



Navigating Health Care in the Pacific with TQI

Latte

Pillar used as foundation of ancient Chamorro houses

HLATTE

Health Leaders Achieving Today, Tomorrow's Excellence

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Strengthening Global Public Health Management Capacity

3rd Biennial SMDP, South Africa

Leadership, Innovation, Sustainability

5/21/06





HLATTE is a culturally relevant management training/train the-trainer program customized to meet the needs of the healthcare team, to upgrade the Pacific Islands' capacity to respond to issues and problems in

Health care

Bioterrorism

Out-breaks Of Infectious Diseases

Non-infectious Diseases

Emergencies, And

Other Public Health Threats





HLATTE Mission

To increase management competencies of Pacific islands health professionals to improve the quality of health care .





Goals

Develop and strengthen management knowledge and skills, to include but not limited to leadership, health problem analysis, priority setting, problem solving, team building, effective communication, program planning, evaluation, grant writing, conflict resolution, time management

Enable participants to apply the acquired skills to address a specific problem in the workplace and thereby improve the delivery of health services to the population



HLATTE's Strategy



- **Work with Pacific partners to assess needs and identify institutional counterparts**
- **Work with islands' institutions of higher education for academic credentialing**
- **Grow faculty through the annual *Management for International Public Health (MIPH)* course**
- **Provide technical assistance in the islands for HLATTE and MIPH graduates**
- **Require applied learning projects to reinforce classroom learning**
- **Work with islands Human Resources Professionals to institutionalize management training requirement for all mid- to upper level managers**



HLATTE's Partners



Regional

Pacific Island Health Officers Association (PIHOA)
Pacific Islands Primary Care Association (PIPCA)
Pacific Association of Clinical Trainers (PACT)
Tuberculosis, Diabetes, and Cancer Programs
American Pacific Nursing Leaders Council (APNLC)
Private sector (i.e. Home Health Services, Senior Home)
Islands' Ministries and Departments of Health

National (U.S.)

Centers for Disease Control & Prevention (CDC)
Sustainable Management in Health Program (SMDP)
Association of Teachers of Preventive Medicine (ATPM)

International

World Health Organization (WHO)
National University of Samoa





HLATTE Management Training To Date...

		No. of Participants
2001	CNMI Dept. of Health	18
2002	Dept. of Mental Health, Sagua Managu, Guam Nursing Services, St. Dominic's Nursing Home	12
2003	Guam Memorial Hospital, Dept. of Mental Health and Substance Abuse	19
2003	Guam Memorial Hospital	14
2004	Dept. of Public Health and Social Services	17
2005	Commonwealth Health Center, Saipan	28
2005	Pacific Islands Nurse Management Training	17
	Total	125





Other HLATTE Training To Date...

		No. of Participants
2005	Paradigm Shifts in Professional Leadership— Integrating English instruction for visiting Taiwan University students	23
2005	Lab Management Workshop Lab Managers Participating from nine island Jurisdictions	50
2005	Customer Service Workshops for Guam Department of Public Health and Social Services, 6 sections	100
2005	Guam Diabetes Assessment and Performance Improvement Plan	30
2006	Guam Diabetes Prevention and Control Program Bi-Annual Seminar	25
	Total	228

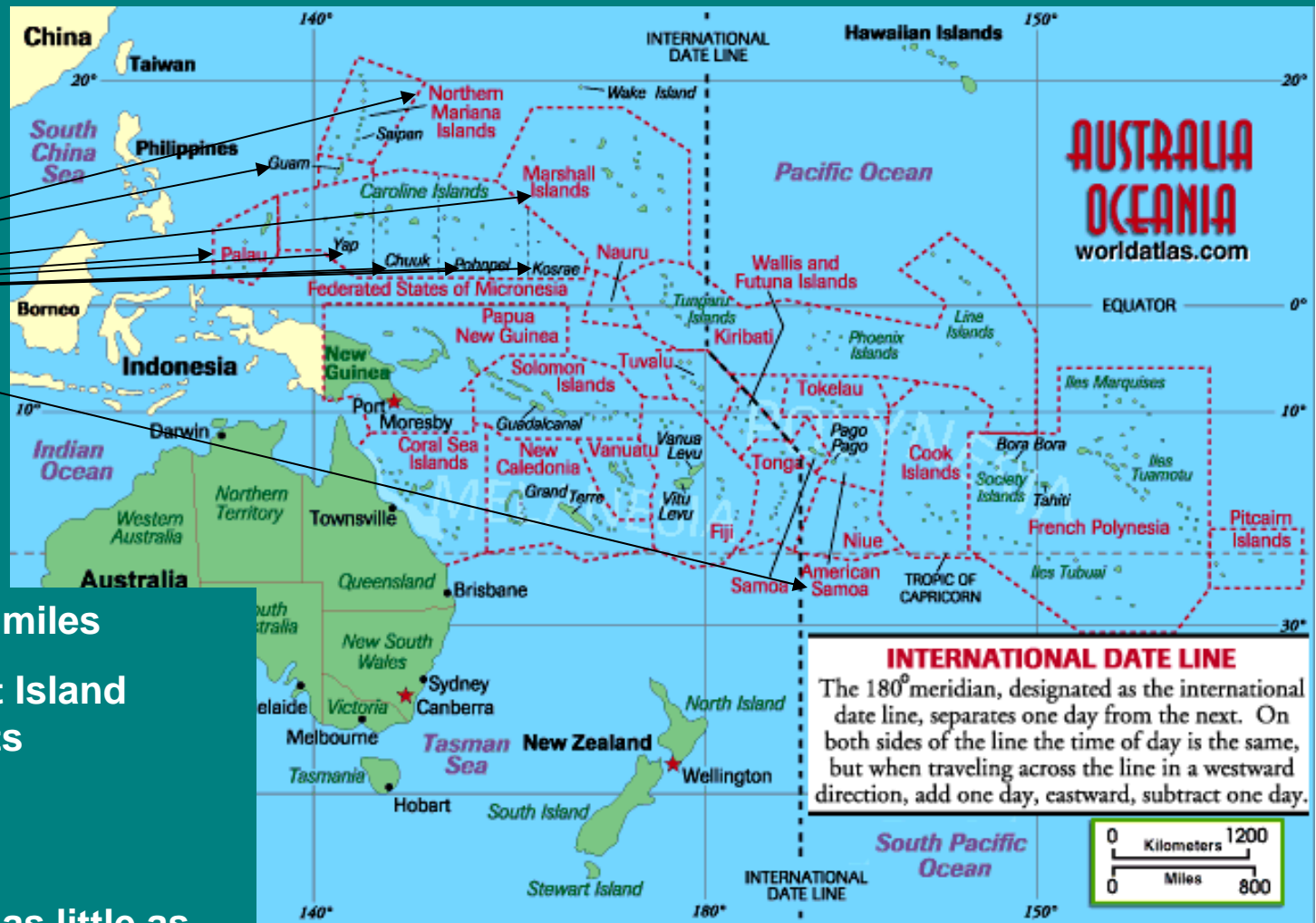




HLATTE Challenges

Nine Island Jurisdictions

- Area Covers 200 sq. miles
- Distinct Independent Island Nations/Governments
- Many different languages/cultures
- Populations centers as little as 200 separated by miles of oceans





Chuuk State, one of four states of the Federated States of Micronesia

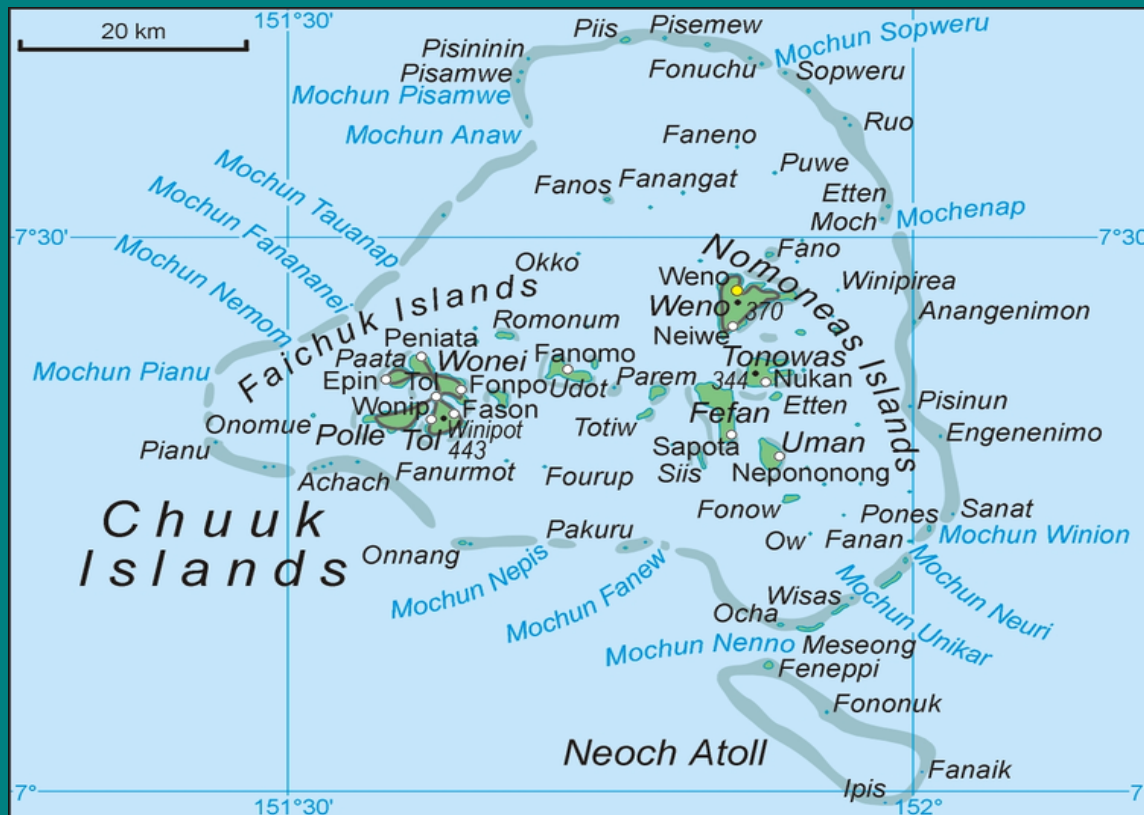
6 Lagoon Islands
15 outer island atoll groups

39 sq.mi. of land area of lagoon islands, and outer islands are spread over 100,000 sq.mi. water

*Additional critical barrier:
Lack of consistent electricity*

Population
54,000

1 hospital (120 beds)
3 private clinics
80 dispensaries





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Marshall Islands

worldatlas.com



29 Atolls
5 single islands

79 sq.mi. land
750,000 sq.mi. water

Population
62,500

Infant Mortality
28.43 p/1000

Birth Rate
33 p/1000

Majuro 90-bed hospital
Ebeye 50-bed hospital
Kwajalein – Military Hospital
29 outer island dispensaries



2001 Pacific Island Health Officers Association Data



	Population	Dentist	Nurse	Physicians	
American Samoa	59,400	1:4000	1:1600	1:1200	1 Health Center 4 dispensaries 2 Private Clinic 1 Public Hospital (128 beds)
CNMI	69,221	1:34,610	1:6922	1:2307	3 PH Clinics 1 Public Hospital (101 beds) 5 Private
Guam	157,554	1:2218	1:440	1:484	3 PH Centers 1 Public Hospital (209 beds) 20 Private Clinics 1 Military Hospital
Marshall Islands	50,840	1:12,710	1:358	1:1,640	56 Health Clinics 1 Health Center 2 Public Hospitals (140 beds)
Palau	19,626	1:4,782	1:189	1:755	1 Private Clinic 12 Dispensaries 1 Hospital (80 beds)





2001 Pacific Island Health Officers Association Data for Federated States of Micronesia

	Population	Dentist	Nurse	Physicians	
Chuuk	53,595	1:10, 719	1:492	1:2680	81 Health Clinics 1 Hospital (125)
Kosrae	7,686	1:3843	1:214	1:854	5 Health Clinics 1 Hospital (45)
Pohnpei	35,459	1:11,820	1:753	1:1866	2 Health Clinics 1 Dental 1 Hospital (91)
Yap	11,241	1/11,000	1:416	1:1000	19 Dispensaries 1 Hospital (43)



Lessons Learned



Low completion rate of worksite improvement projects

- **Stricter enforcement and implementation of training contract with supervisor and training participant to ensure completion of worksite projects**
- **Ensure at least two participants are from same unit or are linked by work process**
- **Interview nominated participants to ensure commitment to training and worksite improvement project**
- **Solicit for higher number of training nominees than slots**
- **Increase participants' use of available telecommunications**
- **Marketing to include funding source AND target market**





HLATTE Future Plans

Leadership

Promote HLATTE as the Pacific Center of Excellence for Management in Health

Management in Health training required for all supervisors and managers in or entering supervisory/management positions

Accountability of work by Department heads

Innovation

Undergraduate Academic credits in Health Services Administration Minor/Certificate Program

Propose an Emphasis in Health Services Administration in the Masters in Public Administration Program

Goal to award academic credit through UOG School of Business and Public Administration

Sustainability

Seek funding from grants & foundations

Continue HLATTE Evaluation Seminars to survey no. of additional worksite improvement projects

Construction of HLATTE classroom

3rd Biennial SMDP, South Africa

5/21/06





**HLATTE MANAGEMENT IN HEALTH TRAINING 2004
GMHA & DMHSA**

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Management in Health Training

Department of Public Health & Contract Providers-2005



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Management in Health Training Saipan Hospital --2006



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Laboratory Conference 2006



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Management in Health Training Nurses in the Pacific—2006



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Leadership Skills for Success for Administrative Assistants—2007



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5/21/06



Navigating Health Care in the Pacific

Kalahngan, Kinisou Chapur, Komol Tata, Si Yu'os ma'ase'



ATPM
ASSOCIATION OF TEACHERS
OF PREVENTIVE MEDICINE



HLATTE

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3rd Biennial SMDP, South Africa, 5/23/06

www.uog.edu/hlatte