



1ST CAMBODIAN NATIONAL MEDICAL
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The Secret Quality : Experiences From Cambodia-China Friendship Preah Kossamak Hospital Laboratory (CCFPKH Lab)

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Background

- Quality assurance officer (QAO) of CCFPKH lab is pivoted to implementation of laboratory quality management system (LQMS).
- The key functions of QAO:
 - Assess Good Laboratory Practices (GLP),
 - Train personnel, review of quality year plan,
 - Seek advice from clinical authorities,
 - Adhere to internal audit program,
 - Monitor and ensure compliance to standards and QMS training.

Objective

- This study aims to disclose the CCFPKH quality improvement measured by improvement in CamLQMS audit scores.

Method

- Document CCFPKH QAO activities from Jan 1, 2018 till March 17, 2019 =441-day diary. During this duration, 284 were working days.

Year	Week	Days	Total
1.25	63	7	441
1.25(Ex-PH)	57	5	284

Method_cont.

- Review the diary-written activities separated into seven (7) categories of LQMS tasks:
 - A) Assessed workflow and update SOPs;
 - B) Joined 11 workshops conducted by MoH and partners, and sharing of knowledge to staff;
 - C) Conducted weekly laboratory quality meetings;
 - D) Trained hospital ward staff on specimen collection;
 - E) Conducted internal audits and analysis;
 - F) Daily and monthly quality indicators monitoring;
 - G) Conducted staff training on LQMS and documenting non-conformity/occurrence reports.

Result

- From January 2018-March 2019, QAO spent **199/284** days (70%) on LQMS improvement activities

A) Assessment of workflow, reviewing and updating SOPs and monitoring daily quality controls performance=56/199 days (28%).

For 3 months

Months	Week	Days	Total-4 Day (PH)
3	12	5	56

Result_cont.

B) Joined 11 workshops conducted by development partners and Ministry of Health, and sharing of knowledge to staff =33/199 days (17%).

Feb 2018-March 2019

N	Date	Topic	Place
1	19-23-Feb-18	National Dissemination Material, CamLQMS checklist	Siemreap
2	21-23-Mar-18	Specific Training Material	Kampong Cham
3	02-06-Apr-18	Regional Onsite Training, Distilled water and Pipette calibration, volume check	CCFPKH Lab
4	09-10-May-18	Onsite Training, How to develop SOPs, reference laboratory and document control	PAD Lab
5	13-17-Aug-18	UBC QMS course training, Section1	NIPH
6	17-19-Sep-18	Onsite Training, Internal Audit	Kampong Cham
7	12-15-Nov-18	Onsite Training, Method Verification and IQC	Takeo
8	24-27-Dec-18	Onsite Training, Management Review	Phnom Penh
9	11-15-Feb-19	UBC QMS course training, Section2	NIPH
10	16-Jan to 14-Mar-2019	Auditor Training	Zoom training
11	25-26-Feb-2019	Confirmation of CamLQMS checklist application	CCFPKH
	Total Days 33		

Result_cont.

- **C) Conducted weekly laboratory quality meetings=8.5/199 days (4%)**
- **Jan 2018-March 2019 (QAT Meeting)**

Days or Times	Divide	Days	Total Days
17 Time	2	8.5	8.5

- **D) Trained hospital ward staff on specimen collection=8.5/199 days (4%)**

Jan 2018-March 2019 (Schedule Train, Meeting Report, Direct train..ect..)

Days or Times	Divide	Days	Total Days
17 Time	2	8.5	8.5

Result_cont.

- **E) Conducted internal audits and analysis=6/199 days (3%).**
- **Jan 2018-March 2019 (Quick Audit 1 hour/ Section ... And Gap with QIP)**

Internal Audit	Days	Total Days
3 Time	2	6

F) Daily and monthly quality indicators monitoring=48/199 days (24%);

For 3 months (QI Monitoring)

Months	Weeks	Days	Total days
3	12	4	48

Result_cont.

- **G)** Conducted staff training on LQMS and documenting non-conformity/occurrence reports= **39/199 days (20%)**.
- **Jan 2018-March 2019**

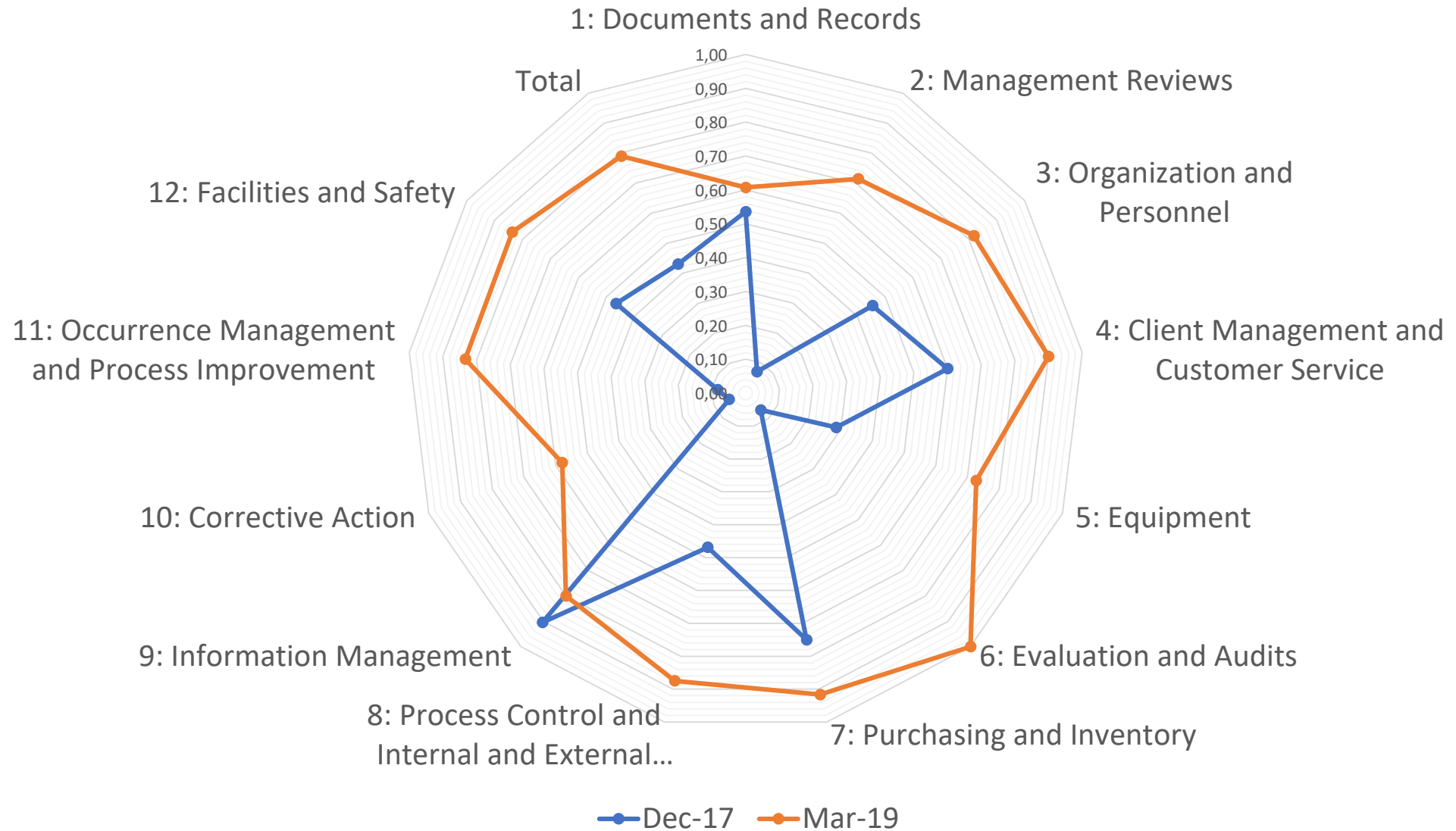
Years	Training Time+ Zoom Meeting	Days	Total days
1.25	33+6	39	39

Result_cont.

- Extra training with trainer auditor from 16 Jan 2019-14 march 2019. List name selected by BMLS. And Directly Accessor practice on section 12(Facility and Safety) with Nayah, Song Sophanna, Ms. Sam Sopheap on 20 to 21 March 2019 at Sihanouk Ville Hospital.
- **Jan 2019-March 2019**

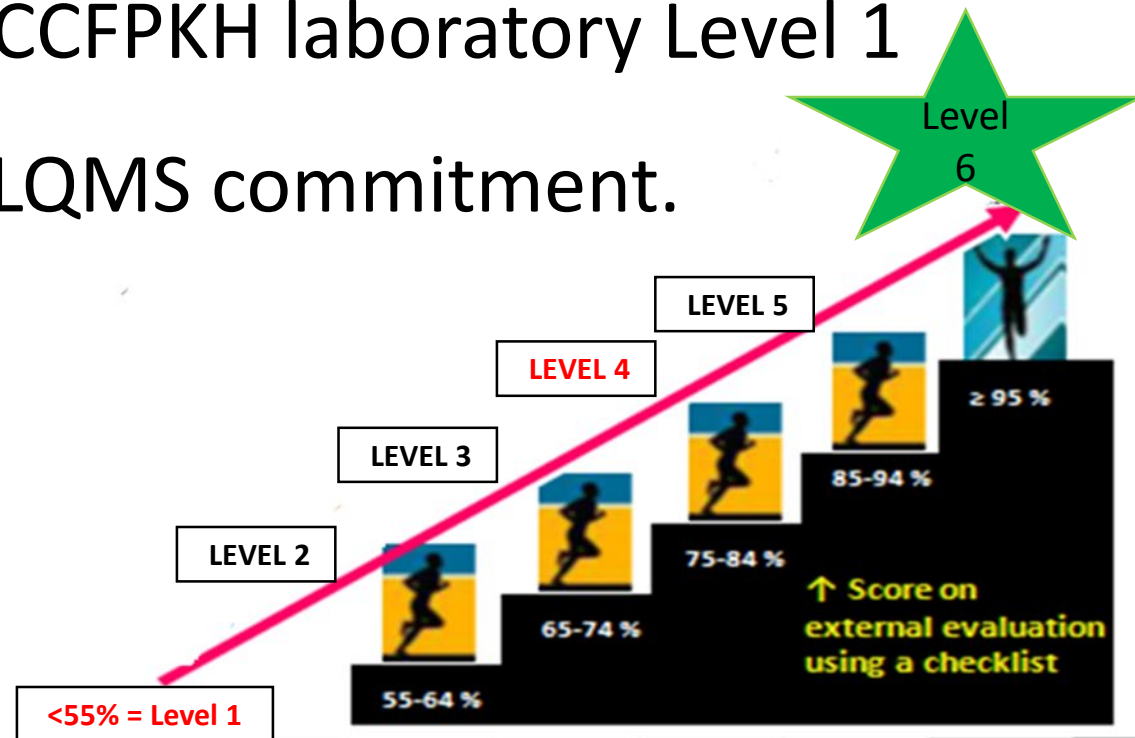
Days or Times (Train Zoom)	Divide	Days	Total Days
6 Time	2	3	3

Result_cont.



Conclusion

- ✓ CCFPKH QAO spent **70%** of working time on monitoring quality on compliance to standards and ensuring GLP.
- ✓ That is the secret of elevating CCFPKH laboratory Level 1 to Level 4 within 1.25 years of LQMS commitment.



Thank you

- ✓ Bureau of Medical Laboratory Services, Department of Hospital Services
Ministry of Health, Cambodia
- ✓ International Training & Education Center for Health
- ✓ World Health Organization, Cambodia.

