

A vertical decorative element on the left side of the slide, featuring a gradient from dark blue at the top to lighter blue at the bottom. It contains several white silhouettes of people of various heights and shapes, appearing to be in a group or meeting.

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

Kamwala CRS, Lusaka





QC Performance Indicators:

SCHARP QC Edits (CRFs)

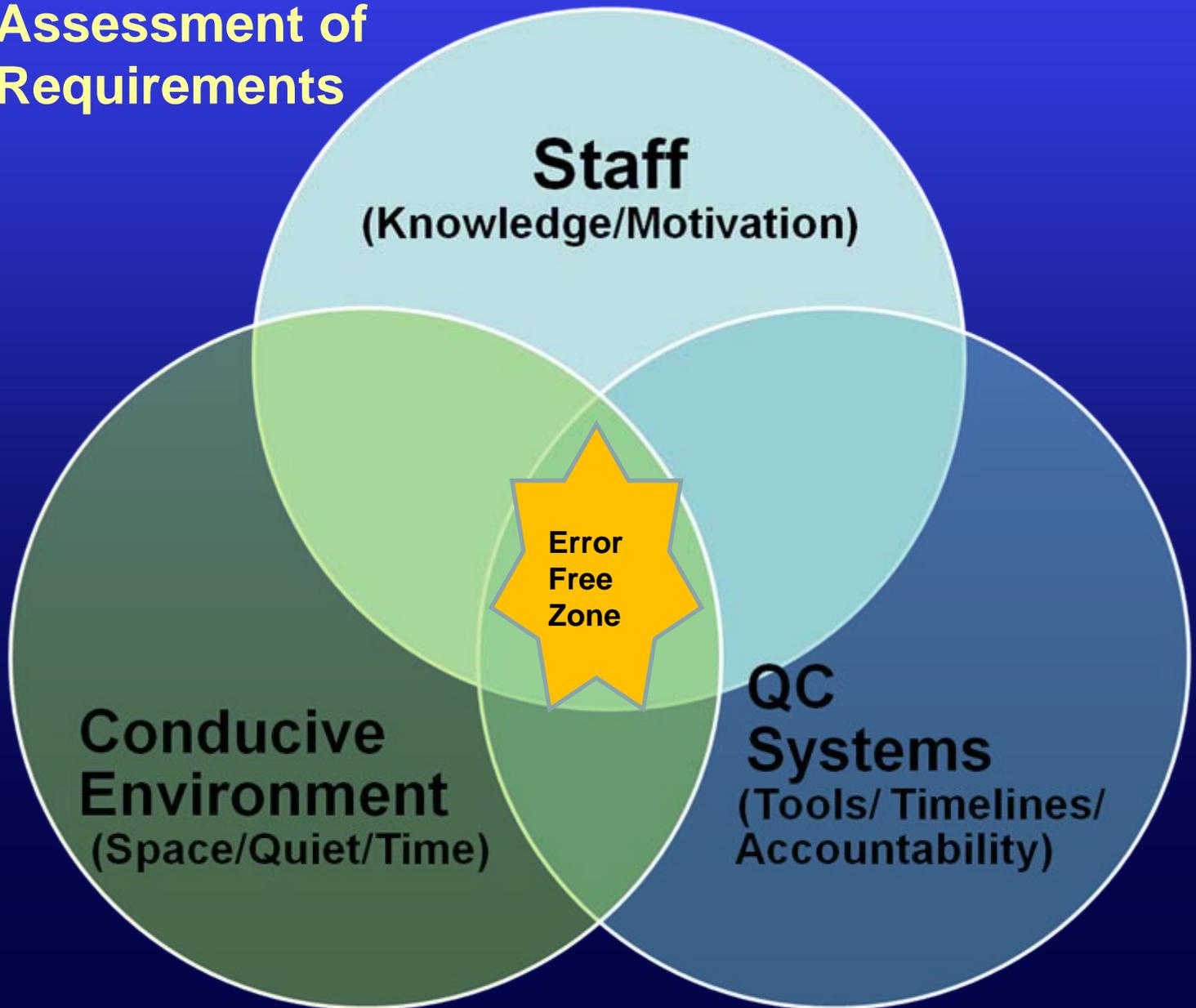
- Accuracy
- Skip Patterns
- Completeness
- Timeliness

PPD Chart Review (entire ppt record)

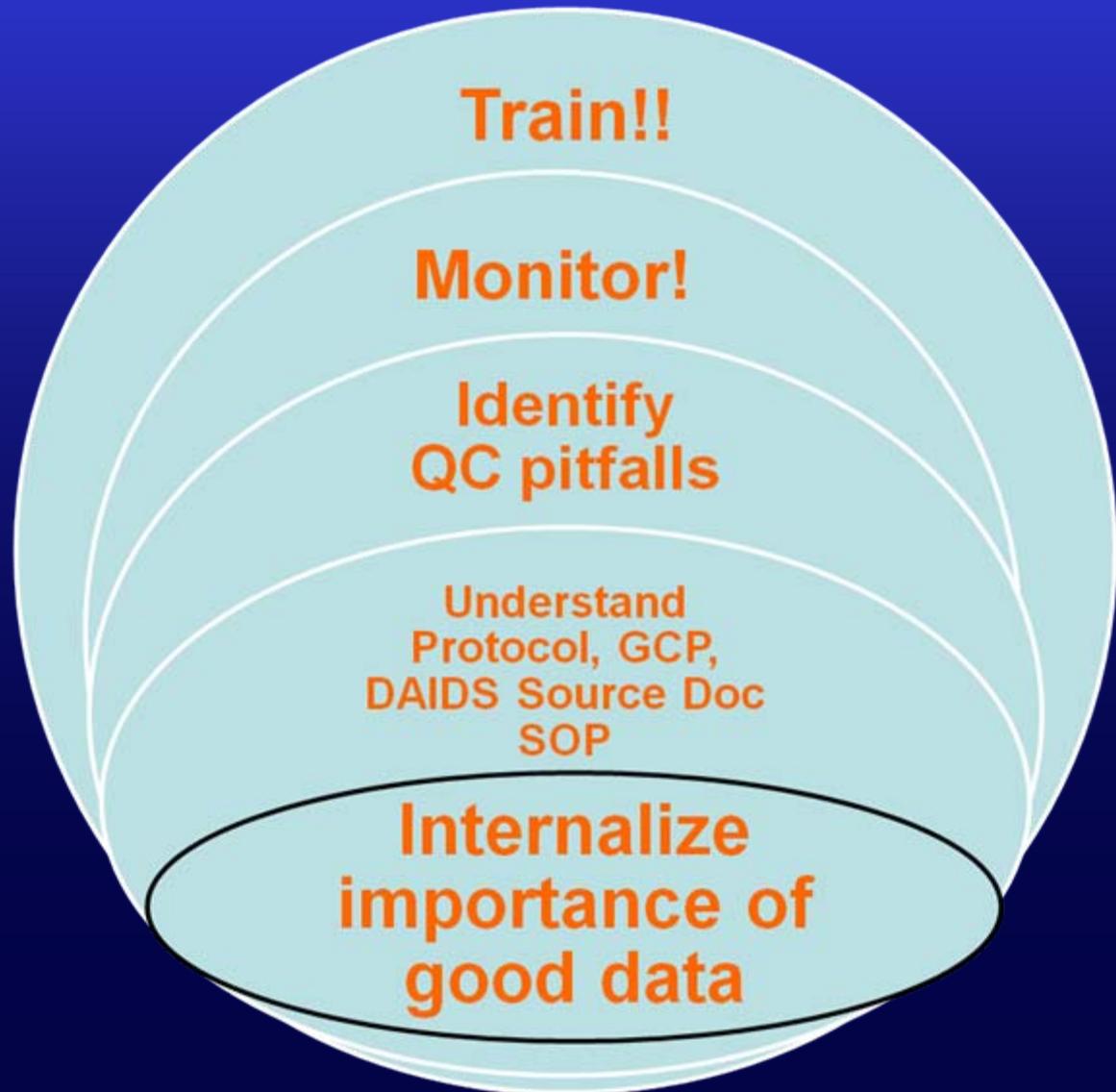
- Accuracy
- Cohesion
- Consistency
- Linked data

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

Assessment of Requirements



Improved QC Knowledge:



A decorative graphic in the top-left corner of the slide, consisting of several dark blue silhouettes of human figures of varying heights and shapes, arranged in a group.

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

Used Visual Aids:

Specimen Collection Date
If different from Initial Collection Date

Not done/ Not collected

1. URINE TESTS

	<i>negative</i>	<i>positive</i>
1a. Leukocyte esterase (LE)	<input type="checkbox"/>	<input type="checkbox"/>
1b. Nitrites	<input type="checkbox"/>	<input type="checkbox"/>

Specimen Collection Date
If different from Initial Collection Date

Not done/ Not collected

2. PREGNANCY TEST

	<i>negative</i>	<i>positive</i>
2a. Test result	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Specimen Collection Date
If different from Initial Collection Date

Not done/ Not collected

3. HIV Tests

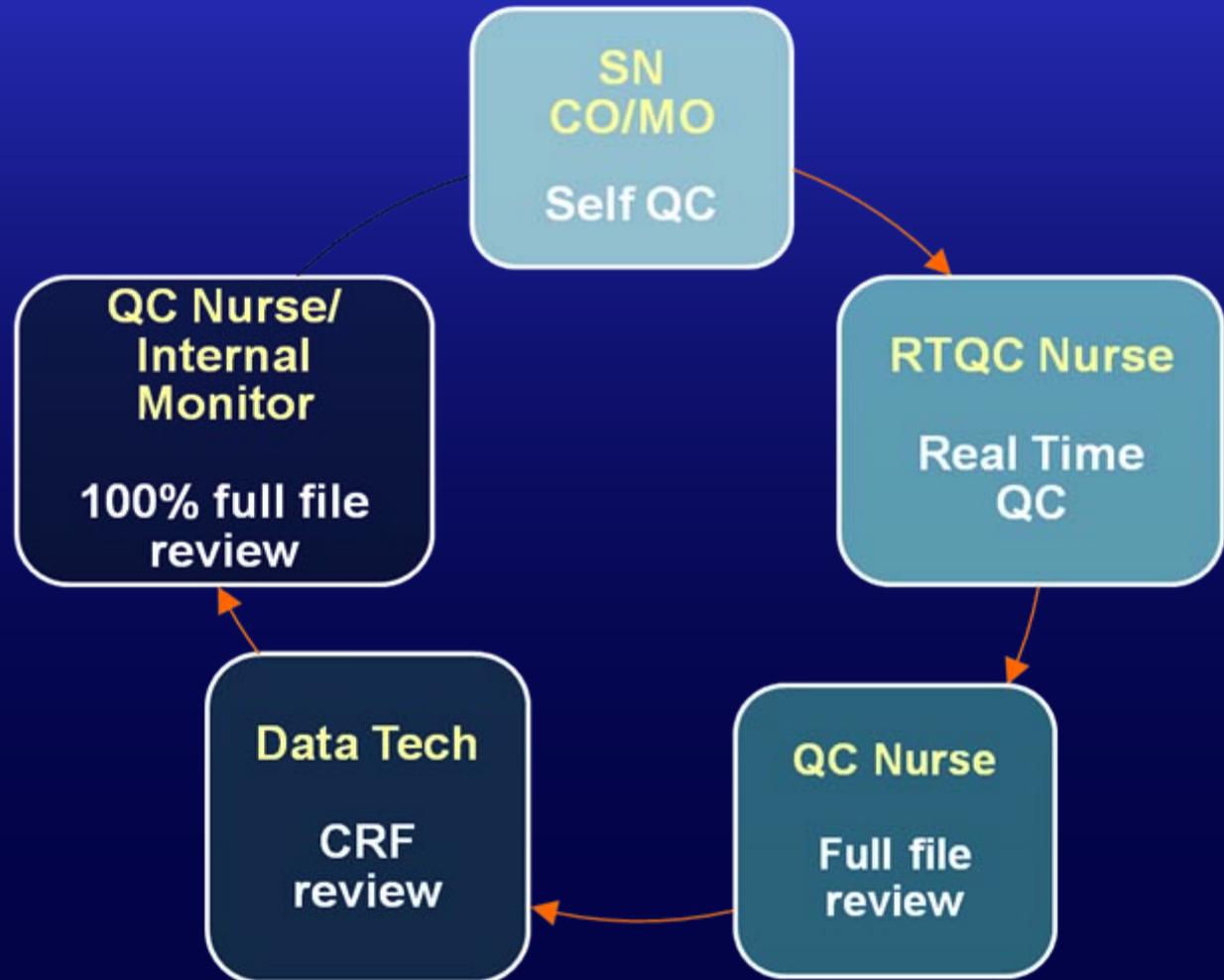
	<i>negative</i>	<i>positive</i>	
3a. Rapid test 1 <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3b. Rapid test 2 <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4. HIV EIA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>indeterminate</i>
5. HIV Western Blot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Should be 02

Self Responsibility:

“Don’t rely on others to find your mistakes”

“We are only as strong as our weakest link”





Teamwork:

- Football team analogy
 - “Each player has an important role”*
 - “Don’t allow us to score against ourselves”*
- **Together Everyone Achieves More**
- “Umunwe umo tausala inda”
 - “You can’t use only 1 finger to pick up a louse”*

Motivation:

Team

VS.

Individual

Pride

Communal approach to strategize problem solving

Approach to correction emphasized "we"

Competition against other sites

Aim to accept criticism without demotivation: *"we all make mistakes, let's learn from them"*

Used accountability to push for improvement

Added QC to Performance Management Instrument

Novice to Mastery Concept & Corrective/ Preventive Actions:





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



Emphasised Mindset:

- **Must be ready to concentrate!**
- Recognize when feeling lazy/driftng
- 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”*

A decorative graphic in the top-left corner of the slide, consisting of several dark blue silhouettes of human figures of varying heights and orientations, arranged in a group.

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

QC Cabinet - Accountability:

NURSES

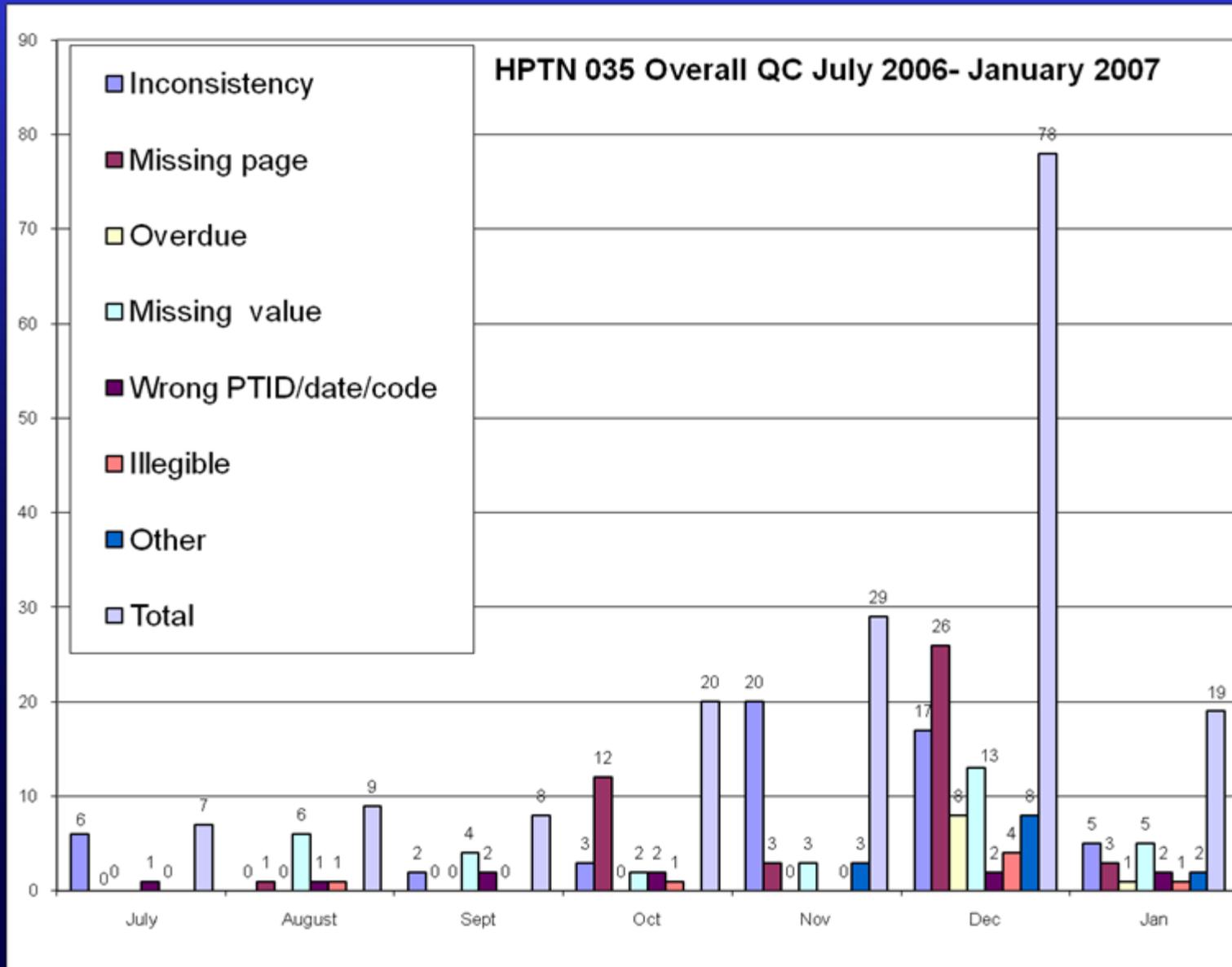
Glensenciana Khondowe	Florence Chilaisha	Florence Chilaisha
Joyce Lungu	Virginia Munamunungu	Virginia Munamunungu
Jacinta Shilimi	Caroline Sili	Caroline Sili
Dorothy Zulu	Annie Chanda	Annie Chanda
Fridah Madyabi	Martha Phiri	Martha Phiri

LABORATORY

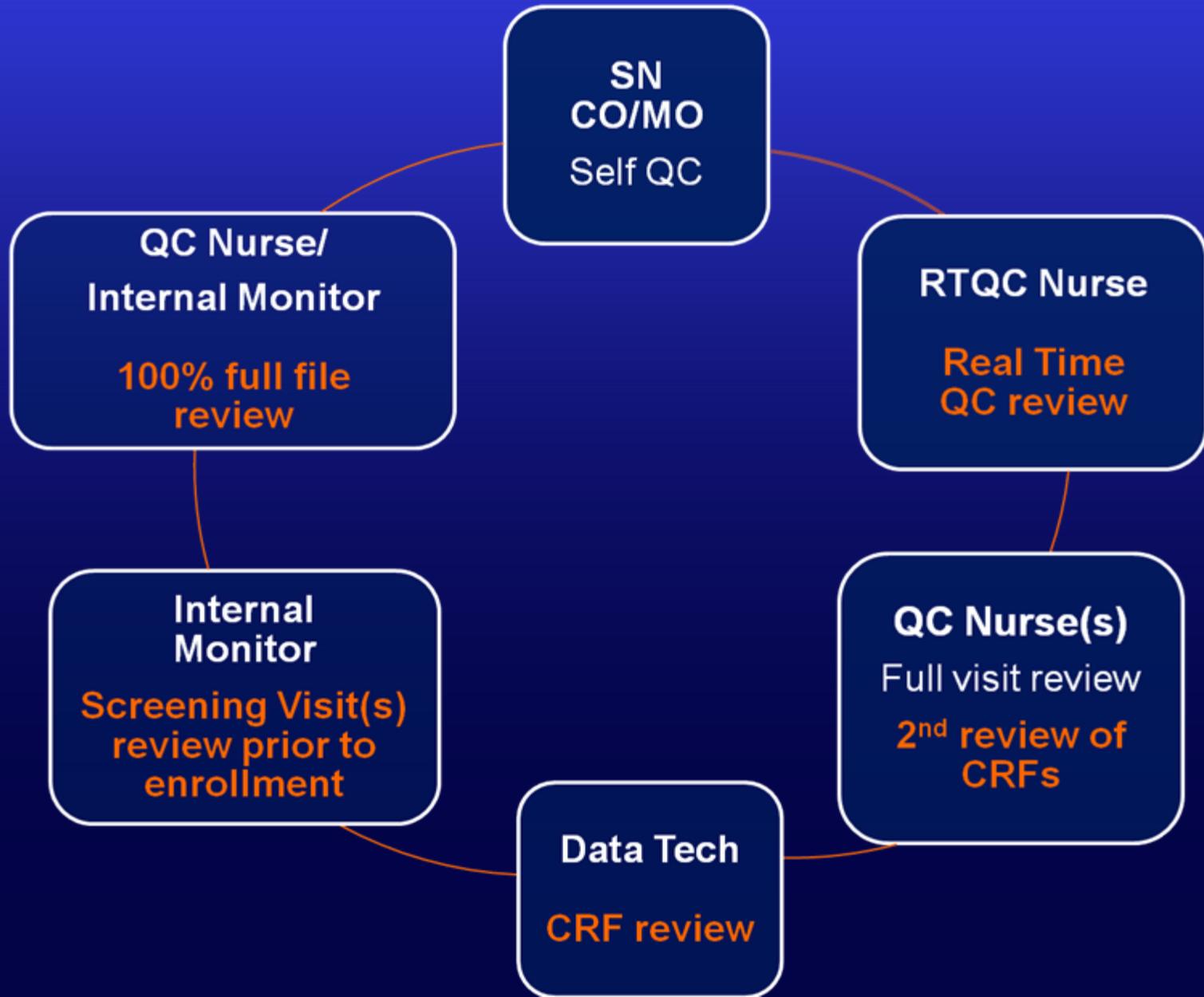
Frederick M'tonga	Geoffrey Mashilipa	Geoffrey Mashilipa
Paul Chileshe	Peter Mutale	Peter Mutale
Physiwell Sikateyo		

070112-5	070118-1	070108-9
070188-8	070193-4	070335-7

Internal Monitoring:



Lessons Learned:



A vertical strip on the left side of the slide features several white silhouettes of people of various heights and shapes, set against a dark blue background.

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

A decorative graphic in the top-left corner of the slide, consisting of several dark blue silhouettes of human figures of varying heights and orientations, arranged in a cluster.

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

A decorative graphic in the top-left corner of the slide, consisting of several dark blue silhouettes of people of various heights and shapes, arranged in a group.

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!



Kamwala CRS QC Team:

QC Nurses: Mary Phiri
Christine Namakobo
Euphemia Milambo
Virginia Munamunungu

Data Techs: Elliot Ngulube
Estella Kalunkumya

QC Monitors: Aicha Brahmi
Stanley Mwale
Barbara Debevec

A vertical decorative element on the left side of the slide, featuring a light blue background with dark blue silhouettes of several people of various heights and shapes, suggesting a group of individuals.

Thanks to our Teachers!

UAB: Hala Fawal

FHI: Anne Coletti

Kaila Gomez

SCHARP: Missy Cianciola

Corey Leburg

PPD: Poovanni Murugan

Colleagues from other sites

A vertical strip on the left side of the slide features a light blue background with a white wavy line at the top. Below this line are several white silhouettes of people of various heights and shapes, suggesting a group of individuals.

Thank you!

Zikomo!

Natotela!