

LOCATION

Worldwide

PARTNER

ZIKEN INTERNATIONAL, UK
 Established in 1986, Ziken International is a specialist health planning consultancy group that exists to support the development of health services in developing countries.

SUMMARY

In collaboration with the World Health Organization, this project aims to develop generic and practical healthcare technology management procedure guides for health service staff in developing countries, to help them in the daily management of equipment.

PERIOD OF FUNDING

June 2001 to June 2003

GRANT

£159,292

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Practical healthcare technology management procedure guides

BACKGROUND

Once health service providers have developed policies on healthcare technology, the effective management of their facilities and equipment depends on establishing suitable procedures for activities such as planning, procurement, operation, maintenance and training. Health service providers greatly benefit from written materials about how to set up these procedures, but in developing countries such materials are often unavailable.

Many developing countries and international agencies have made considerable improvements in the management of healthcare technology, but often the work done in one country has not been widely shared with others.



Arias Skvarla, WHO

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THE PROJECT

Recognising this fact, a consortium led by **Ziken International** and including **ECHO International Health Services** and **FAKT (Consultants for Management, Training and Technologies)**, launched a KaR-funded project in 2001 to produce a series of simple, generic and practical procedure guides for managing healthcare technology.

The guides are aimed at governmental health service provider organisations, non-governmental organisations, and the private sector.

Ziken International and FAKT have worked in a number of developing countries over the past ten years, supporting the development and implementation of national healthcare technology policies, and ECHO contributed expertise in

managing the process of procuring healthcare equipment. The consortium is being supported by an advisory group of representatives from the **Pan American Health Organization**, **Deutsche Gesellschaft für Technische Zusammenarbeit (German Society for Technical Co-operation)**, the **World Health Organization (WHO)**, the **Swiss Centre for International Health** and the **Medical Research Council of South Africa**, who are sharing their knowledge and written materials.

The guides are aimed at governmental health service provider organisations, non-governmental organisations and the private sector. Their aim is to increase the availability of resource materials for equipment users, health service managers and donor organisations, to improve their effectiveness in healthcare technology management tasks at the daily operational level.

The primary target audience is workers at health facility and district levels, but the guides also cover activities at regional and national levels. They will be designed for the many different types of staff involved: equipment users, technical staff, purchase and finance officers, facility and service managers, and representatives of external support agencies.

The guides, which have a common format, draw on work already undertaken in individual countries, so that different countries can learn from each other's experience.

The guides cover how to:

- develop a network of healthcare technology management teams
- plan and budget for healthcare technology
- procure and commission healthcare technology
- operate healthcare technology safely
- organise the maintenance of healthcare technology
- run healthcare technology management teams economically.

The guides, which have a common format, draw on work already undertaken in individual countries, so that different countries can learn from each other's experience. Potential users, along with representatives from governmental health departments and donor organisations, are currently reviewing the draft guides before content is finalised. Drafts will be finalised in March/April 2003 and the final version published later in the year. Up to 1,000 copies of the manuals will be made available on CD-ROM and will also be available free on the Internet. A limited number of hard copies will be available. It is hoped that further hard copies will be made available under WHO's umbrella series of publications, *Healthcare Facilities and Technology Management Tool Kit*.

LESSONS LEARNED

As the project is ongoing, it is too early to list a comprehensive set of lessons learned. However, the project needed more time, more person hours and therefore more money. In the absence of these resources, the expected output of the first project was scaled down and a request for funding for a second project had to be made in order to finish the publishing and dissemination phase.

FUTURE PLANS

Ziken International will complete the second project contract to produce published and disseminated guides, and is investigating ways of offering training courses based on the content of the guides.