

Taking Action: STEPS 4 & 5 In Twinning Partnerships for Improvement

For Health Care Facility
Managers, Quality
Improvement Teams
and Institutional Health
Partnerships





World Health
Organization

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WHO/HIS/SDS/2018.14

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Suggested citation. Taking Action: Steps 4 & 5 in Twinning Partnerships for Improvement. Geneva: World Health Organization; 2018 (WHO/HIS/SDS/2018.14). Licence: CC BY-NC-SA 3.0 IGO.

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ACKNOWLEDGEMENTS

This document was produced under the overall direction of Shams Syed from the Service Delivery and Safety Department, at WHO headquarters, Geneva. The World Health Organization (WHO) would like to gratefully acknowledge the principal writing team consisting of Albert Wu and Sandra Hwang of Johns Hopkins Bloomberg School of Public Health, United States of America.

WHO also wishes to thank individuals who provided constructive comments on drafts of this document at various stages of its development.

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Development of this document was kindly supported by the Japanese Ministry of Foreign Affairs, through a contribution to the World Health Organization.

ABBREVIATIONS

AMR	antimicrobial resistance
APIC	Association for Professionals in Infection Control
APPS	African Partnerships for Patient Safety
ASSIST	Applying Science to Strengthen and Improve Systems
CUSP	Comprehensive Unit-based Safety Programme
GLL	Global Learning Laboratory
IHF	International Hospital Federation
IHI	Institute for Healthcare Improvement
IPC	infection prevention and control
IPCHS	integrated people-centred health services
IOM	Institute of Medicine
HSAs	health surveillance assistants
NHS	National Health System
NUH	Nagasaki University Hospital
PDSA	Plan-Do-Study-Act
QI	quality improvement
SBM-R	Standards-Based Management and Recognition
THET	Tropical Health Education Trust
TPI	Twinning Partnerships for Improvement
US	United States of America
UHC	universal health coverage
USAID	United States Agency for International Development
WASH	water, sanitation and hygiene
WISN	workload indicators of staffing needs
WHO	World Health Organization
5S-CQI-TQM	5S-Continuous Quality Improvement – Total Quality Management

INTRODUCTION

TWINNING PARTNERSHIPS FOR
IMPROVEMENT

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