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

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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
Quality Section 1

1. Organisation & Structure
2. Quality Management System
3. Resources
4. Documents & Records
5. Suppliers & Service Providers
6. Incoming Receipt, Inspection & Testing
7. Equipment
8. Safety & Risk Management
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

- Training on Standards
- Technical Assistance
- Baseline Assessment
- Progress Assessment
- Formal Certification/Accreditation

Educators

Assessors
## Countries Engaged

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<tr>
<th>Countries 1</th>
<th>Status To Date</th>
<th>Countries 2</th>
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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

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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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