

Confidential Consultation Maternal Child Surveyor Training Report

Prepared for

John Snow, Inc.

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The Sustain Project - Tbilisi, Georgia

By

**Joint Commission International
Consulting**

26 - 30 March and 1-3 April 2012



INTRODUCTION

This report provides a summary of the Maternal Child Surveyor Training program conducted as part of the project for John Snow, Inc. (JSI) for the Ministry of Health Georgia (MoH.) This was conducted by consultants from Joint Commission International (JCI) The team consisted of Team Leader, Francine Westergaard, RN, MSN, MBA, JCI Senior Consultant, and David Marx, MD, JCI Consultant on 26 – 30 March and 1 – 3 April 2012.

OBJECTIVES

The objectives of this report include:

- Status of the project in relation to the deliverables
- Provide the agenda and methodology used in the surveyor training program.

METHODS OF TRAINING

- Agenda – Didactic, Simulations and Observation
- Didactic Training with simulation case studies
- Observation of tracer methodology

OVERVIEW

The following summary includes an outline of the deliverables for the Maternal Child Surveyor Training in Tbilisi, Georgia. The surveyor training program was an eight day program that included both a didactic agenda which included presentations; review of the Georgian Maternal/Child Standards; case study simulations and mock survey agendas which included two observations of tracer methodology. The intent of this program was to focus on survey process, including methods used to assess the Georgian Maternal/Child standards. The participants were very engaged in the training program. Their level of interest and involvement in the training exercises and engagement during training was very impressive.

Plans and actions for the Program Launch scheduled for 6-8 June in Tbilisi, Georgia have begun and will continue. Future exchange of e-mails and conference calls may be needed to move forward with the final activity. Joint Commission International extends its appreciation to John Snow, Inc. and has enjoyed partnering with JSI in working toward a common goal of furthering patient safety and quality of care and processes in Georgia.

DELIVERABLES FOR MARCH/APRIL 2012 VISIT

The following deliverables, as they relate to the Maternal/Child Surveyor Training, were included in March/April visit to Tbilisi, Georgia:

Deliverable	Status
Agenda, Simulation Handout, Surveyor Tools and Slides for Maternal/Child Surveyor Training	Completed
Conduct Surveyor Training of Maternal/Child Standards	Completed
Conduct Surveyor Training for Maternal/Child Survey Process and Methodology	Completed
Conduct Surveyor Training for Maternal/Child Tracer Methodology	Completed

REMAINING ACTIVITIES

There is one remaining activity. The Project Launch in June 2012 will focus on the further assessment of the trained surveyors and project introduction of the Maternal/Child Program to Georgian Hospitals. There is also one additional report due which is the final report to follow the Project Launch.

CONCLUSION

The surveyor training program for the MoH Maternal/Child Surveyor Training was provided to participants from the MoH Georgia. This included all of the education materials for the MoH of Georgia to use in future trainings. Joint Commission International commends the staff of JSI and the MoH on its efforts to improve its delivery of quality patient care to mothers and infants. The consultants wish to thank John Snow, Inc. for their gracious consideration and time during the process at this point. JCI will continue to work with the JSI staff to meet the goals and expectations of the project.