Geenius Downtime at MU-JHU Core laboratory Kampala Uganda

By
David Balamusani
Didas Atwebembere

19-September 2017

Incident Background

- The problem started on the 15th March 2017 as new control details (lot numbers and barcode numbers) were being loaded
- The Bio-Rad Geenius instrument start up was normal, Automatic calibration was ran and passed.
- When new lot numbers and barcode numbers were loaded onto the Instrument, once all inputs were done, the attempt to save the new lot numbers was unsuccessful and therefore could not proceed with the process to ran new controls and routine samples on the Bio-Rad reader

Incident Background

- The incident was reported to the supervisor and the Laboratory Manager.
- The Tech on the bench, the shift supervisor and the Laboratory Manager attempted to repeat the process of re-entering the control lot details into the Instrument however the reader could not allow declaration/saving of details for use.
- This failure was at this stage reported to the Bio-Rad sales representative in Uganda, MEDLINK.

Seeking Technical assistance/Decision by the Lab

- We Informed network lab, on 24th March 2017
- MTN-LC Recommended to identified Backup lab where the test is done
- MTN-LC requested Core lab to submit validation data and EQA history of the backup (Walter Reed) lab prior to MTN-LC approval.
- Approval obtained on 29th March 2017 & PAL updated accordingly submitted.
- First sample was sent to MUWRP on 30th March 2017.
- Average TAT of back-up lab was 3 days on average.

Seeking Technical guidance/Decision by the Lab

- The Bio-Rad sales representative, Med link sent us a Technician
- He came and worked on the Instrument and gave the following servicing report and/recommendations

Servicing report and recommendation by the Technician

- WORK DONE DURING THE VISIT
  - Worked on the following
  - 1- Basic control (input/output control)
  - 2- Cassette sensor setting control
  - 3- Mechanical settings control

Servicing report and recommendation by the Technician

- 4- Silkscreen control
- 5- Light calibration
- 6- Image control
- 7- Reset of the first cassette run date
- 8- But after all this, the problem persisted

Servicing report and recommendation by the Technician

- Recommended instrument to be send to Bio-Rad Technical support team head office for further assessments
- The Laboratory management in collaboration with MTN Laboratory Center contacted the manufacturer (Bio-Rad)
- The technical team of Bio-Rad conducted a series of online servicing attempts through their representative(Technician) in Uganda,
- With their guidance we were able to load, declare/save controls.

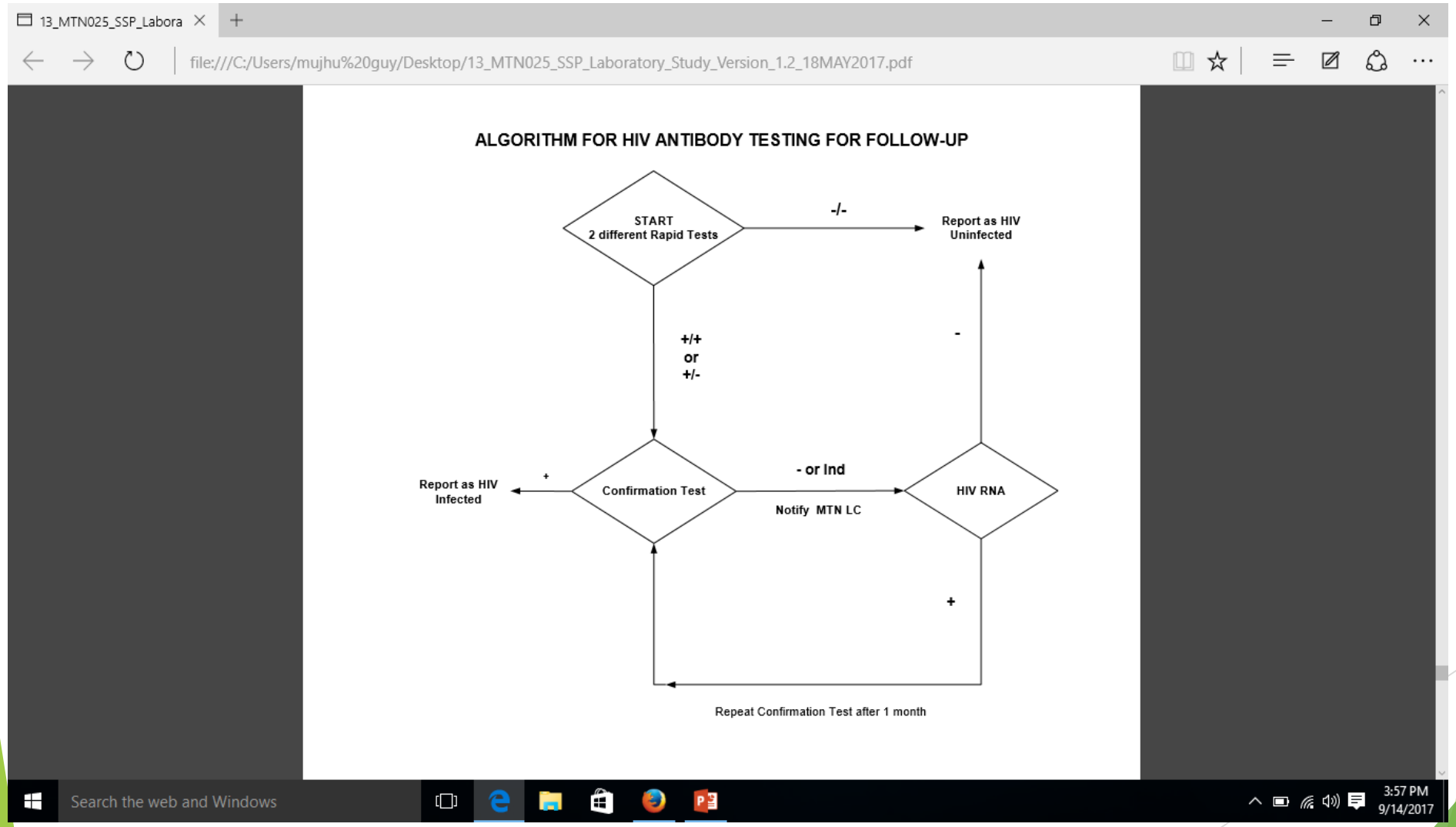
Bio-Rad conducted a series of online servicing

- However after this achievement, on running controls and routine sample cassettes, the instrument would provide us with an error message 'the reagent test window is not found", on proceeding another error message "Run aborted Picture analysis error" would appear.
- Bio-Rad at this stage was requested by MTN Laboratory center to consider sending us a replacement instrument.
- The replacement instrument was sent, installed and validation was completed on 9th August 2017

Implications & Lessons Learned

- Interference to patient services

Implications & Lessons Learned



Implications & Lessons Learned Cont.

- The need to consider availability of back-up testing options
- Need to continue working closely with MTN-LC

Thank you