

quality

Administrative Aspects of Quality System Improvements

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quality

Quality is never an accident. It is always the result of high intention, sincere effort, intelligent direction and skillful execution. It represents the wise choice of many alternatives.

-William A Foster-

What is a Quality system ?

in definition.....

The quality system of an institution comprises of it's;

- organizational structure
- policies, processes, procedures
- facilities and resources

which are being organized and managed to achieve the required standards of it's products & Services

Why a quality system is important?

1. To ensure the efficacy and safety of its products and services
 - **Product supply** → *Blood Supply*
 - **Supportive Services** → *Laboratory services*
 - **Specialized Services** → *Clinical services*

Why a quality system is important?

.....cntd.

2. To Minimize

- Wastage
- Errors
- Re-work

Why a quality system is important?

.....cntd.

3. To Enhance

- productivity
- staff confidence
- reputation of the institution
- customer satisfaction

Why a quality system is important?

In **Blood Transfusion**

Lack of Quality can lead to!

- Therapeutic failures, Hazardous reactions and Loss of life
- Wastage of time and resources
- Rework , Over work & Stress,
- Breach of staff confidence & motivation
- Breach of the good name and image of the institution
- Hazardous effects on the public and environment
- Inquiries, Litigations and loss of jobs !!

Commitment of the Management in Quality

The top Management shall demonstrate its commitment to Quality by;

- Establishing a Quality Policy
- Communicating to entire staff of the importance of ensuring a quality requirements

quality

- Planning & Implementing its critical activities on quality principles
- Establishing a separate quality management unit and/or
- designating an in-charge officer to implement the quality system and quality assurance activities

WHO Strategies for Quality & Safety of B Tx

The World Health Organization (WHO) has developed the following integrated strategy to promote global blood safety and minimize the risks associated with transfusion.

- 1 The establishment of nationally coordinated blood transfusion services with quality systems in all areas.
- 2 The collection of blood only from voluntary non-remunerated donors from low-risk populations.
- 3 The screening of all donated blood for transfusion-transmissible infections, including the human immunodeficiency virus (HIV), hepatitis viruses, syphilis and other infectious agents, and good laboratory practice in all aspects of blood grouping, compatibility testing, component preparation and the storage and transportation of blood and blood products.
- 4 A reduction in unnecessary transfusions through the appropriate clinical use of blood and blood products, and the use of simple alternatives to transfusion, wherever possible.



Quality in Blood Transfusion

- Needs
- Key aspects

Quality of blood supply – BTS directly involved

Quality of transfusion practices – BTs's role is indirect

Sri Lankan Story.....

- Policy of a Centralized System Attached to the Ministry of Health
- Ensured quality from vein to vein

ie: Donation to Transfusion

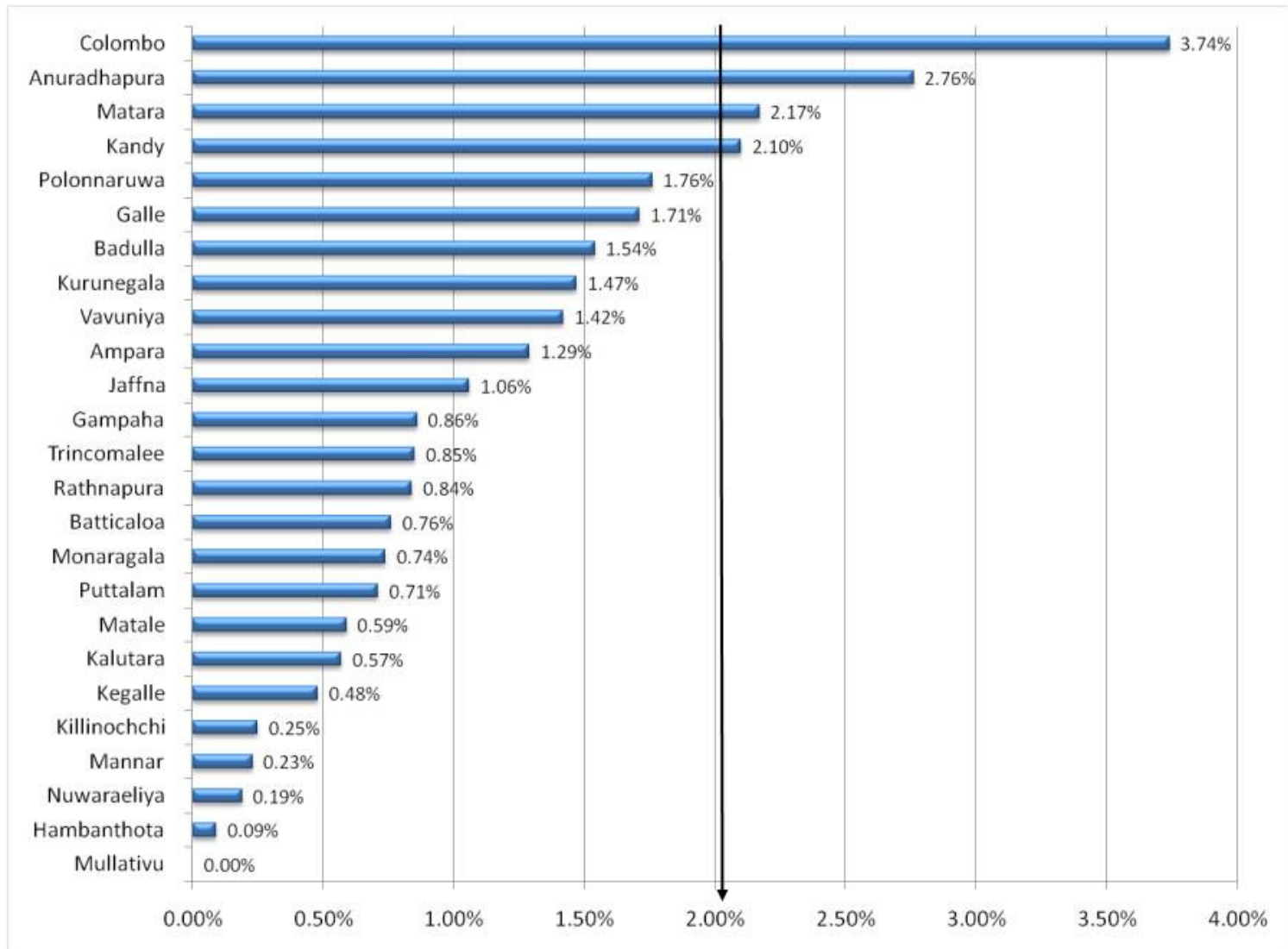
Following Through the Entaire Blood Supply chain.....

- Donor recruitment
selection &
collection of blood
- Processing of whole blood
- Donation testing
- Storage
- Compatibility testing and issue

1. Donor recruitment, selection & collection and processing of blood

- Availability of a separate donor Department
- Under supervision of a Specialist
- Standards and SOPs in place
- Evidence based blood collection and processing

Graph 01 Diversity on population based blood donors in each administrative district



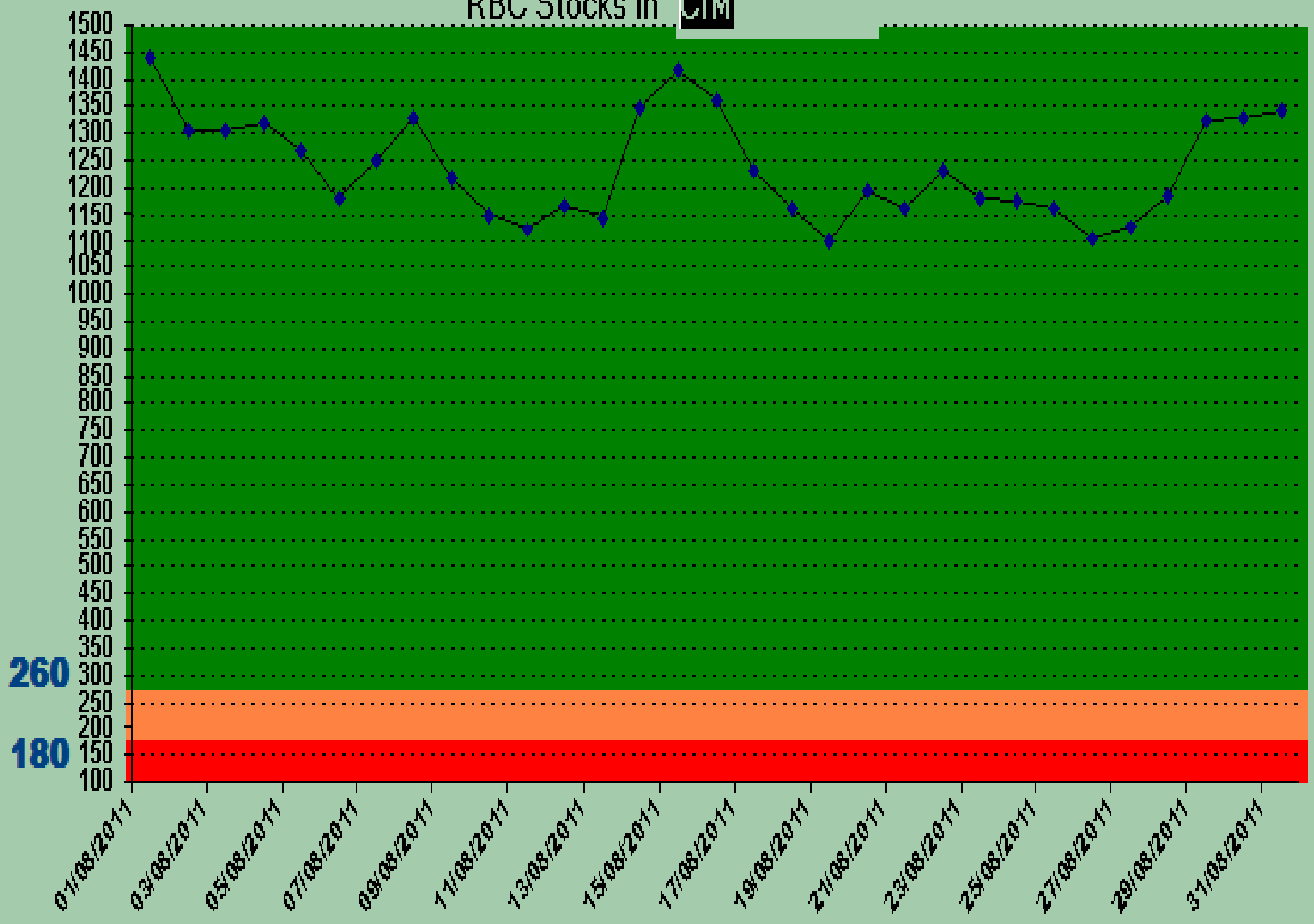
2. Laboratory Services

- ISO 15189 Accreditation for laboratories
 - Raising awareness among the staff
 - Preparing the Quality Manual
 - Staff training & Job Descriptions
 - Improving documentation
 - Standard Operating Procedures (SOP)

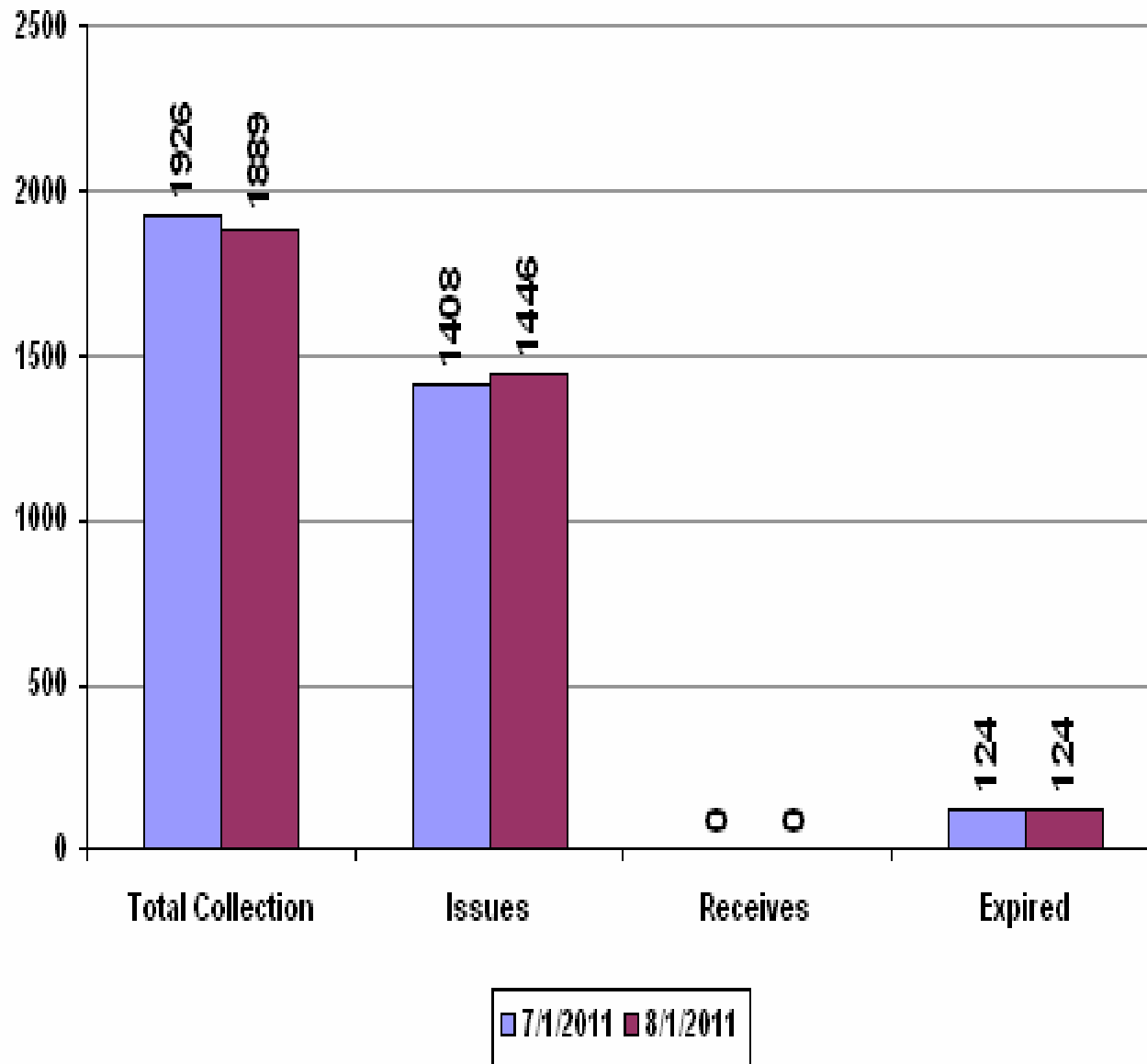
3. Stock Management

- Designated Stock Management Officer
- Installation of an alarm system to indicate critical stock levels
- Monitoring the high discard rate in;
 - monthly stock evaluation meetings
 - quarterly meetings with all clusters
- Effective redistribution

RBC Stocks in CIM



Blood Collection and Discards



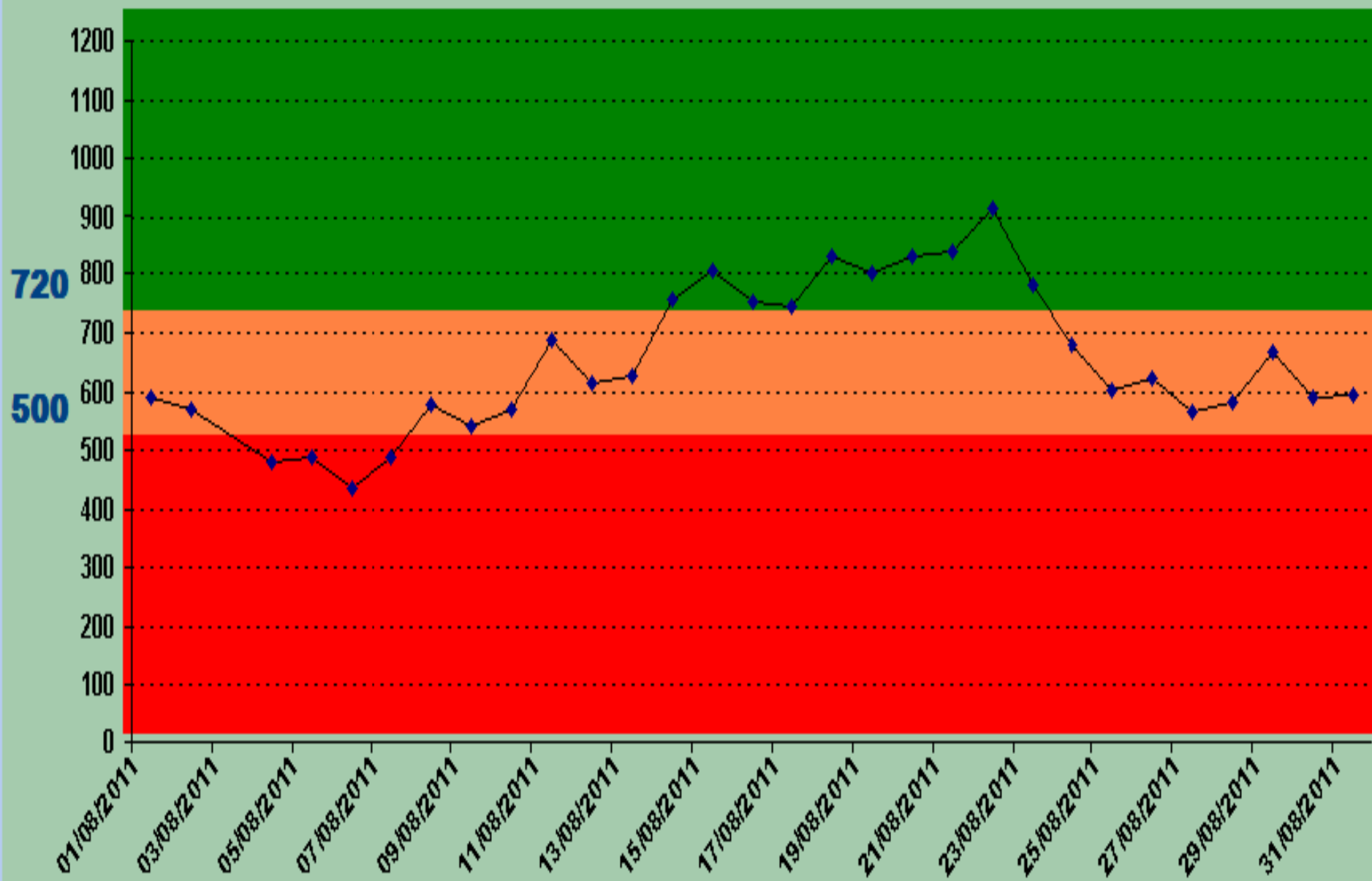
CIM

Month : Discard Ratio :

July/2011 6.4382 %

August/2011 6.5643 %

RBC Stocks in Kandy



4. Transfusion Practices

Involvement through HTC

- Proper request making
- Handling of received products
- Administration of blood
- Haemovigilance

Where to begin.....

- Commitment of the leadership:
 - Knowledge
 - Novel ideas
 - Vision & Mission
- Productivity improvement programmes
 - Japanese 5S concept
 - Awards / Accreditations

- Staff Motivation through:
 - In service training programmes
 - Improving lateral thinking
 - Identifying the capabilities of staff
 - Targetting for Accreditations and Awards

Our achievements so far....

	Year	Award Received
Provincial Productivity Awards	2009	Commendation
Taiki Akimoto 5S Award	2010	Gold
National Health Excellence Awards	2010/2011	Gold
National Green Award	2011	Silver
ISO 15189 Accreditation		
Sri Lanka National Quality Award	2011	Merit

We are now in the process
of implementing

- Kaizen Concept
- GMP standards

quality

- Remember.....
quality means;
you are working perfectly or
in near perfection
when no body is watching you!

quality

3/14/2012

Thank You