



5S-KAIZEN-TQM NEWS LETTER for Zomba Mental Hospital

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Elizabeth Malemba the best nurse



"Eeh, I didn't know that when I am working, I am being monitored by my superiors. I have never put up in a hotel like Amaryllis in my life as a family. I thank the management for what you have done to me.



I was booked in an expensive hotel with good hospitality. Working hard is really rewarding. I am very proud to work at ZMH and I will continue working very hard." This SNM was the best nurse during the performance appraisal ceremony in January 2025".



Workplace Improvements Attract Stakeholders



When a workplace is improving, many stakeholders are attracted. The visits motivate the workers who even works harder for improvements. 5s, Kaizen is a simple method to improve the workplace. The picture to the left shows ZMH staff with MoH, KUHeS and NCM

during the launch of the Assimilation Centre and Research collaboration. The picture to the right shows a team from USA who visited ZMH to appreciate the services. They supported us during the performance appraisal in January 2025.

M/E at a working place helps to identify strengths and gaps and improves teamwork and performance

ZMH WORKERS REVIEW MEETING



We had time to meet all the health workers at ZMH in phases to brief them how we have performed in the 2024/2025 financial period. We managed to present to all the health workers the results of the patient and staff satisfaction survey that we conducted. Over 90% of the health workers were satisfied with their work and are willing to continue working at ZMH. We also discussed how we shall conduct our work in the coming 2025/2026 period with the given priority areas. We were visited by the Health Services Commission to motivate the workers and Medical Council of Malawi did the same. We have noted the increase in the admission wards. We are receiving many visitors and donations of items to patients. The drug level has been above 90% making an improvement in the patient care. The period had many successes than gaps. Below is the group photo during the 2025/2026, financial period meeting held at Mulunguzi Lodge in Zomba.

Review meetings are very important for every organization. It gives an overview to learn where you are coming from and to where you are going. Strengths and gaps are also identified for improvement of the workplace. The performance appraisal is a catalyst to motivate the workers. We have noted that most of our workers are working hard despite the situation of the Mental Hospital. Most of the structures are old and needs to be rehabilitated. The meetings help the workers to feel appreciated for the contributions they make.

