



## Quality Improvement Secretariat

Ministry of Health & Family Welfare

[www.qis.gov.bd](http://www.qis.gov.bd)

### **Necessary steps for Community Participating meeting**

1. Formation of Community Support Committee(CSC) ( Discuss the TOR)
2. Identification of focal person of CSC
3. Formation of bank account of CSC
4. Situation analysis of hospital challenges and identify the selected areas ( specially shortage manpower of Security/cleaning/ others support areas)
5. Formation of QIC, WIT
6. Start 5S implementation (before holding the CSC meeting 5S should be visualized)
7. Holding the meeting of CSC and raise the identified issue of security and cleaning(manpower & cleaning material)
8. Request for voluntary donation and deposited to bank account of CSC( for additional staff salary and other expenses)
9. Decision taken regarding the identified issue ( CSC & pourosova can provide the support)
10. Prepare the meeting minutes and distribution
11. Community with the active members of CSC for the support and innovation
12. Follow up the implementation status in next month meeting of previously taken decision
13. Taken new decision
14. Monthly press conference and invite more peoples for participation
15. Holding award giving ceremony for best performer
16. CS, Super &Focal person will communicate with CSC member & other local elite
17. Introduce innovation ideas
18. Introduce the community score card
19. Conduct Patient Satisfaction
20. Monitoring & Supervision

- **Above mentioned steps will be facilitated by Div QI Coordinator / Selected DP members**
- **Status of implementation will be discussed in each meeting and will provide necessary direction**