

IMPROVE OF SAMPLE QUALITY

+ NPH :

Srey Viso Pharm.D

Nhep Sopheay Pharm

+PSH :

Dr. Chum Sovann

Ork Muoyleng Pharm.D

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1

- **REASON :**

- **Feedback from physicians about the results of our lab.**
- **Lot of sample rejection**

BENEFIT

■ LABORATORY :

- Save time
- Save money
- Better quality samples and result
- Satisfy from customers

■ CUSTOMERS:

- Save time
- Save money
- More confidence on Lab

RISK

■ **LABORATORY :**

- Need more training to our staffs
- Less samples
- Staff more pressure

■ **CUSTOMERS:**

- Complaining



SET UP PLAN

- Our plan is focus on sample collection
- Sample quality will be increase in 6 months

TRAINING STAFFS

- Training staffs, nurses following the SOP
- Job aids, Poster in specimen collection

FOLLOWING

- Check : spot, every month, three months.

RESULT , EVALUATION AND REPORT

■ Result (1) :

- Sample rejection reduce
- Number of sample received by ward is the same or increase
- Complaining from customers reduce
- ⇒ Result of our plan improve.
- ⇒ Conclusion : Our plan is accept.
 - ⇒ Monitoring our PDSA.

RESULT , EVALUATION AND REPORT

▪ Result (2) :

- Sample rejection increase
 - Number of sample received by ward reduce
 - Complaining from customers increase
- ⇒ Result of our plan not improve.
- ⇒ Conclusion : Our plan is unacceptable.
- ⇒ DO PDSA again !

THANK YOU