

Challenge TB Tanzania

QUOTE TB Light

Workshop

Curriculum



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Abbreviations

CTB	Challenge TB
DTLC	District TB and Leprosy Coordinator
FGD	Focus Group Discussion
KNCV	KNCV Tuberculosis Foundation
NIMR	National Institute for Medical Research
NTP	National TB Program
PPT	Powerpoint Presentation
QI	Quality Impact
QUOTE	Quality of Care seen through the Eyes of the Patient
TB	Tuberculosis
TCU	Tuberculosis Central Unit
USAID	United States Agency for International Development

Background

QUOTE is the acronym for Quality of Care as seen through the Eyes of the Patient. As recipients of services, TB patients are one of the important expert groups to assess the quality of those services. The perspective of patients with respect to the care they receive is therefore an important element to improving services to better meet their needs, increasing equity and improving access to services for diagnosis and treatment.

QUOTE TB Light is a management tool to help National TB Programs assess the quality of TB services through the eyes of the patient. The assessment results give a clear indication of the issues that need to be addressed and can be used to develop interventions and set benchmarks for improving TB services. QUOTE TB Light is unique because TB patients are involved in all stages of its application. Involving patients in the improvement process contributes to the empowerment of TB patients and their communities, as underscored in the “Patients’ Charter for TB Care”.

The Quote TB Light Assessments will take place at district level, starting with the districts that have a low case detection and/or specific high risk key populations such as miners, TB/HIV patients, elderly people, and prisoners.

A four day Quote TB Light Assessment workshop will be organized to build capacity and to get buy-in from the interviewers and responsible people at the national, provincial and district levels.

Target Audience

The workshop is designed for:

- Interviewers/researchers (2 per district)
- DTLC and the TB/HIV coordinator of the districts included in the assessment
- The Regional TB coordinator (1) per region
- Field coordinators

The workshop is designed for a maximum of 15 participants

Facilitators

The workshop is facilitated by CTB Community Engagement Officer, the TLCU facilitator and the International Consultant.

Goal and Objectives

Overall Goal

By the end of this workshop the participants are competent enough to facilitate the Quote TB Light Assessment at district level.

Specific Objectives

By the end of this workshop the participants will be able to:

- Present their vision on patient-centred approach and how this is linked to quality TB care.
- Explain what Quote TB Light is and when and how to apply this tool.
- Conduct the Quote TB Light Focus Group Discussions (FGD) and the individual interviews.
- Enter the data and calculate the quality impact scores.
- Discuss the Quote TB Light Assessment results and start developing a plan of action.
- Agree on a time plan to implement Quote TB Light Assessments in the selected districts.

Sessions

The workshop consists of the following eight sessions:

1. Introduction of the participants and the workshop
2. Patient-Centred Approach: what do we mean by that?
3. Quote TB Light: What, why, who and how?
4. Focus Group Discussions

5. Interview patients
6. Data entry and calculating the Quality Impact scores
7. Use the Quote TB Light results to improve the quality of care
8. Evaluation of the workshop

Training Methodology

The training methodology is characterized by: learning by doing, making use of participants' experiences and skills, and the active participation of all. Trainees will have ample opportunity to practice the skills needed to apply the Quote TB Light Assessment.

Workshop Duration

The workshop duration is four days, with working hours from 8.00 – 16.30 Hours.

Course Language

Course is conducted in English

Workshop Agenda

Day 1	Session	Facilitator
07.30- 08.00	Registration	
08.00-09.00	Session 1: Introduction of the participants and the workshop	
09.00-10.30	Session 2: Patient-Centred Approach: What do we mean by that?	
10.30-11.00	Break	
11.00-12.30		
	Session 3: Quote TB Light: What, why, who and how	
12.30-13.30	Lunch	
13.30-15.00	Session 3: Quote TB Light: What, why, who and how	
15.00-15.15	Break	
15.15-16.15	Session 3: Quote TB Light: What, why, who and how	
16.15-16.30	Evaluation of the day	

Day 2	Session	Facilitator
08.00-10.30	Session 4: Focus Group Discussions	
10.30-11.00	Break	
11.00-12.30	Session 4: Focus Group Discussions	
12.30-13.30	Lunch	
13.30-15.00	Session 4: Focus Group Discussions	
15.00-15.15	Break	
15.15-16.15	Session 4: Focus Group Discussions	
16.15-16.30	Evaluation of the day	

Day 3	Session	Facilitator
08.00-10.00	Session 5: Introducing the questionnaire and how to interview	
10.00-10.30	Break	
10.30- 13.30	Session 5: Interview patients, practice	
13.30-14.30	Lunch	
14.30-16.15	Session 5: Interview patients, evaluation	
16.15-16.30	Evaluation of the day	
12.30-13.30	Lunch	
13.30-15.00	Session 3: Quote TB Light: What, why, who and how	
15.00-15.15	Break	
15.15-16.15	Session 3: Quote TB Light: What, why, who and how	
16.15-16.30	Evaluation of the day	

Day 4	Session	Facilitator
08.00-10.00	Session 6: Data entry and calculating the Quality Impact scores	
10.00-10.30	Break	
10.30-12.30	Session 6: Data entry and calculating the Quality Impact Scores (follow up)	
12.30-13.30	Lunch	
13.30-16.00	Session 7: Use the Quote TB Light results to improve the quality of care	
16.00-16.15	Break	
16.15-17.00	Session 8: Evaluation of the workshop	

Facilitators' manual

The facilitators' manual guides the facilitator on the training process, content and methodology. The facilitators' manual includes all the documents used by the participants and is added in Annex 1.

Participants' manual

The participants' manual is added in Annex 2.

Evaluation of the workshop

Evaluations take place:

- At the end of every day to get feedback from participants on the workshop content and methodology.
- At the end of the workshop: through an evaluation form (Annex 3).

The evaluation results will be used for the Workshop evaluation report and to improve the workshop program, methodology and materials. The Workshop Evaluation Report template can be found in Annex 4.

Certification

At the end of the workshop the participants receive a certificate of attendance added separately.
Annex 5: Certificate

Logistics

A secretary is available for the following activities:

1. Before the start of the workshop

Booking the training venue
Printing the course materials
Ensuring availability of training equipment

2. During the workshop

Reception of the participants
Arranging the training rooms
Printing and other logistical support

3. After the workshop

Processing the training evaluation forms

Annex 1: Facilitators' Manual



Annex 2: Participants' Manual



Annex 3: Evaluation form: Quote TB Light Workshop

Date: _____

How do you rate the workshop program?

1= Excellent, 2= Very good 3= Satisfactory 4= Not satisfactory

A: EVALUATION OF THE SESSIONS

Session	Score	Remarks/Suggestions
Day 1		
Session 1: Introduction		
Session 2: Patient-centred approach, What do we mean by that?		
Session 3: Quote TB Light: What, why, who and how		
Day 2		
Session 4: Focus Group Discussions		
Day 3		
Session 5: Interview patients		
Day 4		
Session 6: Data entry and calculating the Quality Impact scores		
Session 7: Use the Quote TB Light results to improve the quality of care		

B: LEARNING RESULTS

Overall goal: By the end of this workshop the participants are competent enough to facilitate the Quote TB Light assessment at district level.

Did the workshop meet your expectations? Yes/No Briefly explain your answer.
To what extent did you meet the workshop's goal ?
What are your three main learning points?
Do you have any suggestions to improve this workshop program?

C. METHODOLOGY

How do you rate the quality of this workshop on the following topics?

1= Excellent, 2= Very good, 3= Satisfactory, 4= Not satisfactory

Topic	Score	Remarks/suggestions
Relevance and applicability for your daily work		
Training materials		
Structure of the workshop		
Overall duration of the workshop		
Facilitators		
Methodology		
Group composition		

D. LOGISTICS AND ORGANISATION

How do you rate the logistics and organisation of the workshop?

1= Excellent, 2= Very good, 3= Satisfactory, 4= Not satisfactory

Topics	Score	Remarks/suggestions
Venue		
Information before the start of the workshop		

Annex 4: Workshop Evaluation Report



Annex 5: Certificate





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