



AfSBT
Africa Society for
Blood Transfusion

Société Africaine
de Transfusion Sanguine

Sociedade Africana
para Transfusão Sanguínea

Building Quality Awareness in Developing Countries

- *AfSBT Experience*

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'AfSBT is making a Positive Difference to National Blood Programmes in Africa'

Background



Pharmaceutical



Blood Transfusion



AfSBT

Challenges in Developing Countries

- Inadequate government support
- Restricted financial resources
- Limited human resources (especially trained, skilled personnel)
- Poor infra-structure and logistics
- Lack of essential equipment
- Poor local maintenance of donated equipment
- Irregular supply of consumables
- Need for leadership training



Africa Society for Blood Transfusion

- Twenty-one year history
- Management Office of 10 staff
- Virtual offices in Zimbabwe, South Africa, Rwanda, Egypt, Cameroon and Malawi
- Collaborating Centre in Kigali, Rwanda



AfSBT Key Objectives

- AfSBT Standards and Guidance Document
- Step-Wise Accreditation Programme
- Education and Training programme
- Training of assessors, educators and mentors
- Sharing of information relating to Blood Transfusion
- ***AfSBT advocates improved blood programmes in Africa***



Quality Awareness in Africa

- ISBT Quality WP conducted a survey on QMS implementation
- 78 % of countries identified need to improve QMS
- Not many responses from African countries
- Development of QMS new to many blood facilities in Africa and other developing countries
- Quality culture often not entrenched
- Education required on concepts of Quality



Quality Improvement

- Main areas for improvement:
 - *Documentation system*
 - *Job descriptions & organograms*
 - *Internal audit system and non-conformances*
 - *Vendor audits*
 - *Equipment validation and calibration*
 - *Laboratory IQA/EQA*
 - *Management Review*
 - *Safety issues and risk management*



AfSBT Standards

- AfSBT Standards developed in collaboration with AABB
- Accompanying Guidance Document
- Reviewed by working party of international experts
- First version published in 2011, updated in October 2017
- Available to all member countries and on request



AfSBT Standards

- AfSBT Standards divided into three sections:
 - A. Quality*
 - B. Technical Requirements*
 - C. Requirements for Plasma for Fractionation (where applicable)*
- Quality section is most extensive



STANDARD

Quality Section 2

9. Internal & External Audits

10. Non-conformances

11. Continual Improvement

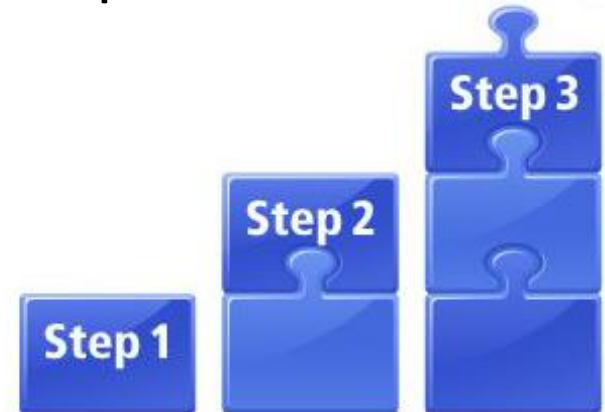
12. Process Control

- *Validation*
- *Change Control*
- *IQA & EQA*
- *Quality Control*
- *Identification & Traceability*

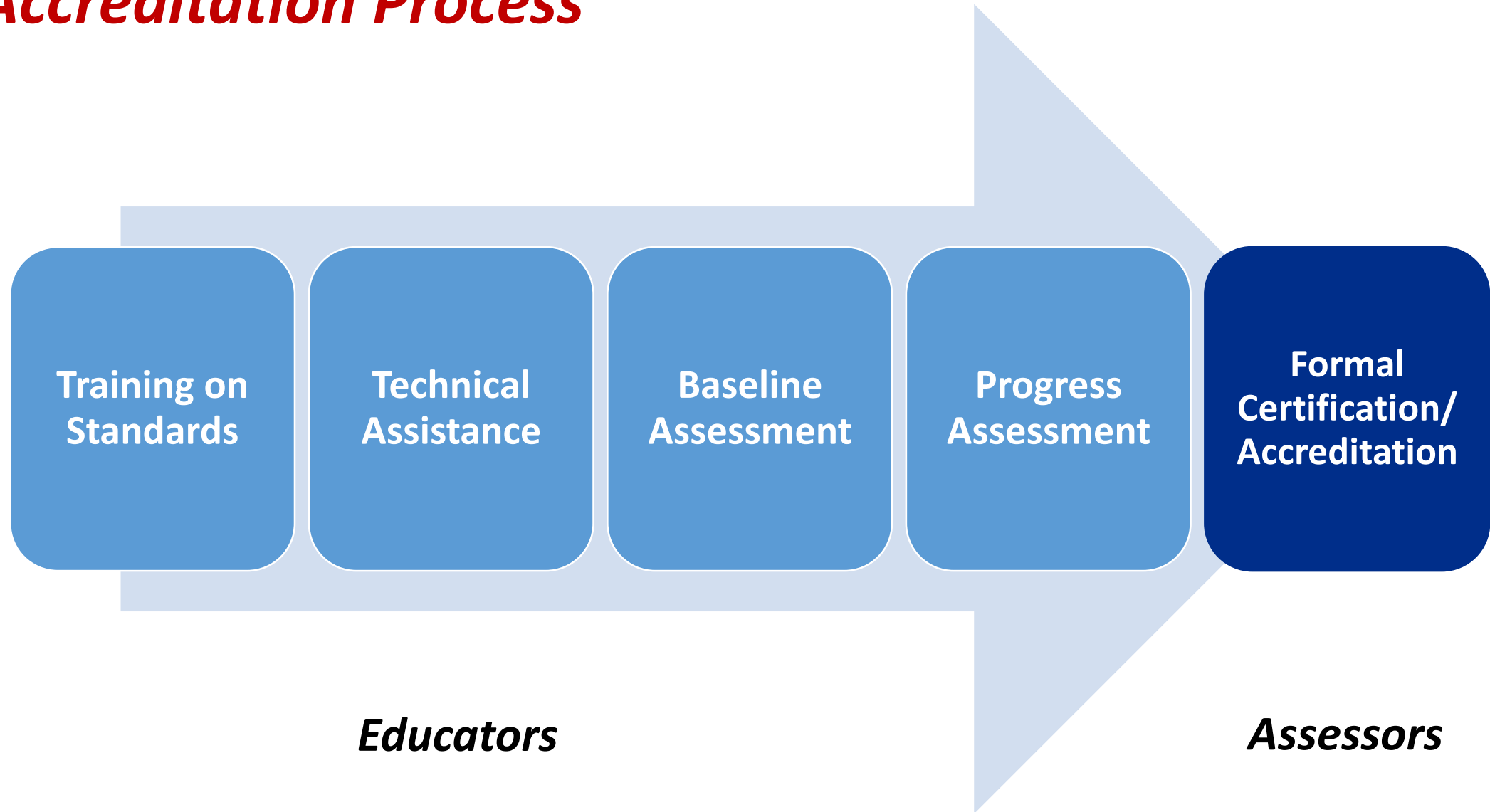


Step-Wise Accreditation Programme

- Three step programme:
 - *Step 1 certification at minimum requirements*
 - *Step 2 certification at intermediate level*
 - *Step 3 accreditation against Standards*
- Compliance Chart indicates requirements for each step

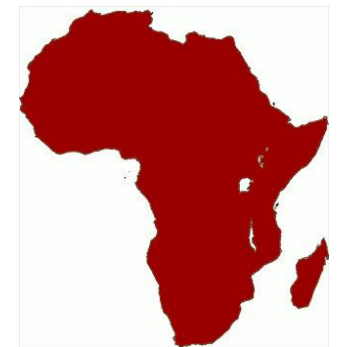


Accreditation Process



Countries Engaged

Countries 1	Status To Date	Countries 2	Status To Date
Benin	Baseline	Mauritius	Baseline
Burkina Faso	Baseline	Namibia	Accredited Step 3
Côte d' Ivoire	Progress	Nigeria	Applied
Eritrea	Baseline	Rwanda	Accredited Step 3
Ethiopia	Baseline	South Africa	Applied
Ghana	Baseline	Tanzania	Accredited Step 2
Kenya	Progress	Togo	Applied
Lesotho	Formal Step 2	Uganda	Baseline
Liberia	Applied	Zambia	Applied
Mali	Baseline	Zimbabwe	Baseline



Training on Quality

- Training on AfSBT Standards & Guidance Document
- Training on Quality topics:
 - *Total Quality Management*
 - *Breaking barriers of QMS Implementation*
 - *Introduction to Audits*
 - *Management of Non-conformities*
 - *Five Whys in Root Cause Analysis*
 - *Seven Basic Quality Tools, Pareto Analysis*
 - *Understanding Variation*
 - *Blood Cold Chain Management*
 - *Monitoring & Evaluation (Quality Indicators)*



Additional Training

- Training on other topics:
 - *The Blood Transfusion Chain*
 - *Laboratories in Blood Transfusion*
 - *Patient Blood Management*
 - *Blood Donor Mobilisation*
 - *Understanding Managerial Roles*
 - *Organisational Change & Development*
 - *The Pillars of a Blood Service*
- Customised topics may be requested by countries



Training of Trainers

- Training of trainers:
 - *Characteristics & Skills of Trainers*
 - *How Training Works*
 - *Development of a Training Programme*
 - *Types of Trainees*
 - *Effective Presentation Skills*
 - *Key Elements for Successful Communication*



Training of Mentors

- Training of mentors:
 - *Introduction to Mentorship*
 - *Mentors' Roles & Skills*
 - *Coaching & Mentorship*
- *Trainers and mentors help develop Quality in own facilities*



Educators, Assessors & Mentors

- Training of educators, assessors & mentors
 - *Educators perform training & baseline and progress assessments*
 - *Assessors perform formal accreditation/ certification assessments*
 - *Mentors perform in-country training & mentorship*
- Training of over 40 educators & assessors (18 more due)
- Small group of 4 mentors trained
- Curricula developed for above training
- CPD programme for educators & assessors



Education Committee

- Comprised of African and international experts
- Developing short courses
- Plan to develop e-learning modules
- Assist countries in developing tertiary-education curricula in field of blood transfusion
- Facilitation of post-graduate training



Collaborating Centre

- Established in Kigali, Rwanda in 2017
- Centrally located in Africa
- Convenient for travel
- Used as training centre for theoretical and practical training
- Benchmarking tours to Rwanda National Blood Centre
- Venue for AfSBT and other meetings
- More centres may be established in future



Quality Documentation

- Generic SOPs being developed for website
 - *Donors & blood collection*
 - *Processing*
 - *Testing*
 - *Blood Banks*
 - *Safety*
 - *Quality*
- Reviewed by international experts



Quality Documentation (cont'd)

- Guidelines being developed for website:
 - *Organograms and Job descriptions*
 - *Risk Management*
 - *Emergency Planning & Disaster Recovery*



AfSBT Quality Documentation

- Many AfSBT documents used by applicant countries
- Update of all Policies, SOPs, Reference Documents and forms
- Training presentations standardised
- New logo introduced
- Application for accreditation by ISQua (*International Society of Accreditation in Healthcare*)



Communication on Quality

- Website www.afsbt.org
- Monthly newsletter to members
- Scientific journal *Africa Sanguine*
- Social media - Facebook, Twitter, LinkedIn
- Specific country interaction



AfSBT Congress Promoting Quality

- AfSBT international congress held two yearly
- Attendance by over 400 delegates plus exhibitors
- Next congress in Arusha, Tanzania from 19 - 22 June (*9th congress*)
- Academy Day for educational issues
- Dedicated session on Quality Management



Other Developing Countries

- Measures used by AfSBT can be applied to other developing countries to increase Quality awareness and development of an effective QMS
- Step-wise approach to accreditation enables countries to progress at a rate that suits them
- Accreditation programme ensures establishment of basic foundation in Quality
- Challenges experienced in terms of funding and resources





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**Thank
YOU!**

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www.afsbt.org