



## SAFE Motherhood in Malawi

**Tuesday 2<sup>nd</sup> July- Wednesday 3<sup>rd</sup> 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"> <li>Deputy Director MoH-QMD</li> </ul>
9:15 – 9:45	Opening session	<ul style="list-style-type: none"> <li>RHD Director</li> <li>QMD Director</li> </ul>
9:45 – 10:00	Meeting Overview, safe motherhood programme + consenting	<ul style="list-style-type: none"> <li>Health System and Policy Specialist, MLW</li> </ul>
9:50 – 10:10	Presentation- relevance of maternity feedback tool in maternity services	<ul style="list-style-type: none"> <li>Deputy Director MoH-RHD</li> </ul>
10:10 – 10:30	Presentation-relevance of maternity feedback tool as regards to quality care	<ul style="list-style-type: none"> <li>Deputy Director MoH-QMD</li> </ul>



10:30 – 11:00	Presentation-maternity specific satisfaction tools (designs, context, relevance, and applications)	• Health System and Policy Specialist, MLW
11:00 – 11:30	<b>TEA BREAK AND GROUP PHOTO</b>	
11:30-12:00	Presentation from one Hospital Ombudsman on Satisfaction Experiences  Discussion on satisfaction reports	• Hospital Ombudsman-District Hospital
12:00 – 13:00	Group Allocations and Group work on content of the tools, Indicators of Importance  Marketplace	• Invited stakeholders
13:00 – 14:00	<b>LUNCH</b>	
14:00 – 15:00	Presentation and discussion on the content and Important Indicators	• Groups
15:00 – 16:00	Group work on type of tools (Paper based, electronic, apps etc- Gallery Walk	• Group leads
16:00 – 16:10	Closing remarks	• RHD
16:10 – 16:15	Closing Prayer	• 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	• Group leads



9:35 – 10:30	Presentation on types of satisfaction tools-	• 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	• Health System and Policy Specialist, MLW
12:30--	<b>LUNCH and Departure of Invited Guests</b>	
14:00	MLW Team Consolidates all materials and information and plan on next steps	