

Innovations

A newsletter on Better Health Care Management



TB Program Management: Three Cardinal Principles

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*"I manage the Tuberculosis Program in my country. Is there a quick way of monitoring if my program is working well?" Absolutely! Do a rapid survey to ensure your program meets three principles that every TB Health Program needs to follow: **Inspiration, Motivation, and Determination**. You may be wondering what those principles*

have to do with medical care or TB at all. TB is a chronic condition and patients and care providers both will face numerous challenges throughout the months the treatment will take. Both need to believe in themselves and in the treatment if they are to "stick" with it. Just think how many times you wanted to do something new and somehow you forgot about it and did not follow through. That is OK. We are human. The important thing is that we develop the skills to get back on track and these skills require inspiration, motivation and determination to achieve the long-term goal of being TB free. A TB program is about helping people believe in themselves and in that they can get better. Use the **TB Quality Health Care Checklist** to measure how well patients and providers follow the **Three Cardinal TB principles**:

Patients:

- Does every patient have a reason to get better?
- Does your patient have a reason to get up every morning?
- Does your patient have a family?
- Does your patient report the names of least two people that support him or her?
- Does your patient have a source of income?
- Does your patient have a source of food and someone to share meals with?
- Is your patient involved in any TB support activities?
- Does your patient receive consistent encouragement and feedback from you?
- Does your patient know what he or she does right?
- Does your patient show the three signs of determination:
 - a.** Express conviction he or she will get well
 - b.** Takes daily action to ensure s/he takes the medication
 - c.** Monitors his or her progress on the patient card

Health Providers:

- Do your staff smile to every patient?
- Do your staff know and greet their patients by name by the second visit?
- Do your staff follow the same quality standards with every patient?
- Do your staff monitor medicine inventory and work closely with the pharmacy staff?
- Do your staff get excited when their patient complete treatment?
- Do your staff know why their patients default?
- Do they proactively look for ways to get them back on track?

These TB principles are the basis of a patient-centered program. There are other tools for improving programs in MIDEGO's **7-Day MPH Online Program**. Write us at info@midego.com for more information about this program now!

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Innovations shares the international experience of Dr. Elvira Beracochea and the MIDEGO team. If you have a question about how to improve healthcare or comments on this month's newsletter, please write to Dr. Elvira Beracochea at elvira@midego.com.

About Dr. Elvira

Dr. Elvira Beracochea is an international public health consultant. Elvira coaches health workers to innovate and improve the quality of health services. She is the founder, President and CEO of MIDEGO, Inc.

About MIDEGO, Inc.

MIDEGO® is committed to be a global partner in reaching the Millennium Development Goals (MDGs) and improving quality of life.

Our mission is to assist you and your organization to improve health care and reach the MDGs, one day - one percent at a time.

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