

# Group1: Kandal, Kratie and BMLS

## Group Member :

- ❖ Mis. Boy Chansopheap
- ❖ Mr. Keam Pisethavy
- ❖ Mr. Hay Lor
- ❖ Mr. Chhoeun Ratana
- Mr. Theara Oudom

# ទស្សនៈវិស័យ (Our Vision)

ធ្វើការរួមគ្នាដើម្បីផ្តល់នូវសេវាមន្ទីរពិសោធន៍ដែលមានគុណភាពខ្ពស់សំរាប់ប្រជាជនកម្ពុជាមានសុខភាពល្អ។

Working together to provide high quality laboratory services for a healthier Cambodian

# បេសកកម្ម (Our Mission)

ប្រតិបត្តិការយ៉ាងរលូន និង មានប្រសិទ្ធភាព អោយដូចមន្ទីរពិសោធន៍វេជ្ជសាស្ត្រសំរាប់ធ្វើរោគវិនិច្ឆ័យដែលមាន គុណភាពខ្ពស់ ដោយធានាបន្ត ការកែលម្អដើម្បីផ្តល់លទ្ធផល ត្រឹមត្រូវ អាចទុកចិត្តបាន និង ទាន់ពេលវេលាដល់អតិថិជនរបស់យើង។

To operate smoothly and efficiently as a high quality diagnostic medical laboratory by assuring continuous improvement to provide accurate, reliable and timely result to our clients















# CamLQMS

1. Document and record
2. Management Review
3. Organization and Personnel
4. Client Management and Customer Service
5. Equipment
6. Evaluation and Audits
7. Purchasing and Inventory
8. Process Control and Internal and external Quality Assessment
9. Information Management
10. Corrective Action
11. Occurrence Management and Process Improvement
12. Facilities and Safety

# One Goal supporting our Mission

## 4. Client Management and Customer service

Category	Published maximum score	Audit maximum score		Audit score	Current Percentage
1: Documents and Records	28	28		16	 57%
2: Management Reviews	14	14		2	 14%
3: Organization and Personnel	22	22		10	 45%
4: Client Management and Customer Service	10	10		5	 50%
5: Equipment	35	33	*	18	 55%
6: Evaluation and Audits	15	15		2	 13%
7: Purchasing and Inventory	24	24		13	 54%
8: Process Control and Internal and External Quality Assessment	32	28	*	16	 57%
9: Information Management	21	13	*	13	 100%
10: Corrective Action	19	19		3	 16%
11: Occurrence Management and Process Improvement	12	12		2	 17%
12: Facilities and Safety	43	43		25	 58%
<b>Total</b>	<b>275</b>	<b>261</b>	<b>*</b>	<b>125</b>	<b>48%</b>

# One Goal supporting our Mission

## 4. Client Management and Customer service

### **4.1 Advice and Training by Qualified Staff**

Do staff members with appropriate professional qualifications provide clients with advice and/or training regarding required types of samples, choice of examinations, repeat frequency, and interpretation of results?

### **4.2 Resolution of Complaints**

Does the laboratory investigate (review) and resolves of customer complaints?

### **4.3 Laboratory Handbook for Clients – information to users**

Is there a laboratory handbook for laboratory users that includes information on location of the lab, services offered, laboratory operating times, instructions on completion of request forms, instruction for preparation of the patient; sample collection including patient collected samples, transport, agreed turnaround times, acceptance and rejection criteria, availability of advice on examination and interpretation of results; lab policy on protection of personal information, laboratory complaints procedure.

### **4.4 Communication Policy on Delays in Service**

Is timely, documented notification provided to customers when the laboratory experiences delays or interruptions in testing (due to equipment failure, stock outs, staff levels, etc.) or finds it necessary to change examination procedures and when testing resumes?

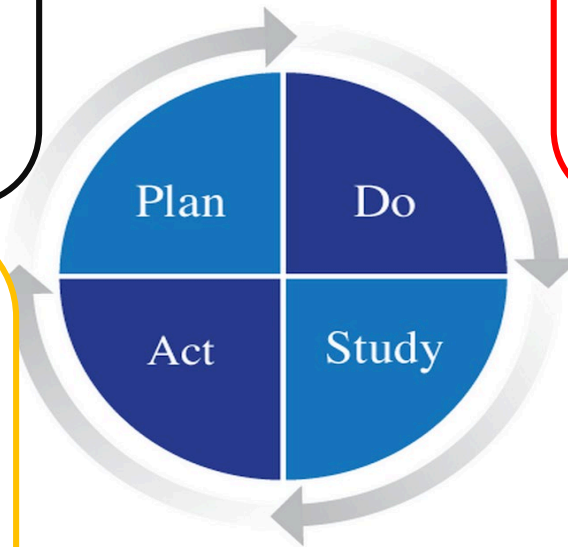
### **4.5 Evaluation Tool and Follow up**

Is there a tool for regularly evaluating client satisfaction, staff suggestions and is the feedback received effectively utilized to improve services?

# Laboratory Handbook for Clients – information to users

- ✓ Updated Service Handbook For Clients (hospital staff)
- ✓ Design leaflet information for user (OPD Patient)
- ✓ Updated location Sign to Lab

- ❑ Printout in the decision amount
- ❑ Distribution to target user
- ❑ Ask feed back from Hospital staff during meet and OPD Patient with plan short question
- ❑ Cycle to PDSA



- QA Design within one week
- Design new leaflet for OPD Patient
- LM approval after final discussion
- Get approval from Hospital Director

- ❖ Quotation
- ❖ Primary print
- ❖ Show to team and Hospital Director

# Leaflet

មន្ទីរពេទ្យ យើងខ្ញុំមានសេវាកម្ម ទទួលពិនិត្យ និង

វិភាគតេស្តគ្រប់ប្រភេទ

ម៉ោងធ្វើការ ៖

៧ ព្រឹក ដល់ ៥ ល្ងាច

ពីថ្ងៃ ចន្ទ ដល់ អាទិត្យ

ពិនិត្យសុខភាពទូទៅ	
1. CBC	2.00
2. Glucose	1.00
3. Cholesterol	1.00
4. HDL-Cholesterol	1.50
5. LDL-Cholesterol	2.00
6. Triglycerides	1.25
7. Uric Acid	1.00
8. Urea	1.25
9. Creatinine	1.25
10. Ionogramme	2.50
11. Protein Total	1.00
12. Albumin	1.00
13. Calcium	1.00
14. Transaminase (ASAT, ALAT)	1.50
15. GGT	1.25
<b>តំលៃសរុប</b>	<b>\$ 20.50</b>
ពិនិត្យជាតិឆ្នាញ់	
1. Cholesterol	1.00
2. HDL-Cholesterol	1.50
3. LDL-Cholesterol	2.00
4. Triglycerides	1.25
<b>តំលៃសរុប</b>	<b>\$ 5.75</b>
ពិនិត្យរកបំពង់ទឹកនោមព្រួម	
1. Glucose	1.00
2. Hb A1C (Roche)	8.75
3. Urine Analysis	2.00
<b>តំលៃសរុប</b>	<b>\$ 11.75</b>

ពិនិត្យមុនពេទ្យ	
1. Urea	1.25
2. Creatinine	1.25
3. Ionogramme	2.50
4. Urine Analysis	2.00
<b>តំលៃសរុប</b>	<b>\$ 7.00</b>
ពិនិត្យមេរោគភ្លើង ប្រភេទ អា	
1. Ab HAV Total	10.00
2. Ab HAV IgM	6.25
<b>តំលៃសរុប</b>	<b>\$ 16.25</b>
ពិនិត្យមេរោគភ្លើង ប្រភេទ បេ និង លេ	
1. Transaminase (ASAT, ALAT)	1.50
2. Ag HBS	3.50
3. Ab HBS	4.50
4. Ab HCV	8.50
<b>តំលៃសរុប</b>	<b>\$ 18.00</b>
ពិនិត្យមេរោគភ្លើង ប្រភេទ បេ មុនពាក់វ៉ាក់សាំងការពារ	
1. Ag HBS	3.50
2. Ab HBS	4.50
3. Ab HBCT	7.50
4. Transaminase (ASAT, ALAT)	1.50
<b>តំលៃសរុប</b>	<b>\$ 17.00</b>
ពិនិត្យមុនពេទ្យភ្លើង	
1. Transaminase (ASAT, ALAT)	1.50
2. GGT	1.25
3. Billirubine	2.00

4. ALP	1.25
5. Albumin	1.00
6. Protein	1.00
7. TP	2.50
<b>តំលៃសរុប</b>	<b>\$ 10.50</b>
រាប់មេរោគភ្លើង ប្រភេទ បេ	
1. PCR HBV Quantitative	\$ 40.00
2. PCR HBV Quantitative (Roche)	\$ 95.00
រាប់មេរោគភ្លើង ប្រភេទ លេ	
1. PCR HCV Quantitative	\$ 62.00
2. PCR HCV Quantitative (Roche)	\$ 105.00
ពិនិត្យបំពង់ទឹកលំពែង	
1. Amylase	1.50
2. Lipase	6.00
<b>តំលៃសរុប</b>	<b>\$ 7.50</b>
ពិនិត្យមេរោគក្នុងក្រពះ	
1. H. Pylori IgM	6.25
2. H. Pylori IgG	6.25
<b>តំលៃសរុប</b>	<b>\$ 12.50</b>
ពិនិត្យមេរោគក្រពះក្នុងលាមក	
1. H. Pylori Antigen	\$ 15.00
ពិនិត្យមេរោគលាមកពោះវៀន ក្នុងលាមក	
1. Stool Occult Blood	\$ 5.00



A dark grey arrow points to the right from the left edge of the slide. Below it, several thin, curved lines in shades of blue and grey sweep across the left side of the slide.

**Thank You For Your Attention**

**Living the mission**