distributed through retail pharmacies, 3,471 HIVST kits distributed through online pharmacies and 25,620 HIVST kits distributed through community hotspots.

## USE OF SOCIAL MEDIA IN HEALTHCARE



### Amua Kujua – Chukua Selfie Campaign

Population Services Kenya (PS Kenya) through the HIV Self-Testing Challenge Fund Project supports the Government of Kenya to reach their 95-95-95

targets by developing and catalysing the market for HIV self-testing (HIVST) with a focus on at-risk men ages 20-34 years. To create a sustained supply and demand for HIVST kits, PS Kenya distributes quality assured HIVST

## IMPROVING ACCESS TO ESSENTIAL MEDICINES AND VACCINES



### Glivec International Patient Assistance Program (GIPAP)

Glivec® International Patient Assistance Program (GIPAP), is a comprehensive global cancer access program, providing a drug, Glivec® free of charge, on humanitarian aid to eligible patients. The Program is available in over 80 developing countries worldwide. In Kenya, the program inception was in 2004 and The Nairobi Hospital pharmacy is the appointed Glivec donation receiving and distribution centre. It facilitates quarterly Glivec® importation logistics, dispenses and offers medication adherence counselling to patients, coordinates fortnight physician consultation clinics at the hospital in addition to supporting and hosting the GIPAP patient support group, HenzoKenya.

Novartis Pharma AG has formulated specific medical and socio-economic guidelines for patient inclusion in the program include patients who are not insured, not reimbursed, cannot

pay for treatment privately, and are in developing countries that have minimal reimbursement capabilities.

The Nairobi Hospital pharmacy department facilitates quarterly Glivec® importation logistics and requests for GOK waiver of applicable levies. Shipment of the medicines is made through DHL and customs clearance undertaken by either DHL or the Government Clearing Agency. For quality assurance, certificate of analysis is received with each consignment and a donation import permit issued by the Pharmacy and Poisons Board.

Costs associated with the various cancer treatments often hinder patients from receiving such treatments. The commercial price of Glivec® is about KES 400,000 per patient, per month's dose, which is beyond the reach of ordinary citizens. As of March 2019, 1288 patients had accessed Glivec treatment with over 80% medication adherence.

## HEALTHCARE FINANCING INNOVATION

### MamaPrime

MamaPrime is a flexible, automated financial planning platform where pregnant women, their friends or family can make flexible piecemeal payments that go towards meeting the cost of their pre-natal, delivery and post-natal care. This provides families with a targeted financial planning model whereby they are able to pre-pay to a particular partner facility in unlimited flexible instalments through-out their pregnancy.

This product targets low and middle income families with no insurance cover, families with low limit insurance cover and families with insurances that pay on reimbursement. The MamaPrime product requires the clients to dial \*384\*67# to view the list of hospital partners, select one hospital from the list and then proceed to make the piecemeal contributions via m-pesa. Upon final payment, the client receives a receipt code which is presented at the hospital for verification and validation. Their current hospital partners are Jacaranda Maternity, Ruaraka Uhai Neema Hospital, Nairobi West Hospital, Nairobi Women's Hospital and St. Francis Community Hospital Kasarani. The partner hospitals have a dashboard where they are able to monitor the contributions.

MamaPrime started with a pilot of 45 mothers at Jacaranda Maternity hospital in late 2018 and the first quarter of 2019. Since the rollout of the product in the second quarter of 2019, they have worked with 678 mothers.



## HEALTHCARE LEADERSHIP

### Nasibo Sarbo

Nasibo Sarbo is a clinical officer by profession who served at Miritini CDF as the facility in charge for 10 years. When she was posted to this facility in 2009, there was only one nurse and only few services were being offered. With additional two nurses and a laboratory technologist in 2010, she initiated laboratory services, maternity services and special clinic services like TB and HIV which led to employment of more staff after lobbying at the County level.

She has a track record in health service delivery and has managed a number of projects and programs to achieve successful outcomes both at the facility and Sub-County level. She is able to collaborate with stakeholders, lead project teams and deliver timely results.

Nasibo is a dedicated leader with outstanding quality improvement

efforts and has made various achievements under her leadership. In 2014 Miritini CDF received an award for best managed dispensary in the Sub County and Mombasa County. During her tenure, she initiated maternity services, brought Community Health Volunteers (CHVs) on board and managed to increase skilled deliveries by working closely with Traditional Birth Attendants (TBAs).

Nasibo also served as a Sub-County Clinical officer and Sub-County Malaria Control Coordinator at Kisauni/Nyali Sub-Counties. In 2019, Nasibo received recognition for her Outstanding Efforts in Service Delivery from the Office of Changamwe/Jomvu Sub-County and has also been applauded for Outstanding Quality Improvement Efforts by The Department of Health Quality Assurance Unit.



## COUNTY WITH THE BEST MANAGED HEALTHCARE



### County Government of Mombasa

Mombasa County department of health under the leadership of the

County Executive Member for Health is organized into 2 discrete departments; Medical Services and Public Health with two appointed County Chief officers with their respective County Directors of Health. The department has well established quality improvement structures - a County Quality Management Unit with designated staff. The Quality improvement structures cascade down to the Sub-County and

Facility levels with hospitals, health centres and dispensaries having active Quality improvement teams and work improvement teams. The department has also established two work improvement teams at two community units.

All these structures are established using the Kenya Quality Model for Health standards and guidelines. Further the department has a designated staff to oversee the UHC project.

In recognition of the part a skilled and motivated workforce plays in service delivery, the Department of Health Services has endeavoured to establish a strong and well-established human resources management section with leadership given by the Director of Human resource for Health.

Health workforce includes 1,837 permanent staff. Further, all health centres, and hospitals have health administrative officers (HAO's). A training policy specifically for the department of health in Mombasa County was developed with training needs assessment of all health care workers done in 2018. This has allowed the department to budget appropriately for the training of the health care workers. To improve on efficiency in service delivery, assessment to determine the Workload Indicator for Staffing Needs (WISN) was done to inform on staff redistribution needs.

Quality improvement has become one of the pillars for the healthcare service provision. Customer and employee satisfaction surveys have been conducted at Coast General Teaching and Referral Hospital (CGTRH) and Tudor Sub-County Hospital (TSCH). Projects undertaken helped to improve on the Completeness in Post-Rape Care form filling for SGBV (100%), increased uptake of Post Natal Care (PNC) services, establishment of a Blood Storage section in a Laboratory to reduce patients waiting times either in the Wards or before going to

Theatre, KQMH assessments (Baseline survey) results of analysis done used to make decisions made to improve on Health Infrastructure Level 2 and 3 to improve access to Quality PHC services.

Mombasa has the first ever developed County-specific Formulary list launched in September 2019 designed to streamline procurement of medicines and other health supplies as well as ensure that facilities consume commodities as per their Tier. A centre of learning in Supply Chain Management (SCM) has been set up at Tudor Sub-County Hospital. Collaboration with Kaizen International Institute has strengthened quality improvement in Supply Chain Management.

The Health Commodities and technology division staff ensure quarterly commodity security, Technical Working Group meetings, Quarterly commodity data review meetings are held as well as Annual Forecasting and Quantification for essential products and technologies. The pharmacists ensure redistribution of commodities and that monthly ARV and quarterly Rapid Testing Kits allocation is also done.

As a means of increasing revenue collection, in the financial year 2018/19, the CEC-Health gave directive for cashless payment for services entailing use MPESA and Agent banking at all pay-points for collecting revenue. Revenue collection increased by 30.9% from 431,139,171 in FY 2017/18 to 564,477,265 in FY 2018/19. Overall

increment of revenue collection since 2016/17 financial year to 2018/19 has reached 52%.

The department of health, is one of the few counties with Facility Improvement Fund utility policy that allows the facilities to use at source either all or a proportion of the revenue they collect, for those facilities not collecting revenue there is money known as User-fee-foregone allocated by the Treasury. A financial Management software 'Elephant' has been introduced in some pilot facilities to monitor collection of revenue per section enabling facility managers to keep track of revenue.

84% of the facilities in Mombasa County are both private and FBO facilities. 16% are the Public facilities. To improve on data and information for decision making, there has been strengthened coordination of the Health Information System through Public Private Partnerships. Data quality has been improved through internal facility data audits and cleansing as evidenced by the reporting rates and reporting rates on time.

The County also customized, procured and distributed HMIS tools to all facilities example being the Mother-Child Booklet. Data is also used for Forecasting and Quantification of Pharmaceutical and Non-Pharmaceuticals. Data & Information has been used to inform decisions at the facility level.





## RESPONSE TO COVID-19



### The Nairobi Hospital

The global COVID-19 pandemic has challenged healthcare leaders everywhere to rapidly address large numbers of quality, safety, patient-family and workforce challenges. At The Nairobi hospital, a COVID-19 Taskforce consisting of the Hospital Senior Management Team would spearhead preparation plans, undertake the hospital objectives on prompt case identification and

subsequent management, efficient and safe transport and referral where needed and safely discharge and follow up on patients while ensuring staff work in a safe environment.

Initial trainings would consist of hospital quality and Infection control champions. The infection control teams then implemented the initial entry screening for all who accessed the hospital and elaborate isolation and screening

to the clients who fit the case definition ensued.

Staff time schedules were adjusted and reallocation done to observe the curfew regulations and ensure adequate coverage at all points of care. Personal Protective Equipment (PPE) was made available to all staff and measures on prudent use instituted. Virtual trainings and where applicable face to face demonstrations were conducted to every ward, department, unit, specialty, cadre on COVID-19 Awareness, preventive measures to include hand hygiene, social distance and proper PPE use, environmental and food hygiene. In April 2020, further deliberations led to an agreement on building a separate Infectious Disease Unit with Intensive Care Unit and an extra corporeal membrane oxygenation machine.

## PUBLIC HOSPITAL OF CHOICE

### Makindu Sub-County Hospital

Makindu Sub-County Hospital was established in 1924 as a Dispensary of East Africa Railways. It was later handed over to the Ministry of Health and grew to a Sub-District Hospital in 1989 under the then Machakos district. It is currently the second largest public facility in Makueni County serving Kibwezi West constituency. Makindu Sub-County Hospital is a referral and teaching hospital that serves as the main teaching hospital for Kenya Medical Training College, Makindu Campus.



The hospital is situated along Nairobi-Mombasa highway, about 172 kilometers South East of Nairobi City. It has specialist consultants in General surgery, orthopedic surgery, obstetrics gynecology, pediatrics and internal medicine. The bed capacity is 189, with additional 19

incubators and 21 cots in the newborn unit. The general outpatient daily attendance is 300 with an out-patient department utilization rate of 128%.

The hospital has excelled in some key service delivery areas like maternal care leading to skilled delivery rates beyond 200%.

Despite being a referral facility with the only newborn unit in the region, the neonatal mortality is low and was 3% last year.

The Makindu Sub-County Hospital laboratory is the first to acquire ISO 15189:2013 certification in lower Eastern region.

## PRIVATE HOSPITAL OF CHOICE

### Gertrude's Children's Hospital

Gertrude's Children's Hospital is a Level 5 Tertiary Referral and Teaching Children's Hospital located in Nairobi County. It is a not-for-profit organization established in 1947 that attends to over 300,000 patients annually through a network of 16 medical centers, through a self-sustaining financing model.

Gertrude's Children's Hospital is licensed to provide healthcare to children and teens up to 21 years of age and provides the full range of healthcare services including preventive care, accident and emergency, outpatient care, inpatient medical and surgical care, and rehabilitation services. The hospital provides specialist care covering over twenty aspects of paediatric specialisation, and also runs a teens' clinic providing comprehensive healthcare to teenagers and young adults.

The hospital employs more than 750 professionals and works with over 200 independent practitioners to provide high quality healthcare services. The

hospital has a fully accredited Ethical Review Board that oversees research activities which range from operations research to clinical trials. The Gertrude's Institute of Child Health and Research coordinates all training activities including specialized training for nurses, fellowship training for doctors, as well as accredited short courses.

Gertrude's Children's Hospital has put in place a very robust quality and safety program that ensures

continuous improvement in line with internationally acceptable benchmarks. As a member of the Children's Hospitals Association, USA, Gertrude's Children's Hospital benchmarks its care processes and outcomes with the best children's hospitals in the world. Gertrude's Children's Hospital is the first paediatric hospital in Sub-Saharan Africa to be accredited by the Joint Commission International (JCI), USA.





## FAITH-BASED HOSPITAL OF CHOICE



### Aic Kijabe Hospital

AIC Kijabe hospital is a National Tertiary Teaching and Referral facility located in Kiambu County. The hospital was started by the African Inland Mission (AIM) in 1915 and was originally named Theodora Hospital. It was a small outpatient clinic within the grounds of the Rift Valley Academy serving the community and has since experienced exponential growth and continues to grow over the years. Currently, AIC Kijabe hospital is a multi-specialty facility with a 350-bed capacity that attends to over 130,000 outpatients annually with a majority of women and children as the patients' population. It performs about 10,000 surgical procedures and admits over 10,000 patients. Through collaborations and partnerships, the hospital prides itself in providing compassionate healthcare to vulnerable patients

in Kenya and beyond. The Comprehensive Care Clinic within the hospital provides free outpatient HIV/AIDS care in partnership with the Christian Health Association of Kenya (CHAK).

The hospital has a work force of over 800 professionals including missionary consultants spread across its four satellite centres in Nairobi, Naivasha and Marira. Fulfilling its mandate to offer excellent trainings, the Hospital is also known for pioneering needed trainings and high quality standards in training health professionals. It runs programs aimed at meeting Human Resource for Health (HRH) challenges in the region. To date, the hospital has trained 8 general surgeons, 4 paediatric surgeons, 13 orthopaedic surgeons, 3 family medicine physicians, and over 3000 nurses of different cadres.

## OUR PARTNERS

REPUBLIC OF KENYA



MINISTRY OF HEALTH



# APPENDIX

<b>AWARD OF EXCELLENCE IN IMPROVING ACCESS TO PRIMARY CARE SERVICES</b>		
Shining Hope For Communities (SHOFCO)	Winner	<a href="https://www.shofco.org/">https://www.shofco.org/</a>
Penda Health	1 <sup>st</sup> Runner Up	<a href="https://www.pendahealth.com/">https://www.pendahealth.com/</a>
Tharaka Nithi County	2 <sup>nd</sup> Runner Up	<a href="https://tharakanithi.go.ke/">https://tharakanithi.go.ke/</a>
<b>AWARD OF EXCELLENCE IN ADVANCING MATERNAL AND CHILD HEALTH</b>		
Kisumu Medical and Education Trust (KMET)	Winner	<a href="https://kmet.co.ke/">https://kmet.co.ke/</a>
Wheels for Life	1 <sup>st</sup> Runner Up	<a href="https://khf.co.ke/w4l/">https://khf.co.ke/w4l/</a>
Jacaranda Health	2 <sup>nd</sup> Runner Up	<a href="https://www.jacarandahealth.org/">https://www.jacarandahealth.org/</a>
<b>HEALTH FACILITY INNOVATION PROJECT OF THE YEAR</b>		
LifeCare Hospitals - Bungoma	Winner	<a href="http://www.lifecarekenya.com/">http://www.lifecarekenya.com/</a>
The Nairobi Hospital	1 <sup>st</sup> Runner Up	<a href="https://thenairobihosp.org/">https://thenairobihosp.org/</a>
Penda Health	2 <sup>nd</sup> Runner Up	<a href="https://www.pendahealth.com/">https://www.pendahealth.com/</a>
<b>STUDENT INNOVATION PROJECT OF THE YEAR</b>		
The Drug Free Project	Winner	<a href="https://stowelink.com/">https://stowelink.com/</a>
Students Against Superbugs-Africa (SAS-AFRICA)	1 <sup>st</sup> Runner Up	<a href="https://www.studentsagainstsuperbugs.org/">https://www.studentsagainstsuperbugs.org/</a>
Sammerion Nyawara	2 <sup>nd</sup> Runner Up	<a href="https://linkedin.com/in/sammerion-ny-aa17aaaa">linkedin.com/in/sammerion-ny-aa17aaaa</a>
<b>LIFETIME ACHIEVEMENT AWARD</b>		
Dr. Gianfranco Morino	Winner	<a href="https://runeemahospital.org/">https://runeemahospital.org/</a>
<b>USE OF INFORMATION TECHNOLOGY TO IMPROVE PATIENT CARE</b>		
Akiba ya Roho	Winner	<a href="https://www.accessafya.com/">https://www.accessafya.com/</a>
In Their Hands	1 <sup>st</sup> Runner Up	<a href="https://intheirhands.org/">https://intheirhands.org/</a>
Mint Health Fund	2 <sup>nd</sup> Runner Up	<a href="https://kenbright.co.ke/">https://kenbright.co.ke/</a>
<b>BEST USE OF SOCIAL MEDIA IN HEALTHCARE</b>		
'Amua Kujua – Chukua Selfie' Campaign	Winner	<a href="https://www.pskkenya.org/">https://www.pskkenya.org/</a>
Art for Mental Health Campaign & Drug Free Youth Project	1 <sup>st</sup> Runner Up	<a href="https://stowelink.com/">https://stowelink.com/</a>
Chiromo Hospital Group	2 <sup>nd</sup> Runner Up	<a href="https://chiromohospitalgroup.co.ke/">https://chiromohospitalgroup.co.ke/</a>
AAR Healthcare K. Ltd	2 <sup>nd</sup> Runner Up	<a href="http://www.aar-healthcare.com/ke/">http://www.aar-healthcare.com/ke/</a>
<b>AWARD OF EXCELLENCE IN IMPROVING ACCESS TO ESSENTIAL MEDICINES AND VACCINES</b>		
Glivec International Patient Assistance Program (GIPAP)	Winner	<a href="https://thenairobihosp.org/">https://thenairobihosp.org/</a>
Signature Healthcare Ltd	1 <sup>st</sup> Runner Up	<a href="https://signaturehealthcareltd.co.ke/">https://signaturehealthcareltd.co.ke/</a>
<b>HEALTHCARE FINANCING INNOVATION AWARD</b>		
MamaPrime	Winner	<a href="https://mamaprime.co.ke/">https://mamaprime.co.ke/</a>
Mint Health Fund	1 <sup>st</sup> Runner Up	<a href="https://kenbright.co.ke/">https://kenbright.co.ke/</a>
Baraka Card – RFH Healthcare	2 <sup>nd</sup> Runner Up	<a href="https://rfhhealthcare.co.ke/">https://rfhhealthcare.co.ke/</a>
<b>HEALTHCARE LEADERSHIP AWARD</b>		
Nasibo Sarbo – Mombasa County	Winner	<a href="mailto:nasibosarbo@gmail.com">nasibosarbo@gmail.com</a>
Charles Kariuki – AAR Healthcare	1 <sup>st</sup> Runner Up	<a href="https://linkedin.com/in/charles-kariuki-41767942">linkedin.com/in/charles-kariuki-41767942</a>
<b>COUNTY WITH THE BEST MANAGED HEALTHCARE</b>		
Mombasa County	Winner	<a href="https://www.mombasa.go.ke/">https://www.mombasa.go.ke/</a>
Nakuru County	1 <sup>st</sup> Runner Up	<a href="https://nakuru.go.ke/">https://nakuru.go.ke/</a>
Tharaka Nithi County	2 <sup>nd</sup> Runner Up	<a href="https://tharakanithi.go.ke/">https://tharakanithi.go.ke/</a>
<b>THE AWARD OF EXCELLENCE IN RESPONSE TO COVID – 19</b>		
The Nairobi Hospital	Winner	<a href="https://thenairobihosp.org/">https://thenairobihosp.org/</a>
Mint Covid-19 Fund	1 <sup>st</sup> Runner Up	<a href="https://kenbright.co.ke/">https://kenbright.co.ke/</a>
St. Theresa Mission Hospital – Kiirua	2 <sup>nd</sup> Runner Up	<a href="https://sttheresahosp-kiirua.com/">https://sttheresahosp-kiirua.com/</a>
<b>PUBLIC HOSPITAL OF CHOICE</b>		
Makindu Sub-County Hospital	Winner	<a href="https://makueni.go.ke/">https://makueni.go.ke/</a>
Emali Model Healthcare	1 <sup>st</sup> Runner Up	<a href="https://makueni.go.ke/">https://makueni.go.ke/</a>
Kilungu Sub-County Hospital	2 <sup>nd</sup> Runner Up	<a href="https://makueni.go.ke/">https://makueni.go.ke/</a>
<b>PRIVATE HOSPITAL OF CHOICE</b>		
Gertrude's Children's Hospital	Winner	<a href="https://www.gerties.org/">https://www.gerties.org/</a>
Outspan Hospital	1 <sup>st</sup> Runner Up	<a href="https://www.outspanhospital.org/">https://www.outspanhospital.org/</a>
Avenue Hospital	2 <sup>nd</sup> Runner Up	<a href="http://www.avenuehealthcare.com/">http://www.avenuehealthcare.com/</a>
<b>FAITH-BASED HOSPITAL OF CHOICE</b>		
Kijabe (AIC) Hospital	Winner	<a href="https://kijabehospital.org/">https://kijabehospital.org/</a>
Tenwek Mission Hospital	1 <sup>st</sup> Runner Up	<a href="https://www.tenwekhosp.org/">https://www.tenwekhosp.org/</a>
St. Francis Community Hospital (Kasarani)	2 <sup>nd</sup> Runner Up	<a href="http://www.stfrancishospital.or.ke/">http://www.stfrancishospital.or.ke/</a>
Cure (AIC) International Hospital	3 <sup>rd</sup> Runner Up	<a href="https://www.curekenya.org/">https://www.curekenya.org/</a>





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# **QUALITY HEALTHCARE KENYAN AWARDS**

*Honoring excellence, celebrating innovation and positive  
contributions by individuals and organizations in the  
Kenyan health sector.*



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