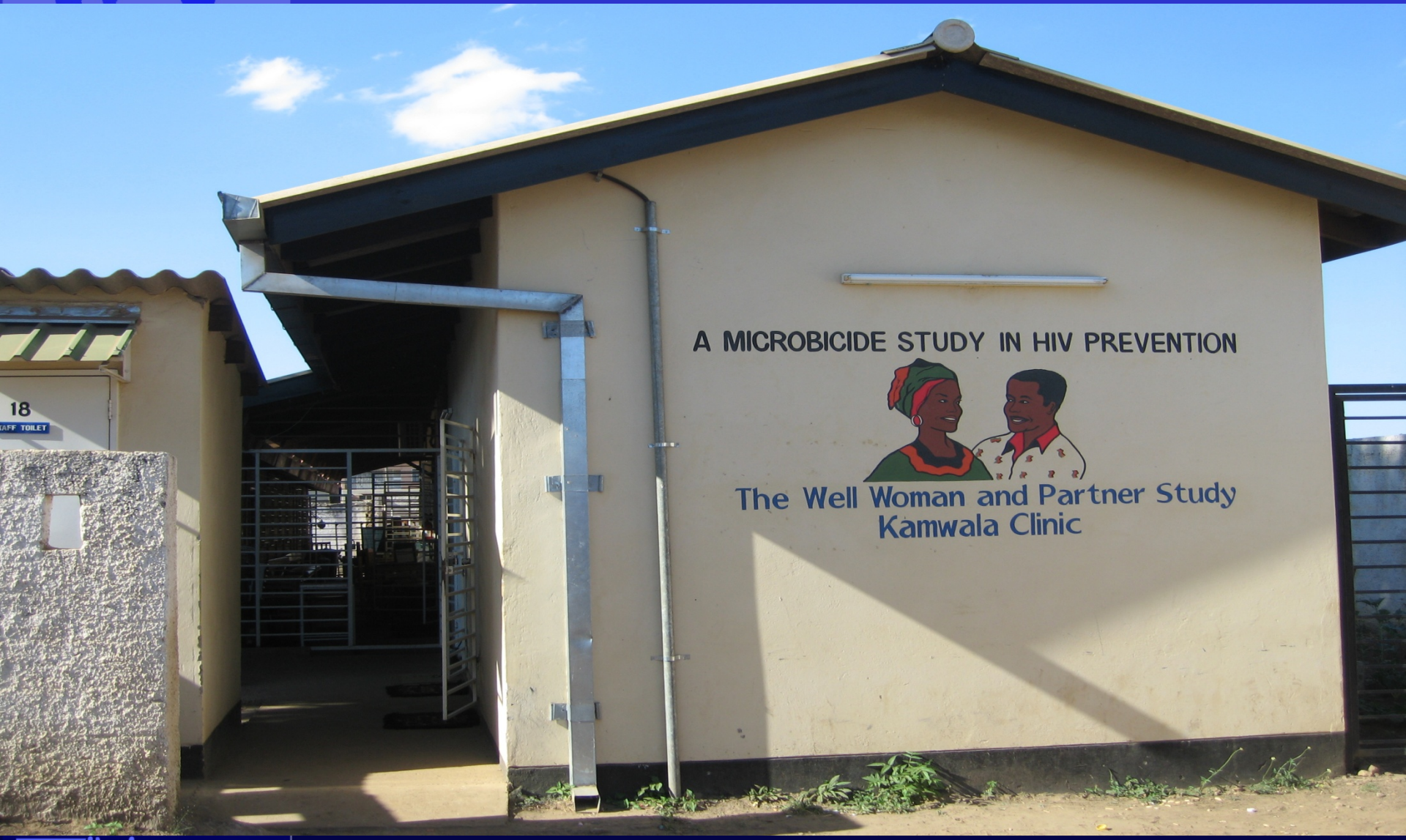
Improved QA/QC

MTN Africa Regional Meeting
10 September 2008

Cheri Reid, MTN Coordinator
Centre for Infectious Disease Research in Zambia
University of Alabama at Birmingham, USA
Lusaka, Zambia

CIDRZ

Kamwala CRS, Lusaka



CIDRZ

MTN

QC Performance Indicators:

SCHARP QC Edits
(CRFs)

- Accuracy
- Skip Patterns
- Completeness
- Timeliness

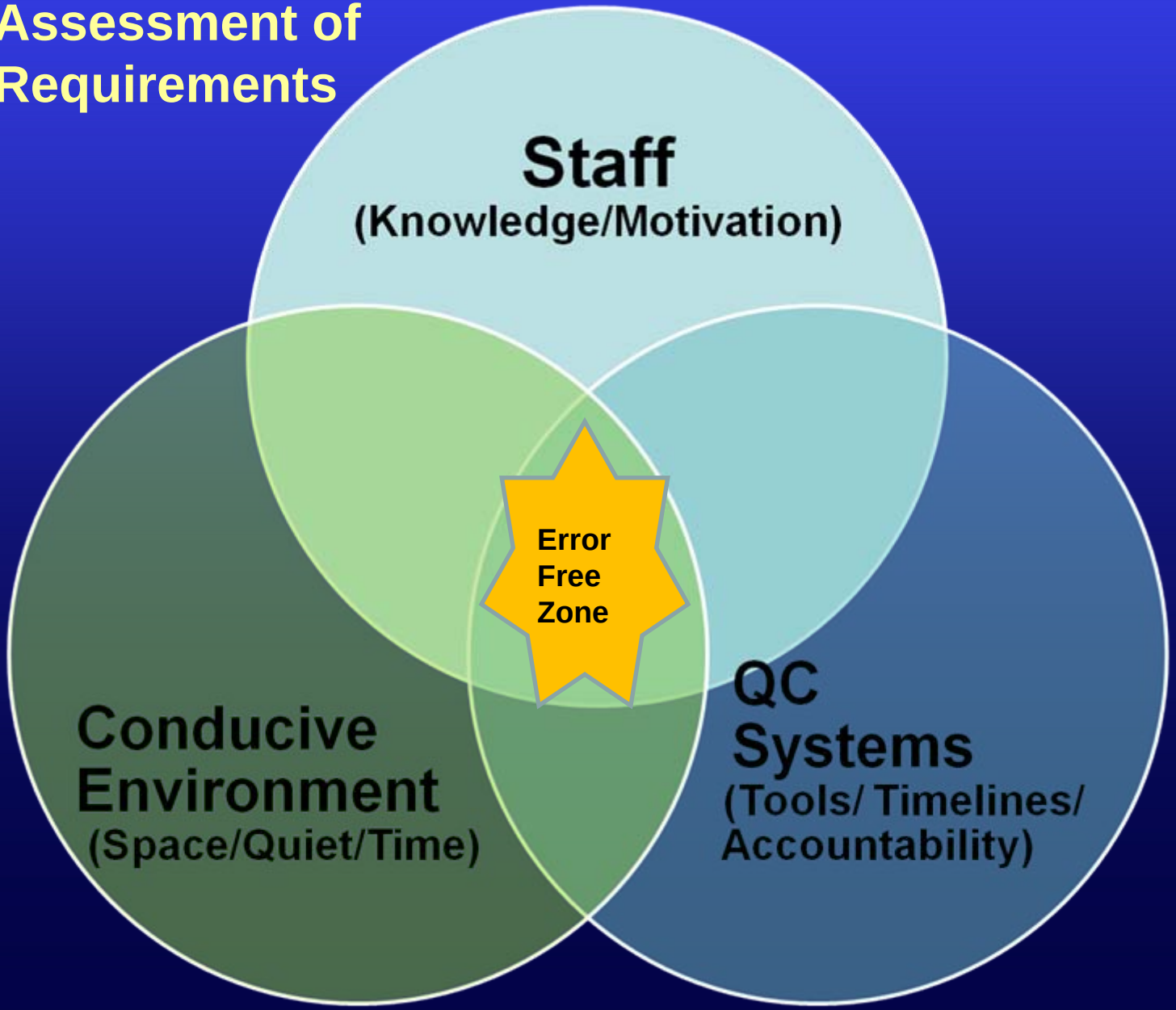
PPD Chart Review
(entire ppt record)

- Accuracy
- Cohesion
- Consistency
- Linked data

We needed to be thorough, detail-oriented, critical-thinking, and ahead of deadlines.

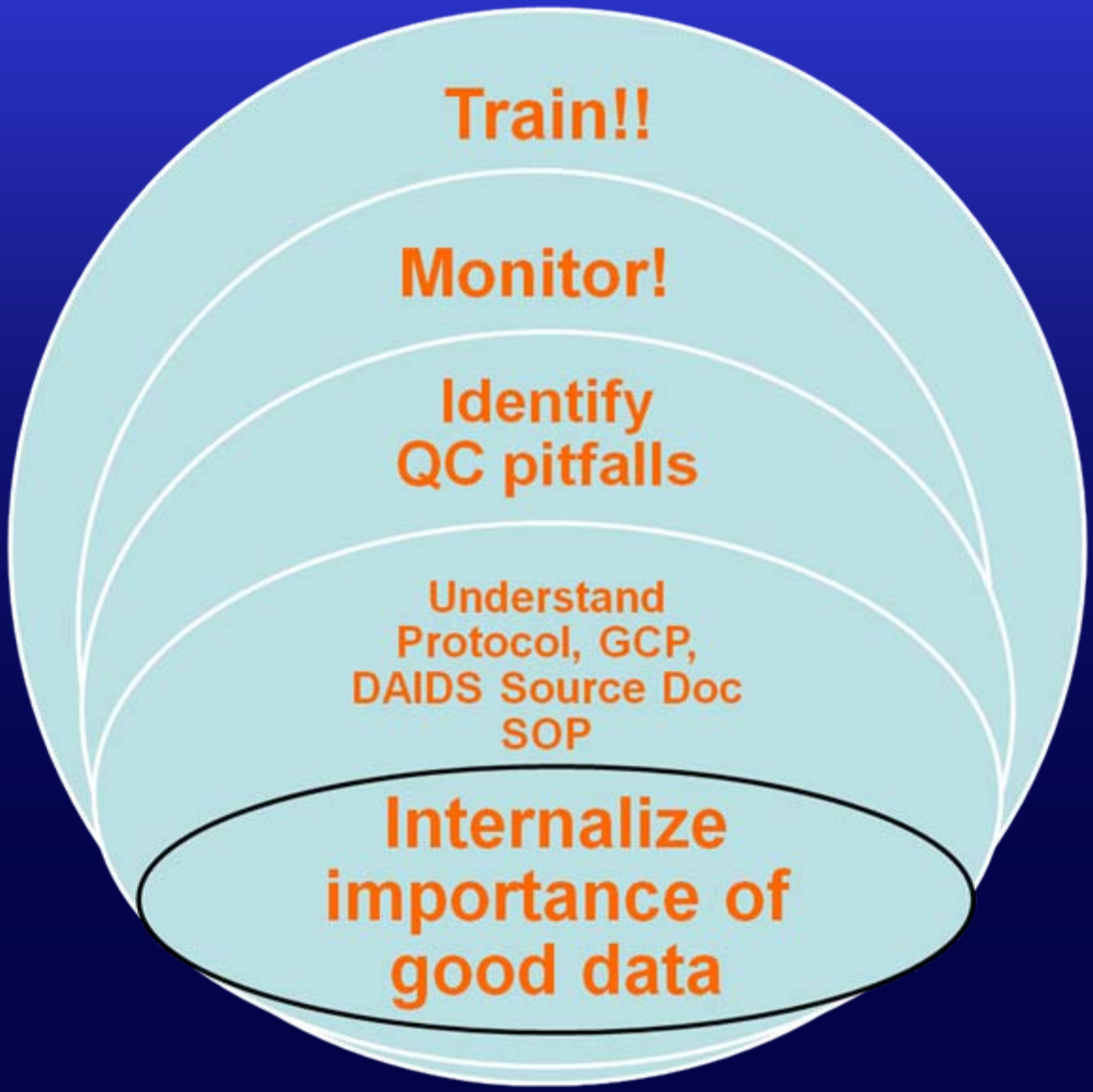
CIDRZ

Assessment of Requirements



CIDRZ

Improved QC Knowledge:



CIDRZ

QC Training:

Individual:

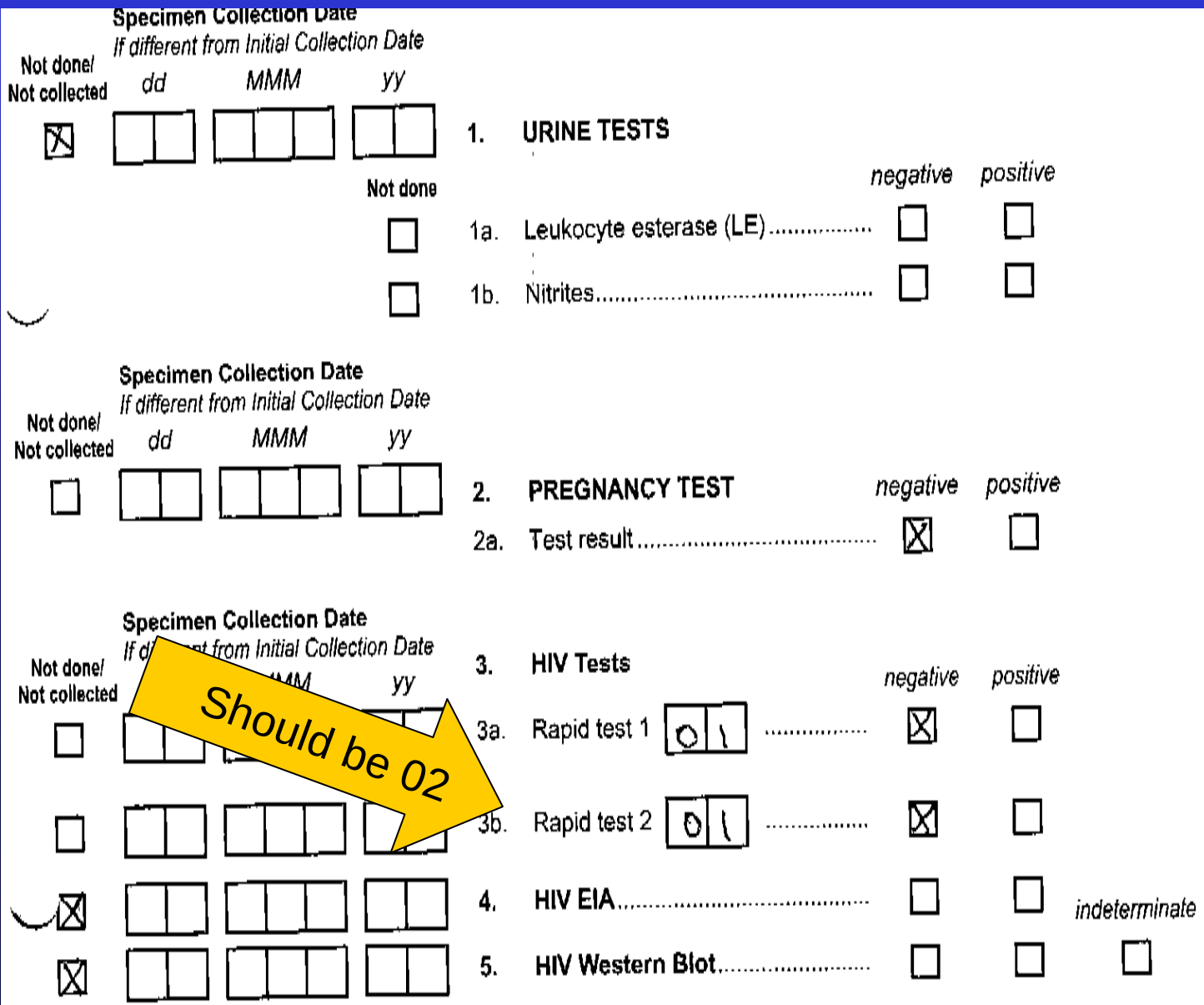
- 1:1 guidance with QC Nurse
- Individual Training Form

All staff – Interactive Training:

- Urgent QC Issues every morning
- QC trends/pitfalls at weekly meetings
- What the QC team is looking for
- How to do 100% QC review
- PPD chart review discussions

CIDRZ

Used Visual Aids:

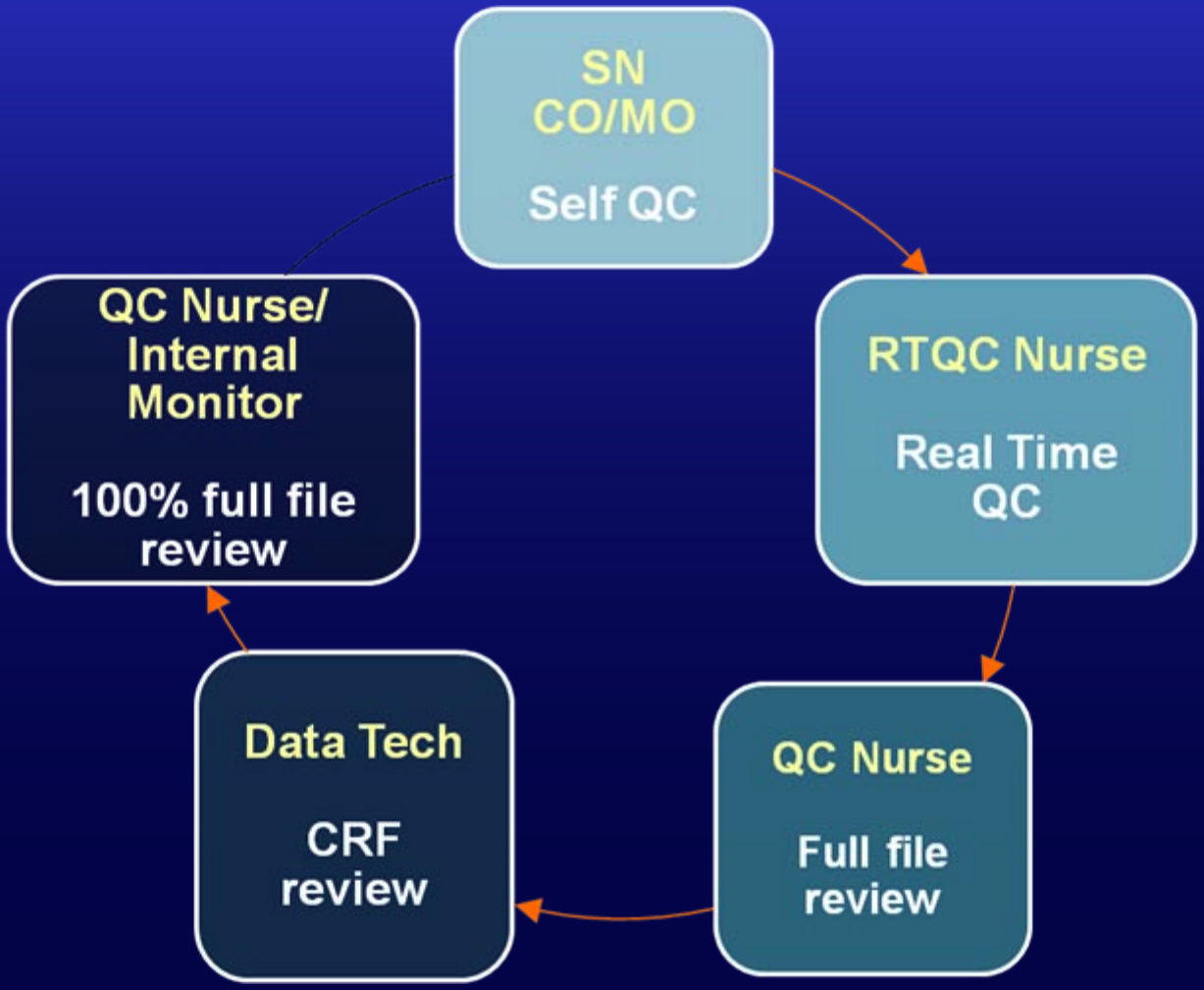


CIDRZ

Self Responsibility:

"Don't rely on others to find your mistakes"

"We are only as strong as our weakest link"



CIDRZ

Teamwork:

- Football team analogy

  “Each player has an important role”

  “Don’t allow us to score against ourselves”

- **T**ogether **E**veryone **A**chieves **M**ore

- “Umunwe umo tausala inda”

  “You can’t use only 1 finger to pick up a louse”

CIDRZ

Motivation:

CIDRZ

Novice to Mastery Concept & Corrective/ Preventive Actions:

CIDRZ

Altered External Environment:

Real Time QC Room:

- Separate room

QC Room:

- Quiet/No interruptions/mobiles on silent
- Comfortable temperature/fresh air
- Adequate table space to spread out
- Supplies within easy reach

CIDRZ

Emphasised Mindset:

- **Must be ready to concentrate!**
- Recognize when feeling lazy/drifting
- Take the time to do the review right
- Ask for a “fresh view/second eyes”
- Don’t make assumptions – always double check

“When you think you are perfect …
is when you are making mistakes”

CIDRZ

Developed QC Tools:

Visible Fliers:

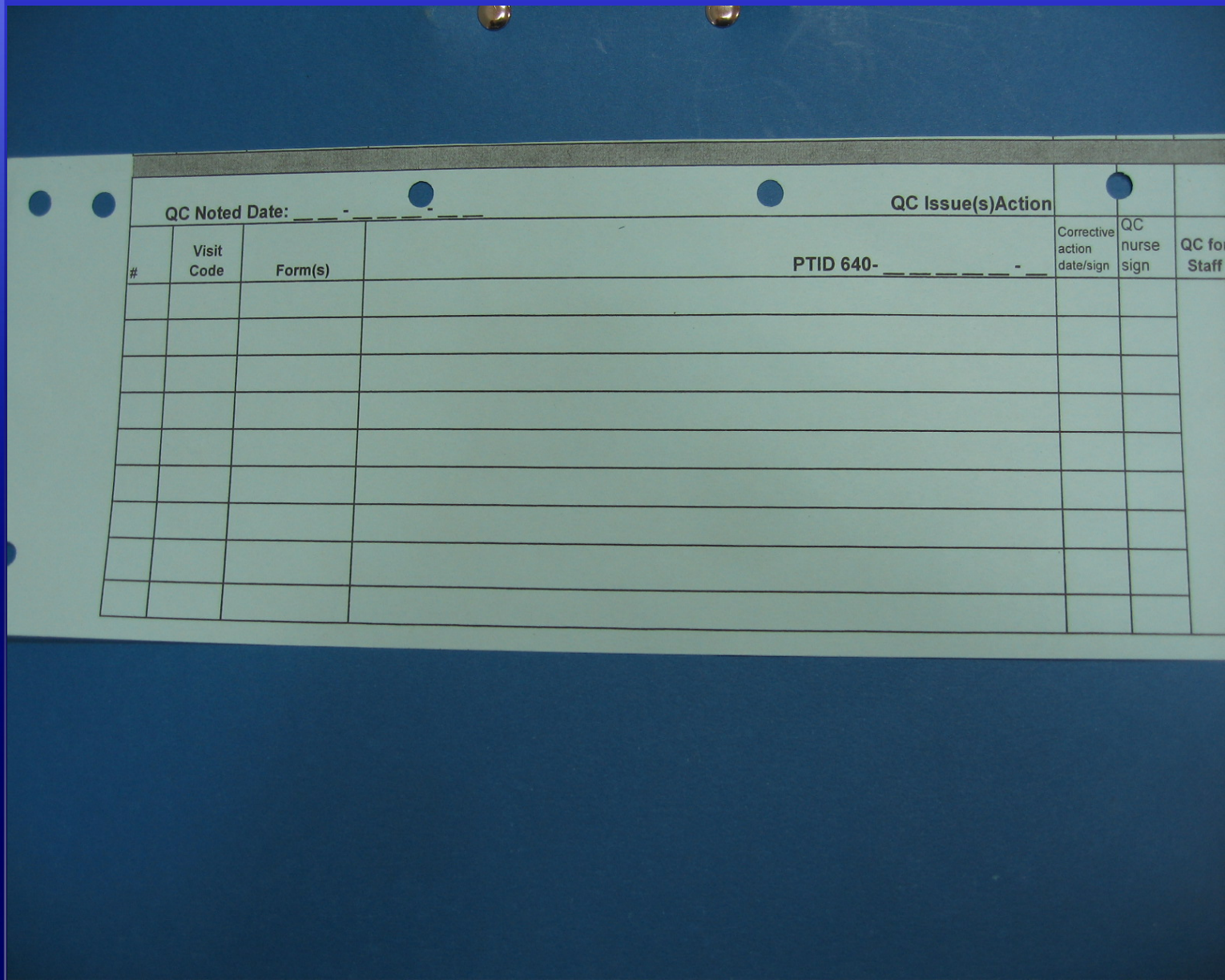
- Issues to Review at Next Visit
- QC Fliers (accountability)

Internal Monitoring:

- Check data fax first thing
- 100% QC monitoring tool
- QC Accountability checklists
- Staff initials to SCHARP QC Edits
- QC performance – trends/gaps

CIDRZ

QC Flier- Permanent Record:

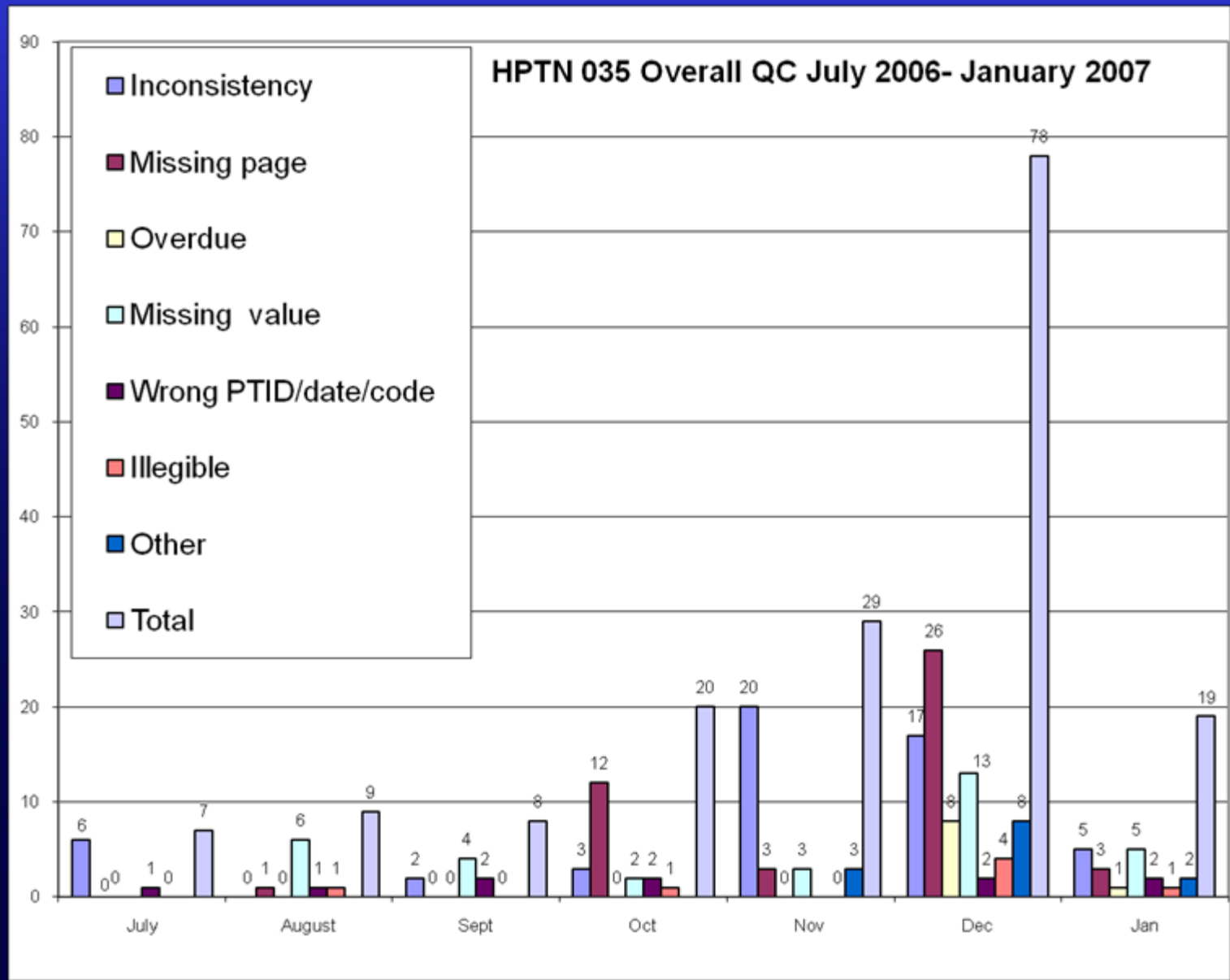


CIDRZ

QC Cabinet - Accountability:

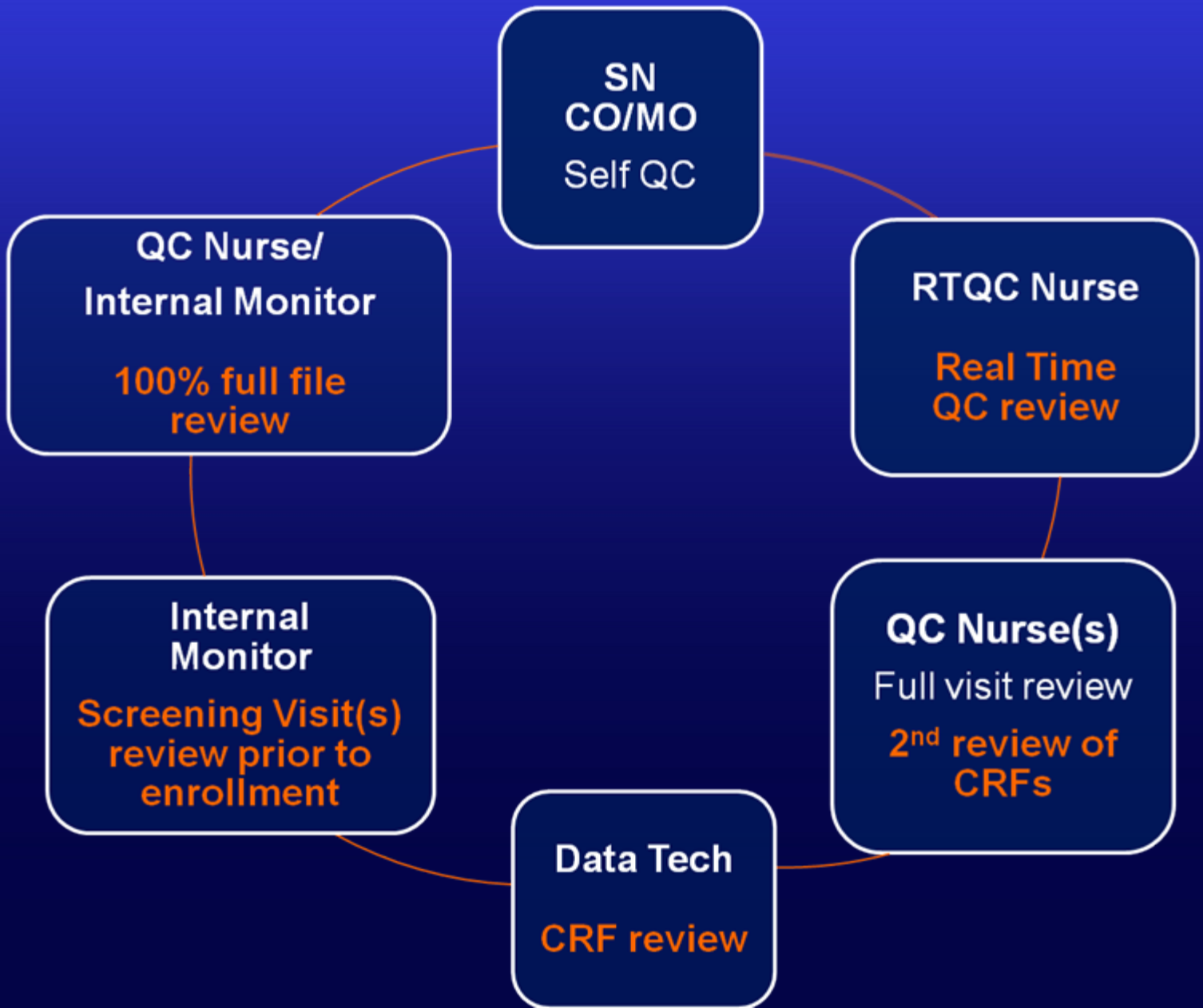
CIDRZ

Internal Monitoring:



CIDRZ

Lessons Learned:



CIDRZ

Did getting to a higher level of QC save time?

Not yet, low error rates cost time, space and money…

- ~ 4 FTE staff
- 2 QC rooms at clinic
- Stationery supplies
- training time

But, dedicating adequate resources to QC is very important

CIDRZ

Remaining Challenges:

- Improve Self QC to stop “root cause” of error creation (and thereby decrease time/cost)
- Ensure RTQC is in real time!
- Improve performance on linked forms where one error (or correction) affects many forms
- Continue to train on critical thinking
- Shorten charting time while maintaining high data quality

CIDRZ

Summary:

- Set stricter targets/timelines
- Prioritized QC and QC correcting
- Dedicated QC staff
- Promoted shared responsibility while emphasizing individual accountability
- Altered QC environment
- Visible training and tools
- Monitored our QC process
- Discussed QC and trained!

CIDRZ

Kamwala CRS QC Team:

QC Nurses: Mary Phiri
Christine Namakobo
Euphemia Milambo
Virginia Munamununggu

Data Techs: Elliot Ngulube
Estella Kalunkumya

QC Monitors: Aicha Brahmi
Stanley Mwale
Barbara Debevec

CIDRZ

Thanks to our Teachers!

UAB:	Hala Fawal
FHI:	Anne Coletti
	Kaila Gomez
SCHARP:	Missy Cianciola
	Corey Leburg
PPD:	Poovanni Murugan

Colleagues from other sites

CIDRZ

Thank you!

Zikomo!

Natotela!

CIDRZ