



1ST CAMBODIAN NATIONAL MEDICAL
LABORATORY QUALITY CONFERENCE

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Evaluating Quality Improvement in Kampong Cham Provincial Hospital Laboratory, 2017-2019

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Background

- Laboratory Quality Strengthening Program is conducted to improve the quality of laboratory in order to generate the accurate, and reliable result in timely manner.
- Co-operation:
 - Bureau of Medical Laboratory service (BMLS)
 - International Training and Education Center for Health (I-TECH)
 - Kampong Cham provincial hospital laboratory

Objective

- This study is to evaluate the quality improvement of Kampong Cham laboratory during baseline and final external audit.

Method (1)

- **Timeline:** June 2017 - June 2019
- **Tool:** CamLQMS Guideline
- **Auditee:** Kampong Cham Provincial Laboratory
- **Auditors:** BMLS & I-TECH
- **Quality improvement was evaluated by 2 external audits:**
 - January 11-12, 2018 (Baseline)
 - March 21-22, 2019 (Final).

Method (2)

- Materials and activities included:
 - CamLQMS guideline,
 - 9 Onsite training courses,
 - 2 mentors for Onsite monitoring,
 - 20 weekly remote training by using Zoom call technology and
 - Leadership training
 - sharing QMS principle and knowledge getting from I-TECH mentors with all staffs to implement in laboratory under weekly and monthly meeting to follow up the activities and improvement results.



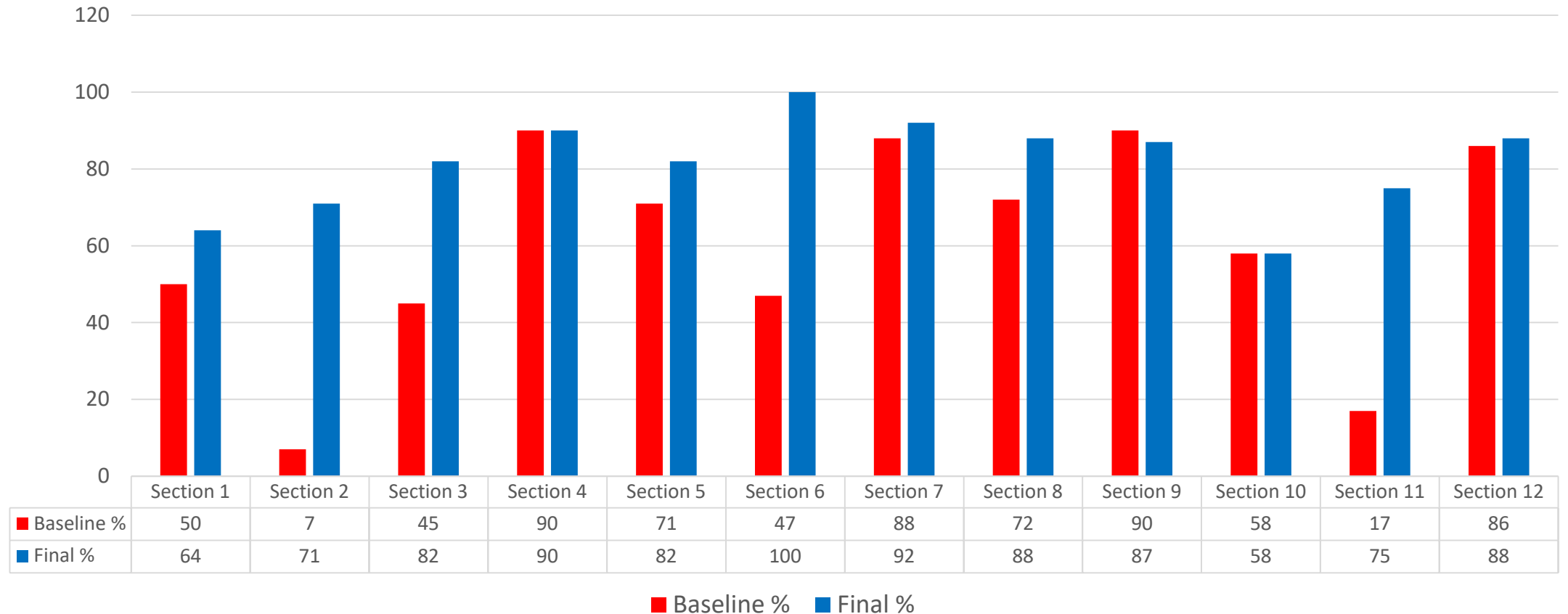
Baseline External Audit



Final External Audit

Results

External Audit Result by Section



Discussion (1)

- Table above shows:
 - progress in 9 sections in among 12 sections of CamLQMS checklist with more improvement made on section 1 (28%), section 2 (91%), section 3 (82%) and section 11 (34%).
- This achievement is getting from:
 - implementing and sharing knowledge of training with all laboratory staffs
 - Follow up the improvement during weekly and monthly meeting.

Discussion (2)

- Gaps still exist in quality improvement while [section 4](#), [section 9](#) and [section 10](#) had no progressing.
- These weak points are because of limitation of staff competency in recording, reporting and documenting.

Conclusion

- Kampong Cham Provincial Hospital laboratory has made progress on improving quality as all staffs were engaged to CamLQMS principle, follow I-TECH mentoring and consultation, and supporting from BMLS.
- Training is still the key practice to maintain staff technical competency and to improve their reporting and documenting competency.

Acknowledgement

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Department of Hospital Services, Ministry of Health, Cambodia



✓ International Training & Education Center for Health



✓ World Health Organization, Cambodia



Reference

- CamLQMS checklist
- Baseline External Audit result
- Final External Audit Result