



## Optimizing Health Worker Performance to Improve Health Care Quality in Low- and Middle-income Countries

Day 1 | Crystal City Event

Hosted by HRH2030 Program | Chemonics International

April 9, 2019 | 8:30 a.m. - 3:30 p.m. | 241 18<sup>th</sup> St. South, Arlington VA & via WEBINAR

### PROGRAM

8:30 - 9:00	<i>Breakfast and Networking Opportunity</i>	
9:00 - 9:15 Webinar starts	Welcome, Introductions, Agenda & Objectives Opening Remarks: Importance of Improving Quality of Care in LMICs	Wanda Jaskiewicz, HRH2030, Chemonics Lisa Maniscalco, USAID
9:15 - 10:30	Health Care Provider Performance Review (HCPPR)	Alex Rowe, CDC
10:30 - 10:45	<i>Tea Break and Networking Opportunity</i>	
	Overview of current efforts on health workforce performance and HSS for quality services	
10:45 - 11:05	HRH2030 Landscape analysis results: Best practices for enhancing supervision to improve health worker performance and service quality	Rachel Deussom, HRH2030, Chemonics
11:05 - 11:25	Quality of Care MNCH Network: Country examples of improving health worker performance in a multi-faceted QI initiative	Kathleen Hill, MCSP, Jhpiego
11:25 - 11:45	Health Network Quality Improvement System (HNQIS): Using DHIS2 for strategic health worker performance support	Luigi Nuñez, PSI
11:45 - 12:05	People that Deliver's Human Resources for Supply Chain Management: Theory of change for optimizing workforce performance, Rwanda example	Dominique Zwinkels, People that Deliver, UNICEF
12:05 - 12:30 Webinar ends	Moderated Discussion	Rachel Marcus, USAID ( <i>moderator</i> )
12:30 - 1:30	<i>Lunch</i>	
1:30 - 3:30	Optional Afternoon Workshop - Analyzing the HCPPR Databases	Alex Rowe, CDC

# SPEAKERS

## Wanda Jaskiewicz, Project Director, HRH2030, Chemonics International



Wanda Jaskiewicz leads the global USAID Human Resources for Health in 2030 (HRH2030) program at Chemonics. She has more than 20 years of experience in international health and development with a focus on human resources for health, HIV/AIDS, family planning, reproductive health, and maternal and child health. She has worked in more than 25 countries providing strategic leadership to advocate for global and national initiatives to strengthen the health workforce. She has also created evidence-based tools to assist ministries of health to develop incentive packages as well as to measure and improve health worker performance.

## Lisa Maniscalco, Health Specialist, Office of Health Systems, USAID Bureau for Global Health



Lisa Maniscalco serves as team lead of OHS's Quality Team, providing technical leadership and support to USAID missions for quality and performance improvement across service delivery, medical products, and the health workforce. Lisa is the Contracting Officer's Representative (COR) of the new Integrated Health Systems IDIQ mechanism, and the Agreement Officer's Representative (AOR) of the USAID ASSIST service delivery quality improvement project. Lisa has served in the Bureau for Global Health for 14 years, and previously served as an M&E and Health Information Systems Advisor and as AOR of the MEASURE Evaluation cooperative agreement. Lisa holds a Master of Public Health from Emory University's Rollins School of Public Health.

## Alex Rowe, Chief of Strategic and Applied Science Unit, Malaria Branch, Center for Disease Control & Prevention (CDC)



Alexander Rowe is a medical epidemiologist. He received an MD from Cornell University and an MPH from Emory University. He has worked at CDC since 1994 in several areas: the chronic diseases center, an international child survival unit, and malaria. Key interests include improving health worker performance in developing countries (for all health conditions—not just malaria), strengthening health systems, monitoring and evaluation methods, and systematic reviews. He is the author or co-author of more than 70 scientific publications.

## Rachel Deussom, Technical Director, HRH2030, Chemonics International



As a systems thinker and human capitalist, Rachel is a health workforce expert with 15 years of experience focusing on community health, mHealth, HIV/AIDS, and maternal and child health. She has led teams and provided technical and/or operations support across Africa and Asia, contributing to USAID, World Bank, and Gates-funded initiatives. Rachel has developed tools and conducted interventions for HRH strengthening in the areas of pre-service education, retention, performance, community engagement, supply chain, gender, and sustainable financing. She held an Adjunct Faculty position at George Washington University and is a trained doula. Rachel has a B.A. in French from Georgetown University and an M.S. in public health from the Harvard T.H. Chan School of Public Health.

## Kathleen Hill, Team Lead, USAID Maternal Child Survival Program (MCSP), Jhpiego



Kathleen Hill is a family physician with 20 years of service delivery, program management, and quality improvement experience in low-, middle-, and high-income settings. In her role at MCSP, she participates in global and country initiatives with Ministry of Health, manager, and health worker counterparts to support system-wide improvements for provision of effective, safe, and person-centered health care. She co-chairs with WHO and UNICEF the monitoring working group of the multi-country WHO Quality of Care network to improve maternal, newborn, and child health care. Born in Nigeria, she speaks fluent French and good Hausa, and has lived and worked extensively in West Africa. Her professional experience extends to numerous countries in Sub-Saharan Africa, Latin America, and Eastern Europe. She continues to provide part-time clinical care in Washington, D.C.

## Luigi Nuñez, Monitoring Advisor, Malaria and WASH Population Services International (PSI)



As part of PSI, Luigi Nuñez applies global best practices in the generation and use of routine data for malaria and WASH programs and analyzes routine monitoring data to implement, manage, and improve PSI programs. He supports external presentations and proposal design by ensuring routine monitoring needs are appropriately represented and conducts capacity building on effective data access, analysis, and use. He collaborates with international- and national-level institutions, working groups, and experts on routine monitoring related issues and contributes to PSI's evidence base by authoring and presenting internally and externally. He was a Global Health Corps fellow in Uganda, has presented at conferences including the Uganda National Family Planning Conference and the Joint Mathematics Meeting, and published in international peer-reviewed journals such as *Malaria Journal* and *Journal for Computational and Applied Mathematics*.

## Dominique Zwinkels, Executive Manager, People that Deliver Initiative (PtD), UNICEF



Dominique Zwinkels is an international development professional with 22 years of experience in managing programs with a focus on health supply chain management, livelihood, food security and nutrition. Since 2016 Dominique has been responsible for the management and overall performance of PtD, a broad coalition of governments and international, regional and national organizations working together to raise the profile of the health supply chain workforce as a key strategic area of health systems. Prior to PtD she worked for ten years on the HIV/AIDS supply chain for John Snow International at the Partnership for Supply Chain Management.

## Rachel Marcus, Senior Health Systems Strengthening Advisor, Office of Health Systems, USAID Bureau for Global Health



Rachel Marcus leads the implementation science portfolio at the Office of Health Systems. She previously served as a Public Health Advisor in the Office of Population and Reproductive Health, and also served as a Presidential Management Fellow at USAID and the Department of Health and Human Services, as Special Assistant to the Assistant Secretary of the Administration for Children and Families. Prior to joining the federal government, Rachel worked for Marie Stopes International, Global Health Corps, and Women's Project. She holds an MSc in Health, Community, and Development from the London School of Economics; a B.A. and B.S. from Yale University; and is a doctoral student in health equity at Johns Hopkins Bloomberg School of Public Health.