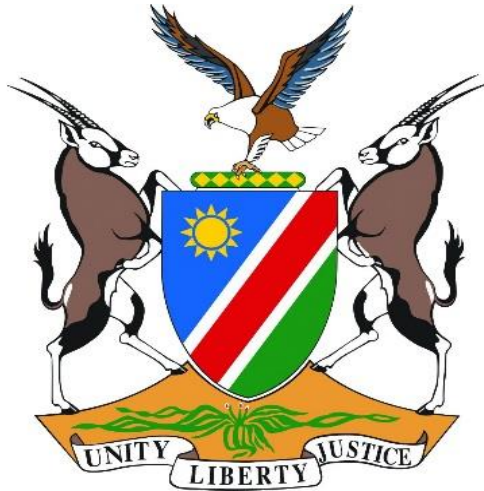


REPUBLIC OF NAMIBIA



MINISTRY OF HEALTH AND SOCIAL SERVICES

STATEMENT BY DR. KALUMBI SHANGULA (MP) MINISTER OF HEALTH AND SOCIAL SERVICES, ON THE OCCASION OF THE LAUNCH OF THE NATIONAL QUALITY MANAGEMENT POLICY, THE NATIONAL QUALITY MANAGEMENT STRATEGIC PLAN, THE HOSPITAL QUALITY STANDARDS AND PRIMARY FACILITIES QUALITY STANDARDS

28 February 2022

WINDHOEK
**Check against Delivery*

Director of Ceremony, Ben Nangombe, Executive Director, MOHSS
Hon Dr Esther Muinjangue, deputy Minister of Health and Social Services
Dr Charles Sagoe-Moses, WHO Representative

Dr. Brian Baker, Country Director, Centers for Disease Control and Prevention (CDC) Namibia
Mr. Cornelius Weyulu, Registrar, Health Professionals Council of Namibia (HPCNA)

Distinguished guests

Members of the Media

Ladies and Gentlemen

1. On behalf of the Government of the Republic of Namibia and the Ministry of Health and Social Services, allow me to extend a warm welcome to all of you. It is a great pleasure and honor for me to officiate at the launch of these four documents: the National Quality Management Policy 2021/2022-2025/2026, the National Quality Management Strategic Plan 2021/2022-2025/2026, the Hospital Quality Standards and the Primary Health Care Facilities Quality Standards
2. The efforts by the Ministry to improve the quality of health care services started as early as 1993, just after independence and this has remained a top priority for the Ministry ever since. The Government of the Republic of Namibia, through its various policies, has prioritized access to, and provision of quality health care and social services to the Namibian population. Resilient health services require quality as a foundation and the success and value of Universal Health Coverage (UHC) depend on its ability to provide safe, efficient, and good-quality services to all people, everywhere when required.
3. The COVID-19 pandemic has once again highlighted that high quality essential health services are vital to the nation's health security. Renewed focus on the quality of health services will position Namibia to respond effectively to this crisis, recover from it, and be better prepared for future public health threats and events.
4. The National Quality Management Policy, the National Quality Management Strategic Plan, the Hospital Quality Standards and the Primary Health Care Facilities Quality Standards have been developed to guide efforts by the Ministry to achieve its vision of being the leading provider of quality health care and social services according to international set standards. The quality policy and standards development was largely informed by the various quality of healthcare systems assessment and the WHO handbook for National Quality Policy and Strategy (NQPS). The Quality Policy is aligned with the broader Ministerial Strategic Plans, the National Development Plan (NDP) and Vision 2030. The goal of the Quality Policy is to ensure that provision of quality health care services is a fundamental principle of the health care delivery system in Namibia, while the overall objective is to improve the quality of health care in both the public and private sectors by using available resources efficiently.

5. In order to foster ownership, the quality of health care is locally defined as a health care that is timely, safe, respectful, responsive and improves health outcomes in Namibia. The policy will therefore pursue the following dimensions of quality, accessibility, affordability, effectiveness, efficiency, safety, people-centeredness, timeliness, equitability and integrated health care services.
6. The high-level strategies to implement this Policy will include improving quality management systems; engaging and empowering patients, families, and communities; improving patient and health care worker safety; and improving clinical practice.
7. The National Quality Management Policy provides a common framework for all public and private health care institutions, partners, and stakeholders to plan, mobilize resources, coordinate, implement, monitor, and evaluate the quality of health care services. During the development of this policy, consultations were held with key stakeholders from the Ministry, development partners, relevant institutions, health service consumers and the private sector, to ensure that the policy development process was highly consultative, participatory, and transparent.
8. The key stakeholders responsible for implementing this policy include the Government, the Ministry of Health and Social Services, training and research institutions, professional bodies and societies, partners including the private sector, parastatals, health care professionals, consumers, and patient organizations. The Ministry, together with development partners and stakeholders, will mobilize the necessary resources, including human, material, and financial, to support the implementation of the policy. I therefore, request health service providers, programme managers, policy-makers, health consumers, and partners in the public and private sectors, to use and support the implementation of the Quality Policy and Strategy to ensure ongoing quality improvement of health care services.
9. I would like to thank the Quality Assurance Division for coordinating the development process of the Policy, the national and regional health directorates, training institutions (University of Namibia (UNAM), the International University of Management (IUM), Welwitchia Health Training Centre, the Namibia Institute of Pathology (NIP), the National Health Training Centre (NHTC), private health care facilities, the Namibian Police Force (NAMPOL), the United States Centers for Disease Control and Prevention (CDC) in Namibia, the United Nations Children's Fund (UNICEF), Namibia Networks of AIDS Service Organizations (NANASO), the World Health Organization (WHO) Country Office, Intra-Health International and the Health Professions Councils of Namibia (HPCNA), who participated in the final review of the Quality Policy. Special gratitude goes to WHO and CDC Namibia for providing technical and financial assistance for the finalization of the Quality Policy document.

2. 10. Given this background, I now invite you to join me as I officially launch the National Quality Management Policy 2021/2022-2025/2026, the National Quality Management Strategic Plan 2021/2022-2025/2026, the Hospital Quality Standards and the Primary Health Care Facilities Quality Standards.

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