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Improving the Quality of Laboratory Services through SLMTA Implementation

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INTRODUCTION

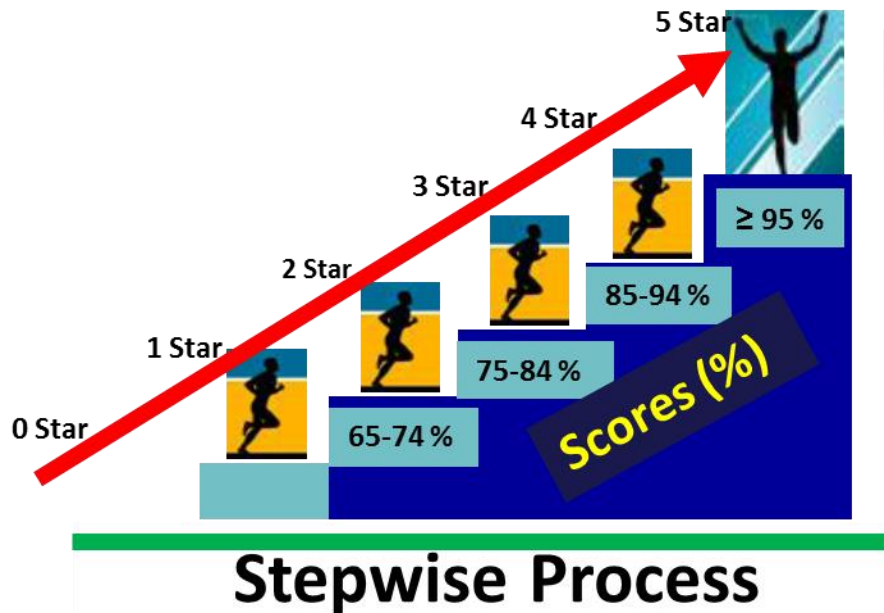


- In 2009, Uganda MOH adopted the WHO initiative for supporting labs to achieve international accreditation (ISO 15189) in a stepwise approach through the SLMTA program, and a total of **100** labs have been enrolled through 3 cohorts.
- The USAID funded Strengthening Uganda's Systems for Treating AIDS Nationally (SUSTAIN) project works in partnership with MOH, to strengthen laboratory systems at **18** public health laboratories in Uganda; prioritizes support for lab accreditation through SLMTA, as a core component of the project scope.

INTRODUCTION...

(0 – 150 pts)	(151 – 177 pts)	(178 – 205 pts)	(206 – 232 pts)	(233 – 260 pts)	(261 – 275 pts)
< 55%	55 – 64%	65 – 74%	75 – 84%	85 – 94%	≥95%

End Point
National, Regional or International Accreditation Body



INTRODUCTION



Problem statement

- Quality laboratory services are critical to effective disease diagnosis and patient management, however compromised by deficiencies/NCs in Laboratory Quality Management Systems (LQMS).
- Baseline SLMTA assessments rated all 18 SUSTAIN project supported labs at 0 Star, while at Midterm only 1 lab (7%) at 3 Star, below the National targets for the different health facility levels (Star 5 for NRHs & RRHs, Star 3 for GHs & HC IVs), and the project in-house target of ≥ 3 Stars for all labs.

Improvement Aim

- To improve all 18 SUSTAIN project supported laboratories to 3 Stars and above, by September 2016.

METHODS

- ❖ The 18 laboratories were enrolled on the SLMTA program through different cohorts; 5 on cohort 1 (2011), 9 on cohort 2 (2013) and 4 on cohort 3 (2015).
- ❖ Baseline data was collected from the 18 laboratories using the WHO/AFRO SLIPTA checklist.
- ❖ Supported Labs to participate in the 3 mandatory SLMTA Workshops, under the different cohorts (64 lab staff)
- ❖ Supported Training follow-up visits by the MOH central teams

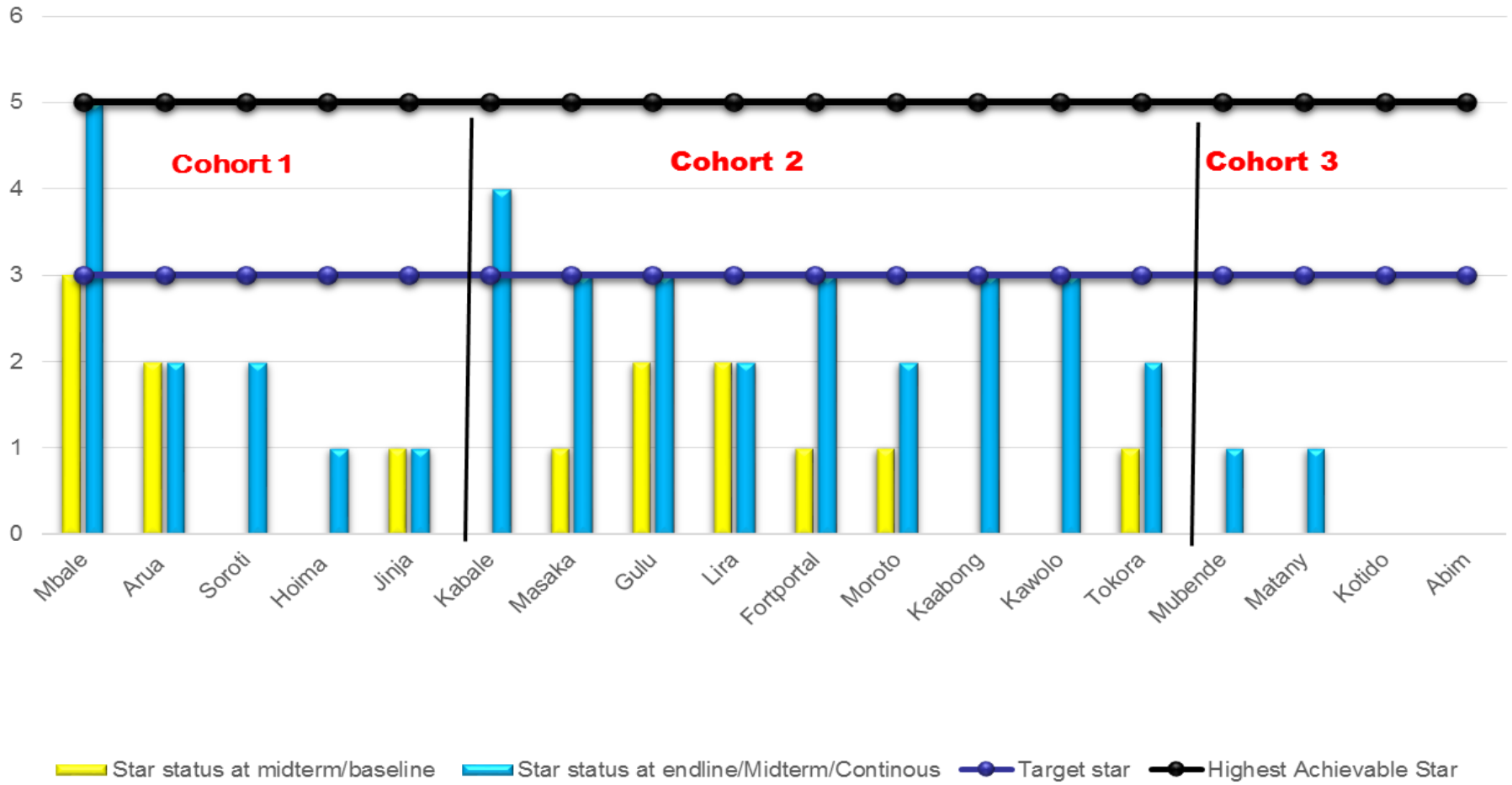
METHODS...

- ❖ Conducted SLMTA complementary trainings (Internal Audit, Biosafety/Biorisk mgt, Logistics Mgt)
- ❖ Conducted onsite SLMTA Mentorships, targeted to NCs identified from baseline and internal audits; 10 contact days following @ workshop
- ❖ In-country assessment of the 18 laboratories was conducted by MOH/CPHL (**February/Mar 2016**), for end line (cohort 2, n=9), Midterm (cohort 3, n=4), and continuous assessment (cohort 1, n=5), to determine progress towards achieving the requirements for accreditation (ISO15189 Std).

RESULTS/ACHIEVEMENTS

- Proportion of laboratories with **3 stars or more** at end line assessment (**Cohort I&II**), increased from **7%** (1/14) to **50%** (7/14); 5 stars(01), 4 stars(01), 3 stars(05), 2 stars(05), 1 star (02)
- 4 Cohort III labs not yet assessed for end line, but internal audits show improvement in SLIPTA audit scores; **1 star (02), 0 star (02)**.

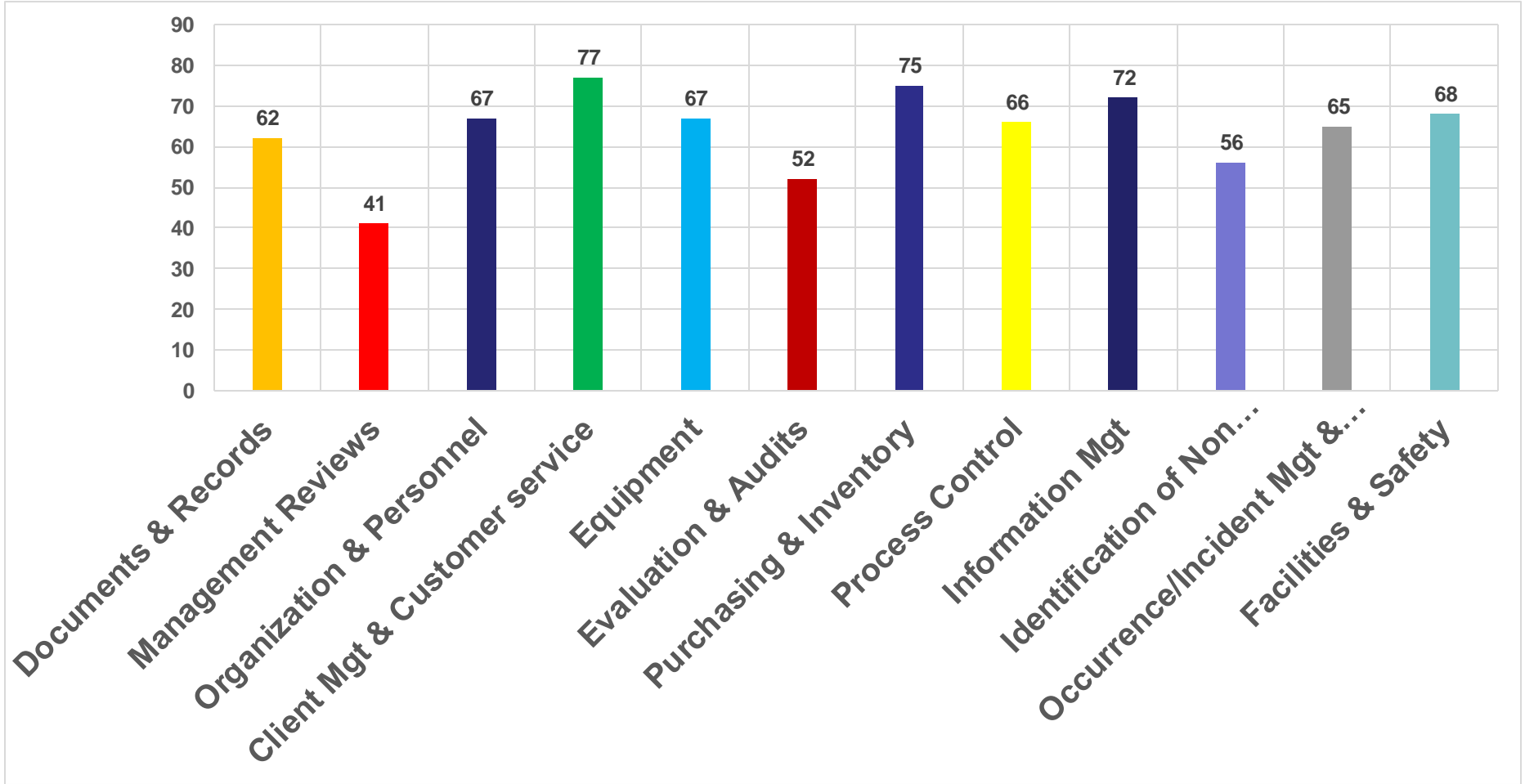
SLIPTA STAR STATUS AT MIDTERM VS ENDLINE



RESULTS/ACHIEVEMENTS...

- ❖ Best performed SLIPTA checklist sections;
4) Client mgt & Customer service (**77%**) 7) Purchasing & Inventory (**75%**) and 9) Information mgt (**72%**)
- ❖ Worst performed sections; 2) Management reviews (**41%**), 6) Evaluations & audits (**52%**) and 10) Identification and Control of Non Conformities, Corrective & Preventive actions (**56%**)

AVERAGE % SCORE BY WHO/SLIPTA CHECKLIST SECTION



DRIVERS FOR IMPROVEMENT?.

- Training of resident mentors
 - Training of internal auditors
- } *ongoing CAPA.*
- Close collaboration with MoH to implement SLMTA activities (trainings, follow-ups & mentorships) as scheduled
 - Engagement of top hospital management to support human resource concerns
 - Sharing best practices from “model” labs

LESSONS LEARNT/RECOMMENDATIONS

❖ **Lessons learnt**

- Regular on-site mentorships are a major ingredient for improving LQMS
- Supportive supervision from health facility management is critical in driving improvement projects
- Major barriers to progress towards accreditation are around; management reviews, evaluation & audits, Identification & Control of NC, CAPA.

❖ **Recommendations/way forward**

- Fast track the accreditation process for the 7 labs that achieved 3 stars and above at end line assessment;
- Rollout SLMTA 2 training for all 18 labs;

ACKNOWLEDGEMENTS

- *USAID*
- *Uganda MoH*
- *Health Facility mgt*
- *Central & resident mentors*
- *ASLM 2016 conference committee*



***THANK YOU
FOR LISTENING***

SUSTAIN – *Strengthening Uganda's Systems for
Treating AIDS Nationally*