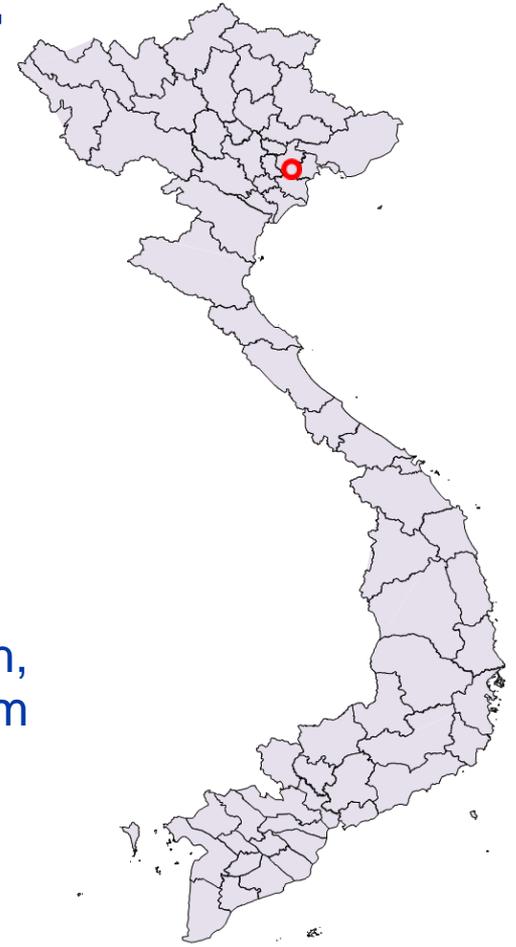


Rapid Ascent from Zero Quality to ISO Accreditation in 18 Months: Case Study from Vietnam



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ASLM2014

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Presentation Outline

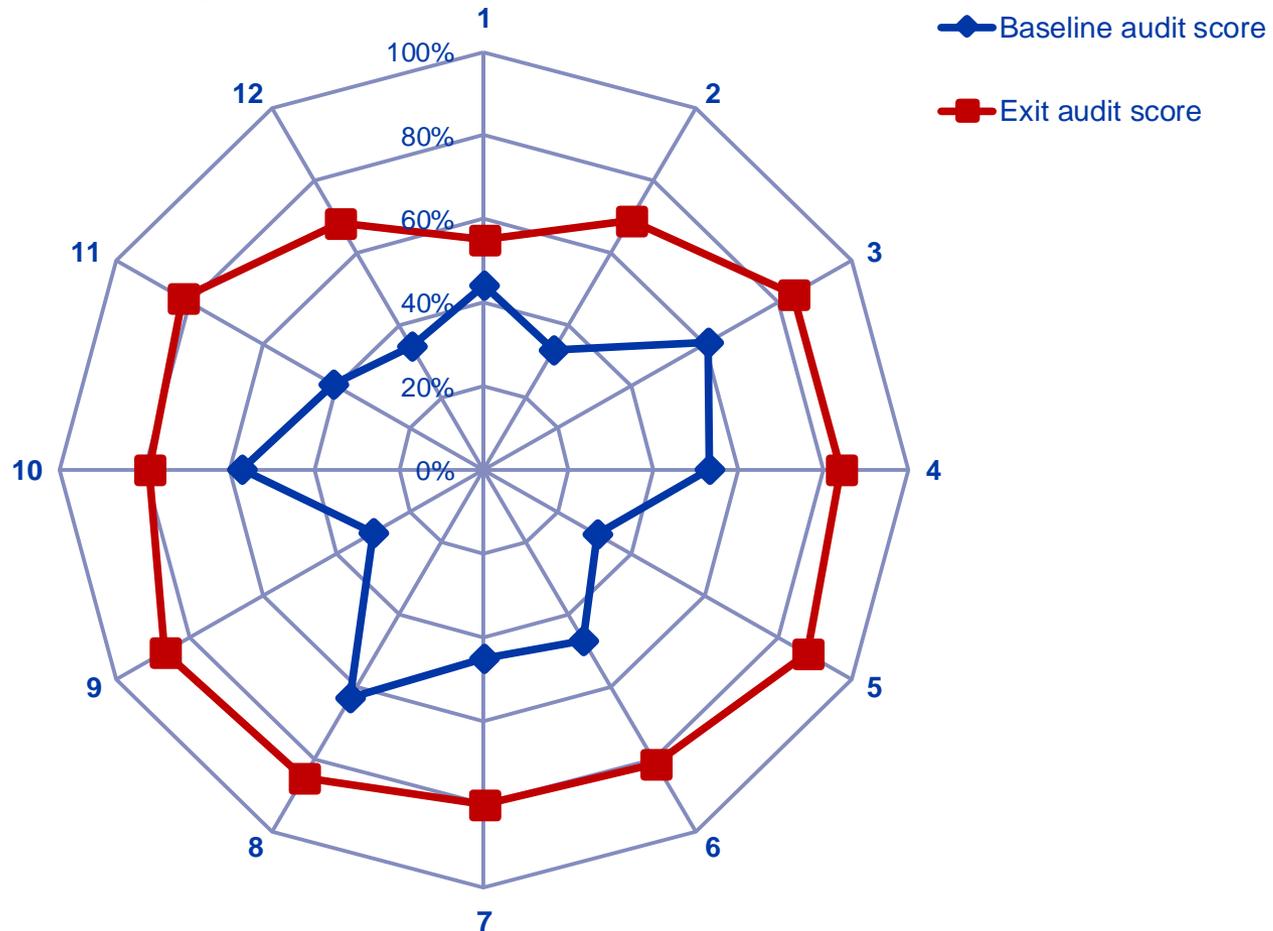
- Implementation of SLMTA in Vietnam
- Case Study: Hai Duong Public Health Laboratory
- Impact

Implementation of SLMTA in Vietnam

- Prepared/Informed the Vietnam MOH by hosting a regional Lab QMS conference (2011)
- Created a platform for SLMTA by partnering with the national hospital system (2011)
- TOT was delivered to laboratorians from various locations and institutions
 - New SLMTA trainers/mentors guided the selection of pilot sites (strong relationship)
- Piloted with a variety of labs:
hospital, public health, HIV (2012)

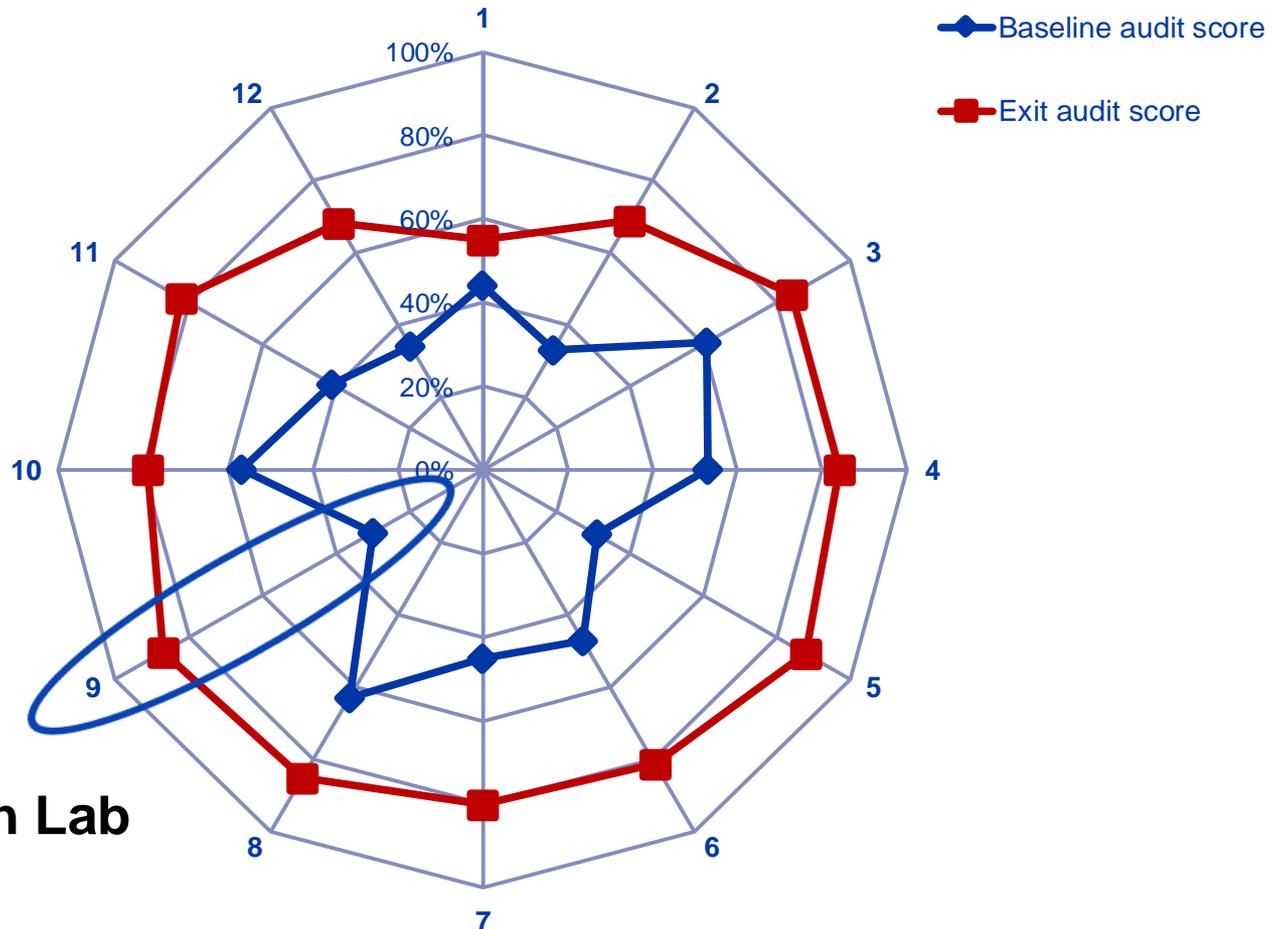
Results from SLMTA-Vietnam Pilot

Compliance by Site



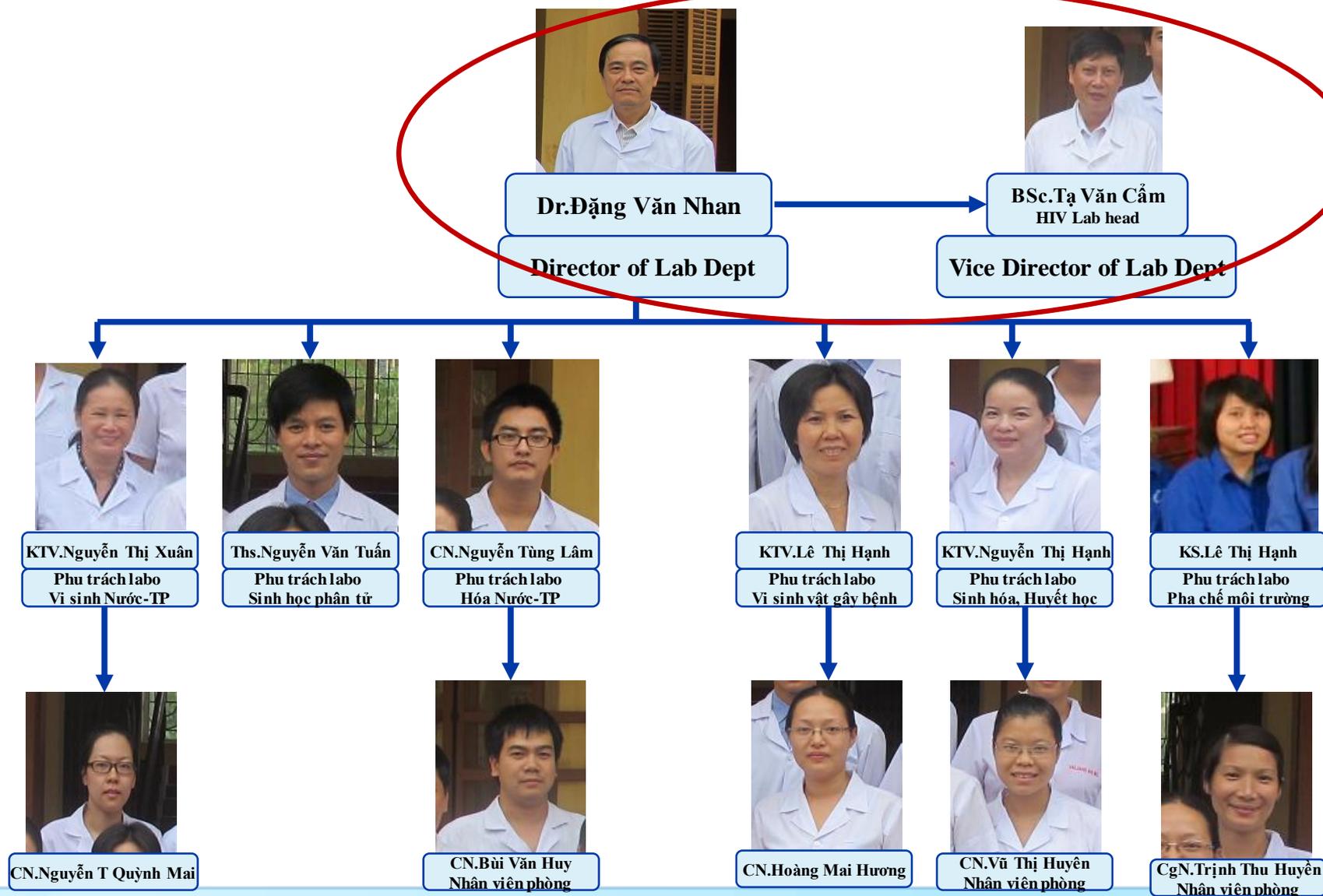
Results from SLMTA-Vietnam Pilot

Compliance by Site



**Hai Duong
Public Health Lab**

Org Chart: Hai Duong Public Health Lab



Services Provided by the Lab

- HIV Diagnostic Testing
- Biochemistry and Hematology
- Microbiology Diagnostics
- **Water/Food Microbiology**
- **Water/Food Chemistry**

Perspective of the lab staff, prior to participation in SLMTA...

- The Laboratory managed activities in a subjective manner and without proper training
- Testing workflow was not arranged in a scientific or logical manner
- Staff had access to 'out dated' documents and no technical SOP
- Did not follow '6S'
- The lab leadership reported feeling 'embarrassment' when they saw the results of their baseline assessment.

What did SLMTA Provide?

- SLMTA provided the basic QMS info (training)
 - What to do?
 - How to do it?
- Guidance on how to interpret for their own lab situation (mentorship)

What did they do themselves?

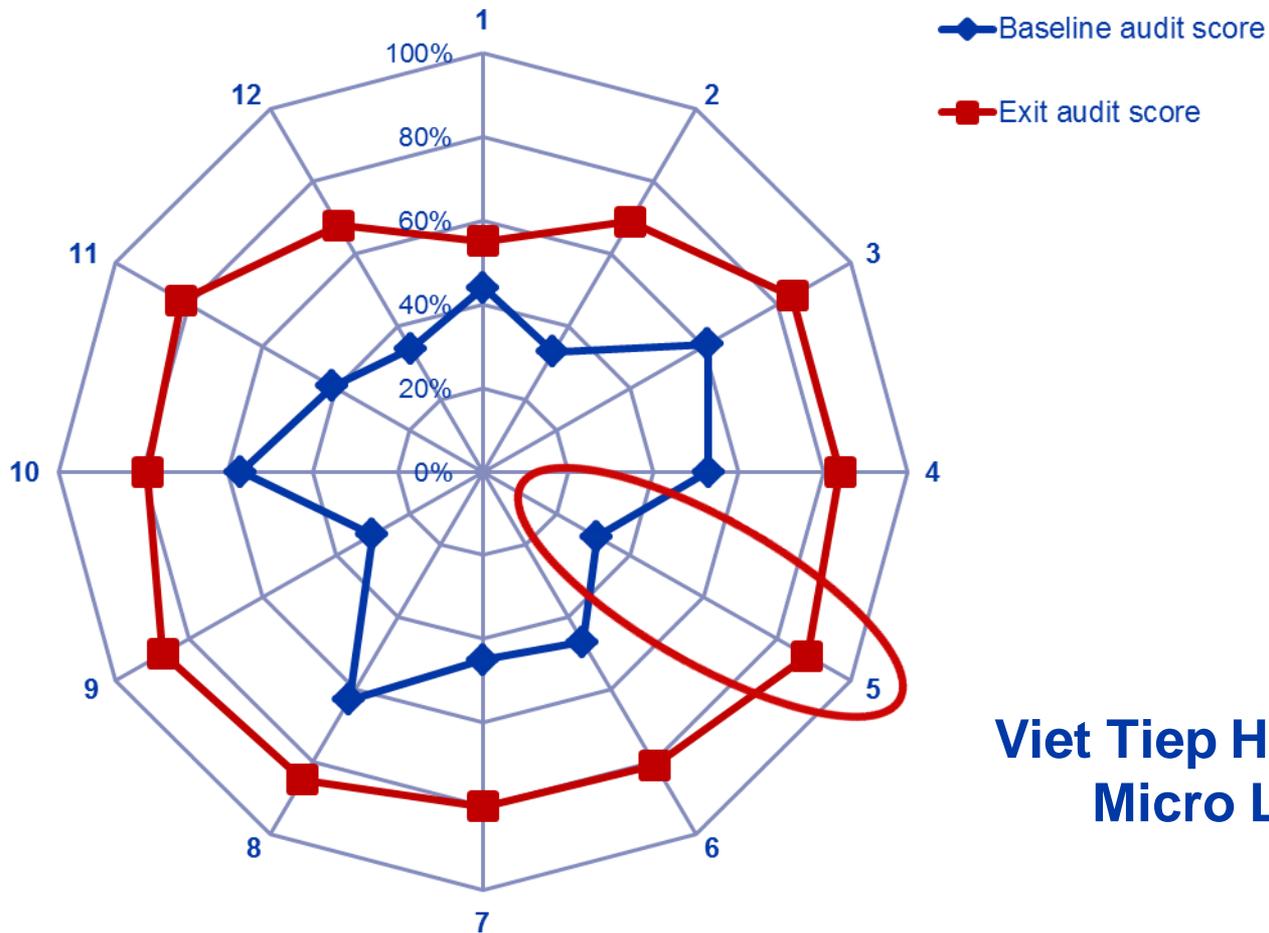
- Intensely applied what was learned in SLMTA, during 12 months of training
- Prioritized improvement projects
- Interpreted ISO requirements in light of their own resources and setting



Impact

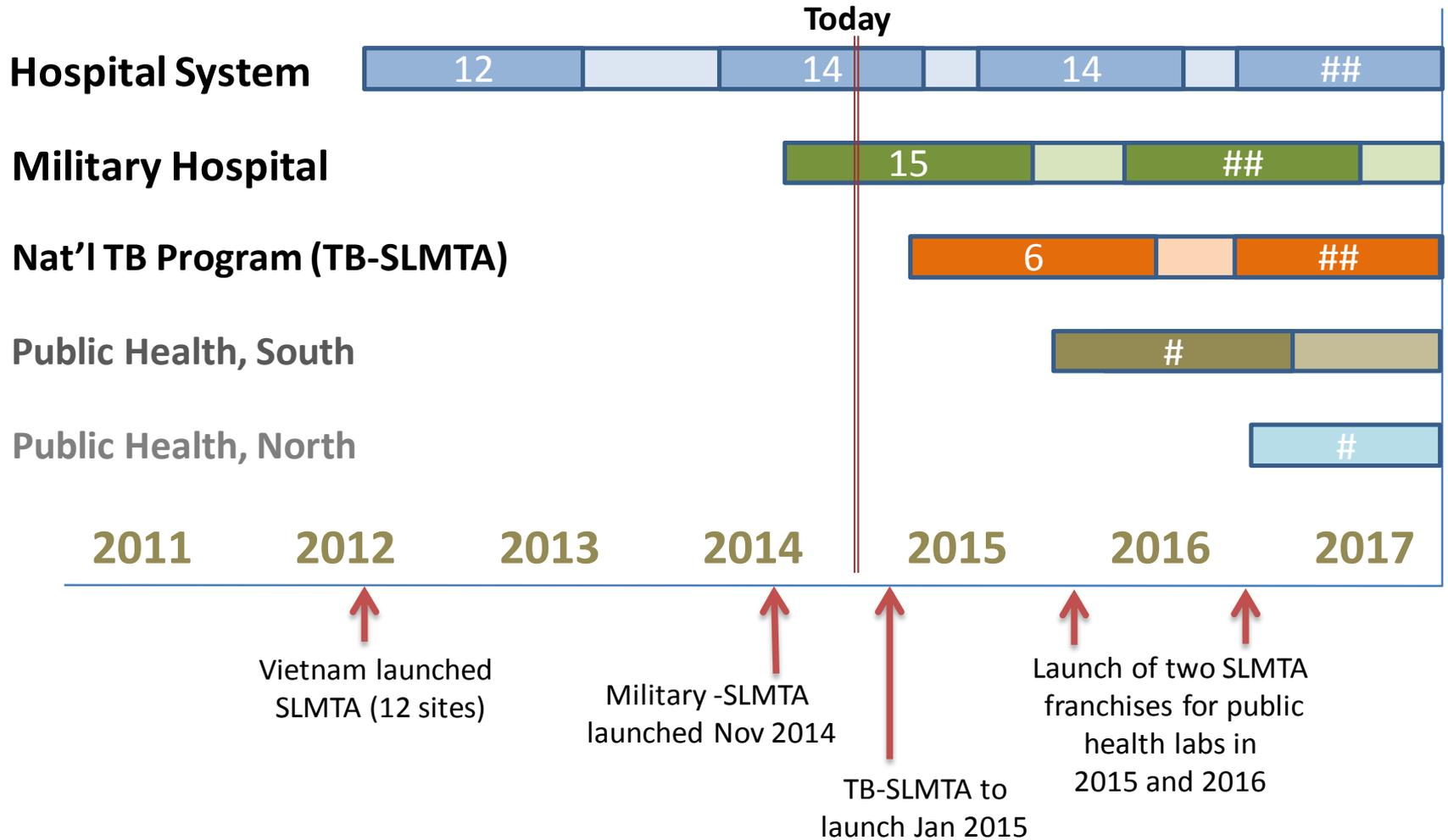
- A second lab (Viet Tiep Hospital, Micro Lab) is planning to seek ISO accreditation (15189)
- MOH now has tangible evidence of how SLMTA can improve lab quality and is eager to expand this program

A second lab is planning to seek ISO accreditation (15189)



**Viet Tiep Hospital
Micro Lab**

SLMTA-Vietnam Expansion Timeline



Keys to a Successful Leap From SLMTA to ISO Accreditation

What we observed....

- Support from Management
- Intense focus on Improvement
- Confidence

Keys to a Successful Leap From SLMTA to ISO Accreditation

In their own words....

- Change in their knowledge and behavior
- Determination
- Application of knowledge
- Teamwork



Acknowledgements

- Vietnam MOH Leadership (Vice Minister Xuyen)
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- Hai Duong Public Health Lab Staff

