



SAFE Motherhood in Malawi

Tuesday 2nd July- Wednesday 3rd July 2024, Linde Hotel, Mponela, Malawi.

Objective of the Workshop: 1.To develop maternity specific feedback tool
2.To decide on delivery modalities of the developed tool-to be piloted in some facilities in Malawi

Moderators: MLW, MoH-RHD and MoH QMD

DAY ONE

Time	Activity	Presenter
8:30 – 9:00	Registration	RHD/QMD/MLW team
9:00 – 9:15	Introductions and Opening Prayer	<ul style="list-style-type: none"> Deputy Director MoH-QMD
9:15 – 9:45	Opening session	<ul style="list-style-type: none"> RHD Director QMD Director
9:45 – 10:00	Meeting Overview, safe motherhood programme + consenting	<ul style="list-style-type: none"> Health System and Policy Specialist, MLW
9:50 – 10:10	Presentation- relevance of maternity feedback tool in maternity services	<ul style="list-style-type: none"> Deputy Director MoH-RHD
10:10 – 10:30	Presentation-relevance of maternity feedback tool as regards to quality care	<ul style="list-style-type: none"> Deputy Director MoH-QMD



10:30 – 11:00	Presentation-maternity specific satisfaction tools (designs, context, relevance, and applications)	<ul style="list-style-type: none"> Health System and Policy Specialist, MLW
11:00 – 11:30	TEA BREAK AND GROUP PHOTO	
11:30-12:00	Presentation from one Hospital Ombudsman on Satisfaction Experiences Discussion on satisfaction reports	<ul style="list-style-type: none"> Hospital Ombudsman-District Hospital
12:00 – 13:00	Group Allocations and Group work on content of the tools, Indicators of Importance Marketplace	<ul style="list-style-type: none"> Invited stakeholders
13:00 – 14:00	LUNCH	
14:00 – 15:00	Presentation and discussion on the content and Important Indicators	<ul style="list-style-type: none"> Groups
15:00 – 16:00	Group work on type of tools (Paper based, electronic, apps etc- Gallery Walk	<ul style="list-style-type: none"> Group leads
16:00 – 16:10	Closing remarks	<ul style="list-style-type: none"> RHD
16:10 – 16:15	Closing Prayer	<ul style="list-style-type: none"> Volunteer
16:15	Tea Break and End of Meeting	

DAY TWO

8:30 – 9:00	Registration	RHD/QMD/MLW team
9:00 – 9:15	Opening Prayer and Meeting Overview	MLW representative
9:15 – 9:35	Gallery walks	<ul style="list-style-type: none"> Group leads



9:35 – 10:30	Presentation on types of satisfaction tools-	<ul style="list-style-type: none"> Group
10:30 – 11:00	Tea Break	
11:00- 12:00	Summary of the content of the tools and types and final discussion	MLW, RHD and QMD
12:00-12:30	Closing Remarks and way forward	<ul style="list-style-type: none"> Health System and Policy Specialist, MLW
12:30--	LUNCH and Departure of Invited Guests	
14:00	MLW Team Consolidates all materials and information and plan on next steps	