Guideline adherence among Kenyan mid-level care providers in peri-urban, private, for-profit medical centers

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Conclusions

• A positive organizational culture promoting trust is key to improving quality.
• Leadership staff believe Penda providers were 3 times more likely to adhere to CQMs than temporary providers due to ongoing clinical support, the Penda culture promoting adherence, and loyalty in a culture with a high-turnover of healthcare providers.
• Standardization of care will be important to improve adherence and quality of care as Penda plans to scale rapidly, increasing to 100 medical by 2020.
• Incentives such as a positive work environment and provision of ongoing education can improve provider retention and decrease costs with staff turnover, which can be cost-effective and improve patient-safety.

Future research may include interviews or focus groups with Penda clinical officers to obtain their perspectives on the intervention and which of the four interventions was most effective in improving their CQM adherence.