



1ST CAMBODIAN NATIONAL MEDICAL
LABORATORY QUALITY CONFERENCE

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CamLQMS Audit: Experiences From Cambodia-China Friendship Preah Kossamak Hospital Laboratory (CCFPKH Lab)

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Background

- CCFPKH is one of 6 national hospitals with 400 beds.
- CCFPKH lab:
 - 41 staff (3 Pharmacists, 1 MPH, 37 laboratory technicians)
 - 377 sample/day and 811 tests/day
 - Start to learn LQMS: 2013 (conducted by BMLS, supported by WHO and partners)
 - Start training and mentoring supported by I-TECH project in 2014 .
- Laboratory audit using CamLQMS
 - Baseline audit: Dec-2017
 - Final audit: Mar-2019

Objective

- This study used the Cambodia LQMS (CamLQMS) auditing checklist that is based on ISO 15189 to audit the CCFPKH laboratory.

CamLQMS Tool

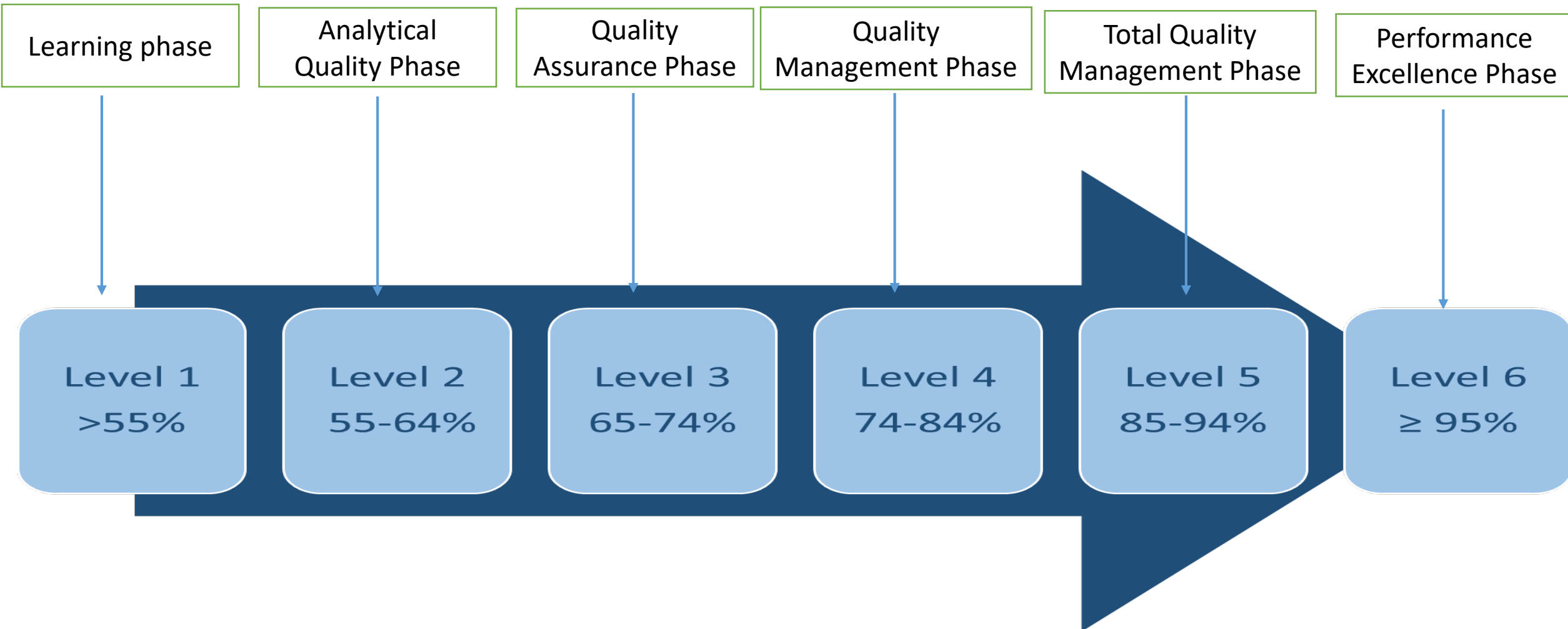
• CamLQMS tool published by BMLS/MoH on 30-Jan-2018 with 12 sections:

1. Documents and Records (28 points),
2. Management Review and Management Responsibilities (14 points)
3. Organization and Personnel (22 points),
4. Client Management and Customer Services (10 points),
5. Equipment (35 points),
6. Evaluation and Audit (15 pints),
7. Purchasing and Inventory (24 points),
8. Process Control (32 points),
9. Information Management (21 points),
10. Identification of non-conformities, Corrective and Preventive Act
11. Occurrence Management and Process Improvement (12 points),
12. Facility and Biosafety (43 points).

Total scores are 275 points.



CamLQMS Grading

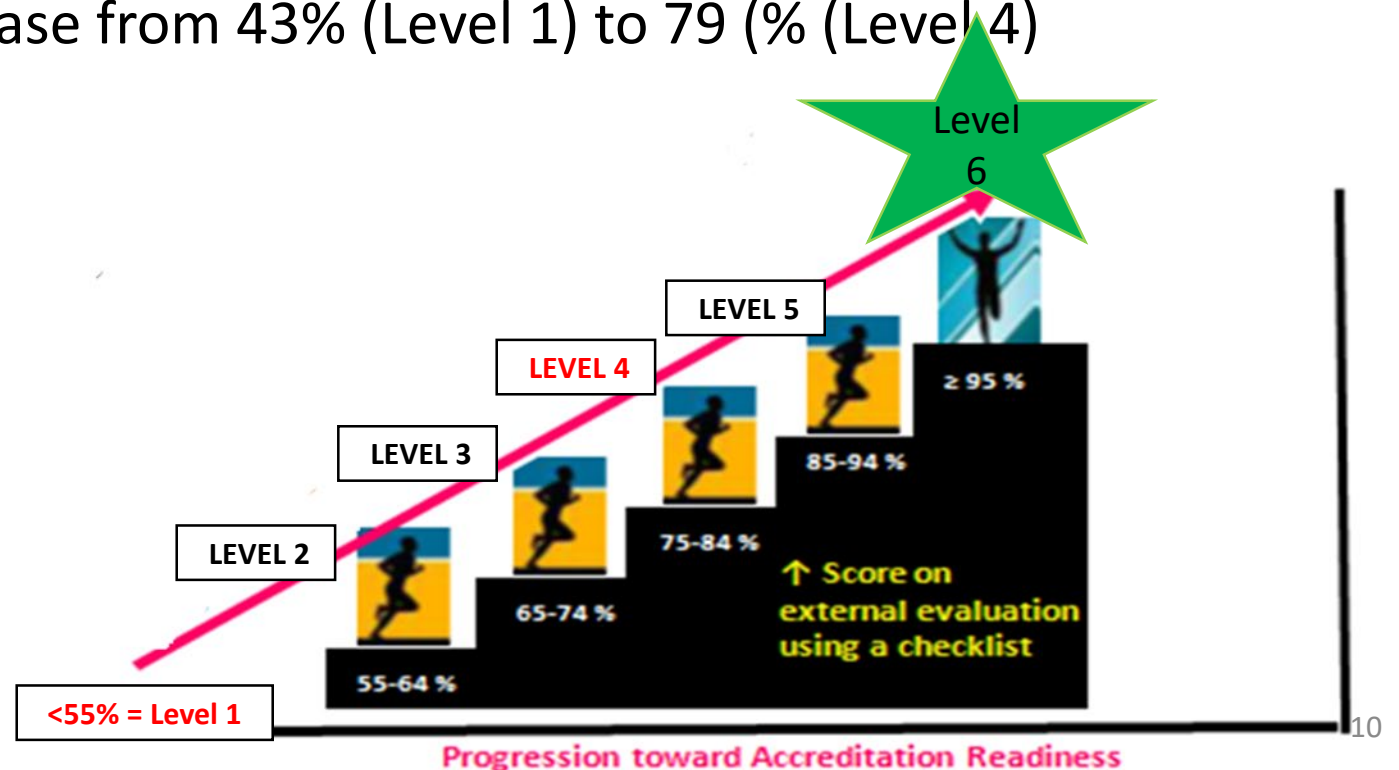


Method

- Compare the external audit baseline vs final audit
- Review the gaps and auditor recommendations for developing quality improvement plan and action plan
- Monitor the progress of LQMS performance of laboratory staff members

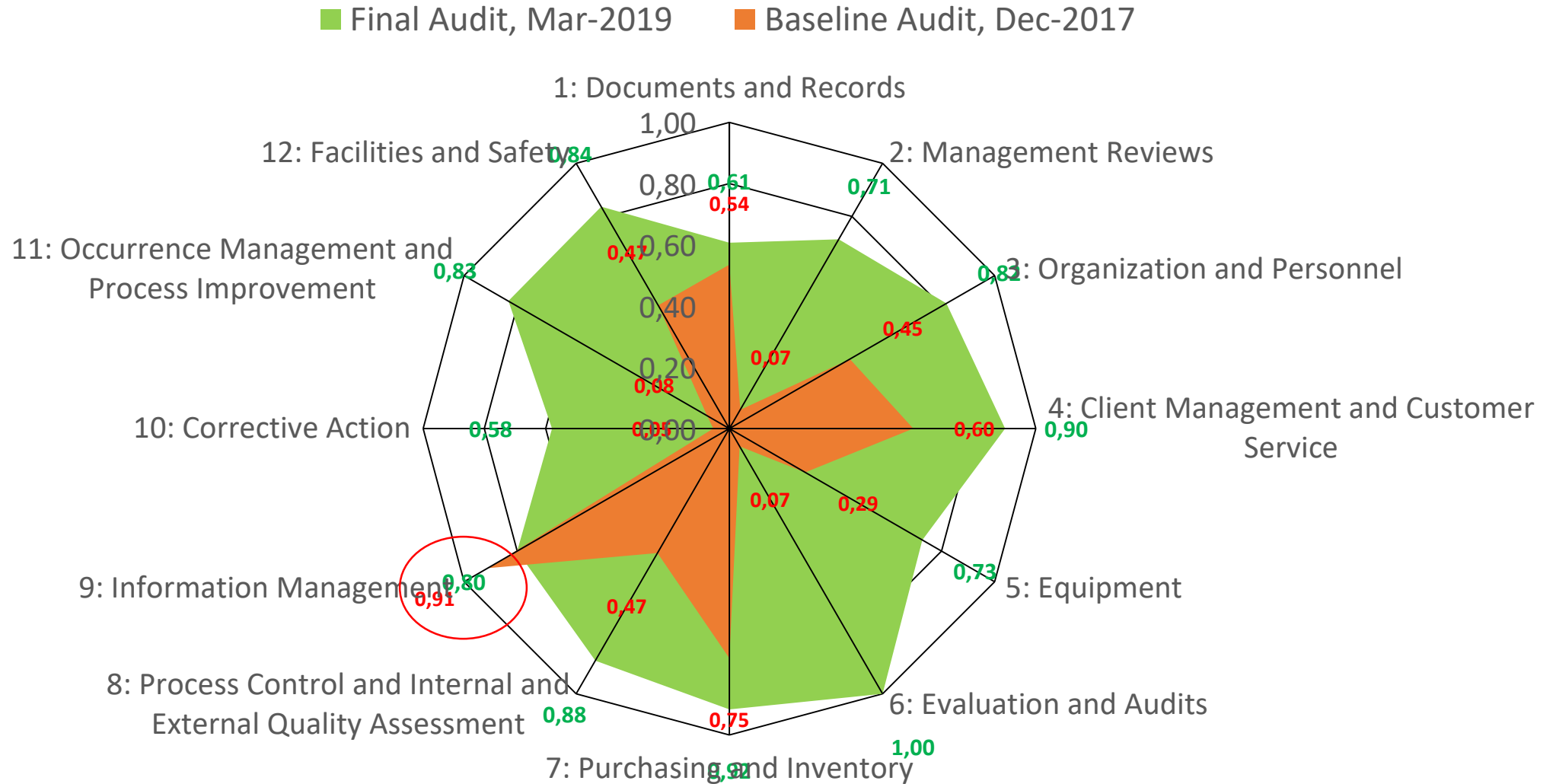
Results

- From final audit:
 - improvement changes that ranged from 7-93% in all sections
 - except Section 9 that decreased 11% compared to baseline score that could be explained via moderation process of the laboratory information system.
 - average summary scores increase from 43% (Level 1) to 79 (% (Level 4)



Results

Comparison of Audit Results



Results

Before



Now



Conclusion

- Implementation of LQMS has been successful through staff engagement on continuous quality improvement to reach commendable Level 4.
- Main reasons for this success:
 - ◆ support from hospital director
 - ◆ leadership (managing, planning, documenting, training, M&E.....)
 - ◆ vision, goals (our target: 80%), objectives, the commitment
 - ◆ participation of all staff members (behavior changes)

Key messages

“Do what we wrote, write we done, review what we recoded”

“What we did not know, it is not important”

“Learn every things in every time, from every where and every one ”

Acknowledgement

- All staff members of Bureau of Medical Laboratory Services, Department of Hospital Services, Ministry of Health, Cambodia
- Director Board and all staff of Cambodia-China Friendship Hospital
- All mentors of International Training & Education Center for Health



Reference

1. Ministry of Health, Department of Hospital Services, Bureau of Medical laboratory Services, Cambodian Laboratory Quality Management System (CamLQMS) checklist for Accreditation, January 2018
2. Ministry of Health, Department of Hospital Services, Bureau of Medical laboratory Services, CamLIS Data base and Web base
3. I-TECH, Records of External Audit Results, Dec-2017, Nov-2018, Mar-2019
4. CCFPKH laboratory Report 2013, 2014, 2015, 2016, 2017, 2018, 2019 extracted form CamLIS data base and CamLIS web base.