**AGENDA FOR IMPROVEMENT PLANING ToT WORKSHOP**

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| **Day 1- 26 April 2021**  **CASE STUDY- TRANSFORMING HOSPITAL SERVICES- MERSEY CARE UK AND THE GUJARAT EXPERIENCE , INDIA.** | | |
| Time | Session | Lead  Moderator- Leveana |
| 09:30-10:00 | Introductions |  |
| 10:05-10:10 | Welcome remarks | Michelle Funk |
| 10:10-10:15 | Purpose of gathering | Dr Sally-Ann Ohene |
| 10:15 11:30 | Presentation of the Gujarat experience of developing a service improvement plans followed by Q and A and Discussion | Jasmine Kalha |
| 11:30-11:45 | Health Break/ Snack |  |
| 11:45-12:45 | Gujurat Contd. Q and A and Discussion | Jasmine Kalha |
| 12:45-13:45 | Lunch |  |
| 13:45-15:00 | Presentation on the hospital case study by Mersey Care UK | Jennifer Kilcoyne |
| 15:00-15:15 | Health Break/ Snack |  |
| 15:15-16:30 | Contd. Presentation on the hospital case study by Mersey Care UK |  |

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| **Day 2- 27 April 2021**  **SERVICE CULTURE, VISION AND LEADERSHIP** | | |
| Time | Session | Lead  Moderator- Leveana |
| 08:00-08:15 | Recap | Leveana |
| 08:15-09:15 | Topic 1: Framing the problem and defining a shared vision for the service   * General discussion (15min) * Group work (45min) | Peter |
| 09:15-09:30 | Health Break/ Snack |  |
| 09:30-10:45 | Topic2: Understanding service culture   * Presentation (15min) * Group work (25min) * Discussion (20min)   Power dynamics Presentation (15min) | Peter/ Participant |
| 10:45 – 11:00 | Health Break |  |
| 11:00- 12:15 | Topic 2: Real life institutional culture   * Video (10min) * Group work (30min) * Overcoming challenges presentation (20min) * Case study (15min) |  |
| 12:15-13:15 | Lunch |  |
| **PART 2. DEVELOPING AND IMPLEMENTING AN IMPROVEMENT PLAN FOR SERVICE CHANGE** | | |
| 13:15-13:50 | Topic 1 : Understanding the quality and human rights conditions of mental and social services   * Presentation on QR themes (15min) * Exercise (15min) * Pause (5min) | Peter |
| 13:50 – 15:30 | QR Ghana assessment report presentation (55min)  Health break (15min  Discussion (30min) | Participant (assessor) |

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| **Day 3 28th April**  **PART 2 . DEVELOPING AND IMPLEMENTING AN IMPROVEMENT PLAN FOR SERVICE CHANGE** | | |
| Time | Session | Lead/  Moderator- Joana |
| 08:00-08:15 | Recap | Joana |
| 08:15-09:30 | Topic 2: Specific priorities for change in the service based on the QualityRights assessment toolkit   * *Presentation (15min)* * *Group work, where each group is given one standard and sets priorities for change (30min)* * *Reporting back (30min)* | Peter/Jasmine/Jennifer |
| 09:30-09:45 | Health Break/ Snack |  |
| 09:45-12:30 | Topic3 : From problems to solutions and from action to impact   * *Presentation (45min)* * *Exercise 3.2* ***: Participants will be given one standard to work on as a test case (1hr)*** * *Pause (15min)* * *Reporting back (30min)* |  |
| 12:30-13:30 | Lunch |  |
| 13:30-14:00 | Topic 4: Moving forward  Presentation (15min)  Questions on group work (15min) |  |
| 14:15-17: 15 | Group work – Set as homework  Now participants expand their service improvement plan for the whole theme (themes 1-4 will be allocated) |  |

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| **Day 4- 29 April 2021**  **PART 4 - OUR OWN EXAMPLE** | | |
| Time | Session | Lead  Moderator- Leveana |
| 08:00-08:15 | Recap | Joana |
| 08:15-10:30 | Presentation of the completed service improvement/transformation plan  Feedback on plan and general discussion (incl’ challenges & solutions in developing the service improvement plans etc)  Group 1 (20min plus 10min questions)  Group 2 (20min plus 10min questions)  Pause (15min)  Group 3 (20min plus 10min questions)  Group 4 (20min plus 10min questions) | Participants |
| 11:30-11:45 | Health Break/ Snack |  |
| 11:45-13:00 | Group work:  Recap from Jasmine / Jennifer – challenges faced  Group work on potential challenges, mitigation, who needs to do what, how do we work on this.. |  |
| 13:00-14:00 | Lunch |  |
| 14:00-14:45 | Reflection on shared vision for the mental health service in Ghana |  |
| 14:45-15:15 | Next Steps | Leveana |
| 15:15-15: 30 | Remarks | Michelle |
| 15:30-15:45 | Closing Remarks | Dr Sally-Ann Ohene |