

# UBC-Course Quality Improvement Project

## Improve IQC Performance

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Venue: NIPH-Phnom Penh



# Contents

- Root Cause
  - Make plan
  - Trial Plan
  - Plan Monitoring
  - Run Plan
- 

# Root Cause

- ❖ IQC Indicator: 100 %
- ❖ Jan-April, Average IQC done
  - IQC Hematology: 64%
  - IQC Biochemistry: 92%
- ❖ Corrective Action: 0%
- ❖ Why?
  - Limited Knowledge
  - Staffs involvement
  - Budget




Make a Plan



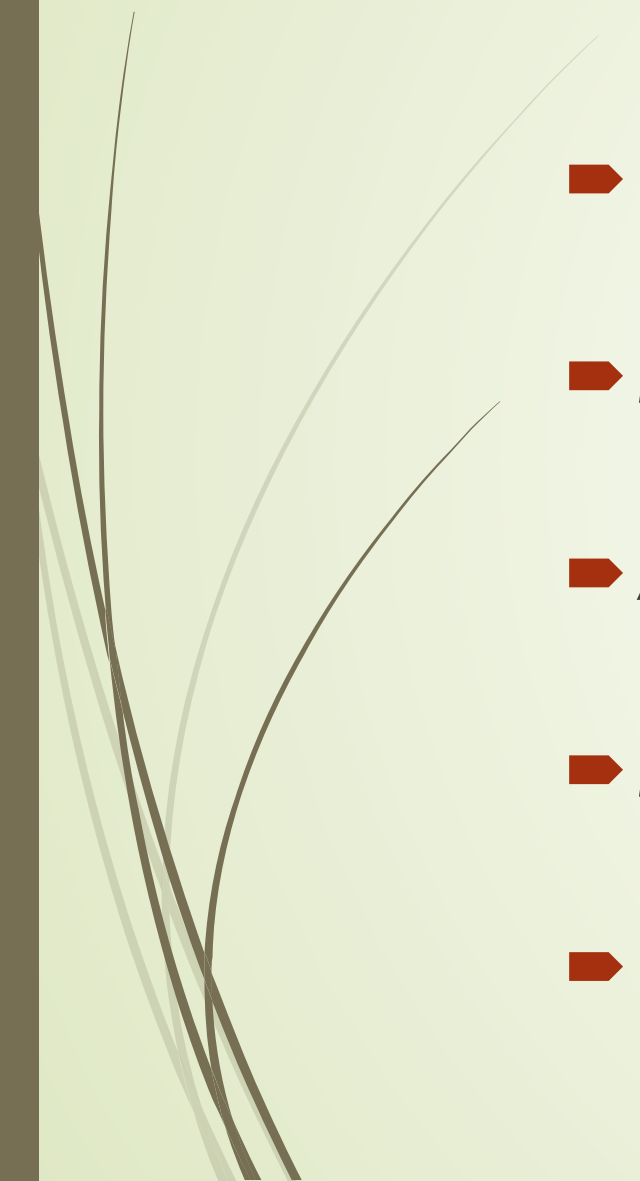


# Objective

- ❖ To achieve target 100%
  - ❖ To improve corrective action
  - ❖ Document and record
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# Main Action Plan

- Discussion in QA team meeting
  - Make a training
  - Apply
  - Monitoring
  - Run plan
- 

# Benefit vs Risk

	<b>Benefit</b>	<b>Risk</b>
Lab	<ul style="list-style-type: none"><li>1-More accurate</li><li>2-More precise</li><li>3-Strong team work</li><li>4-Improve LQMS</li></ul>	<ul style="list-style-type: none"><li>1-Time delay</li><li>2-Increase budget</li><li>3-Equipment</li></ul>
Customer-In (Staffs)	<ul style="list-style-type: none"><li>1-Release result with confident</li><li>2-Honor</li><li>3-More profit</li></ul>	<ul style="list-style-type: none"><li>1-Work load</li><li>2-Stress</li><li>3-More accountability</li></ul>
Customer-Out (Physician-Patient)	<ul style="list-style-type: none"><li>1-Reliable result</li><li>2-Improve treatment</li></ul>	<ul style="list-style-type: none"><li>1-Timely delay</li></ul>

# Action Plan

Action	Indicator	Responsible	Dead Line	Date Follow Up
QA team meeting	-Know specific cause -Meeting record	K. Samnang	May-2019	May-2019, done
Train: Quality Assurance	-Training material -Training record -Evaluate course data	S. Sosorphea	May-2019	23,24,28-May-2019, done
QC material supply	-No out of stock data -Stock management report	E. Puthey	Jun-Aug 2019	



# Action Plan

Action	Indicator	Responsible	Dead Line	Date Follow Up
Apply Improve IQC performance	-IQC sheet record (100%) -NC record (100%)	-K.Samnang, QAO -Supervisor of Units -Responsible staffs	June-Aug 2019	
Short- Monitoring data	-NC recorded data -IQC indicator data	-K.Samnang -QA Team	June-Aug 2019	
Long- Monitoring	-IQC indicator annual report	-K.Samnang -QA Team -Supervisor of units -Staffs each unit	Dec 2019	



Thank You!