



Kendu Adventist Hospital

LABORATORY SERVICES QUALITY IMPROVEMENT 2020

Quick Facts:

Kendu Adventist Hospital (KAH) was established in 1925.

KAH Laboratory has seen very progressive transformation and service improvement in the last 4 years from zero (0) rating in the year 2016 to Star 5 in 2020 leading to ISO 15189:2012 certification.

In order to progress to the next desired level, striving to achieve best possible client service outcomes and to maintain the ISO status, the KAH Laboratory department will require expansion of the service area used.

Location:

Kendu Adventist Hospital, Oyugis – Kendu Road, Homa Bay County, Kenya. www.kenduhospital.org

RECEPTION/ CLERKING AREA

BEFORE

- Clerking done where patients sit compromising client privacy and confidentiality
- No client entertainment
- No service charter

Former Reception



AFTER

- ✓ Clerking area sealed from the waiting bay
- ✓ TV Set mounted
 - Clients kept engaged while waiting
 - Health information/ education shared
- ✓ Clear service charter mounted

Improved Entrance to KAH Laboratory



GENERAL IMPROVEMENTS

BEFORE



- No Emergency Shower
- Poor air circulation
- Uncomfortable seats
- Reception table & Phlebotomy inside main lab

AFTER

- ✓ Emergency Shower
- ✓ Air condition installed
- ✓ Appropriate furniture
- ✓ Reception delinked from main Lab
- ✓ Separate phlebotomy



FILEING SYSTEM

BEFORE



- ✓ Poor filing system
- ✓ Challenge in tracing documents
- ✓ Inadequate transaction records

AFTER

- ✓ Proper & organized filing system
- ✓ Easy tracing and retrieval of files
- ✓ Easy tracking of supplies orders



NEW EQUIPMENT INSTALLED

HUMALYTE PLUS3



Chemistry Analyzer

HUMASTAR 100



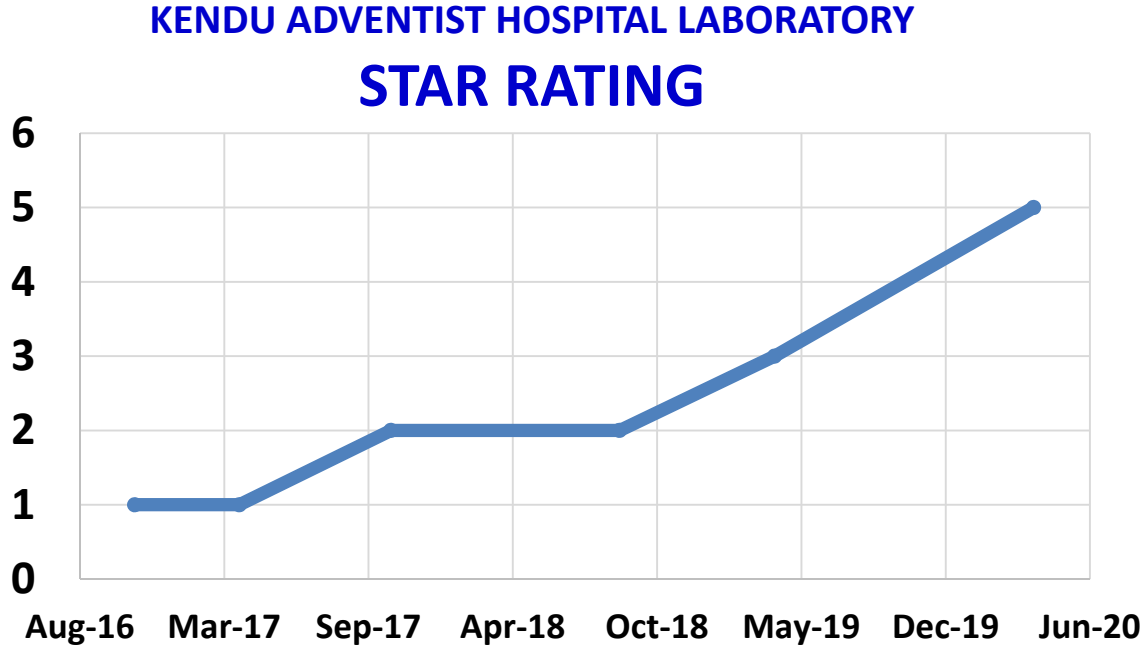
FACSPRESTO for CD4 Count



ELISA MACHINE

Summary Performance Progress History (STAR RATING)

<u>Audit Period</u>	<u>Star Rating</u>
Baseline	0
Nov-16	1
Mar-17	1
Oct-17	2
Sep-18	2
Apr-19	3
Apr-20	5



**KAH Lab certified and received accreditation in
April 2020 [ISO 15189:2012]**

CUSTOMER SATISFACTION

KAH Lab evaluates customer Feedback, and strives to resolve complaints in 5 main ways:-

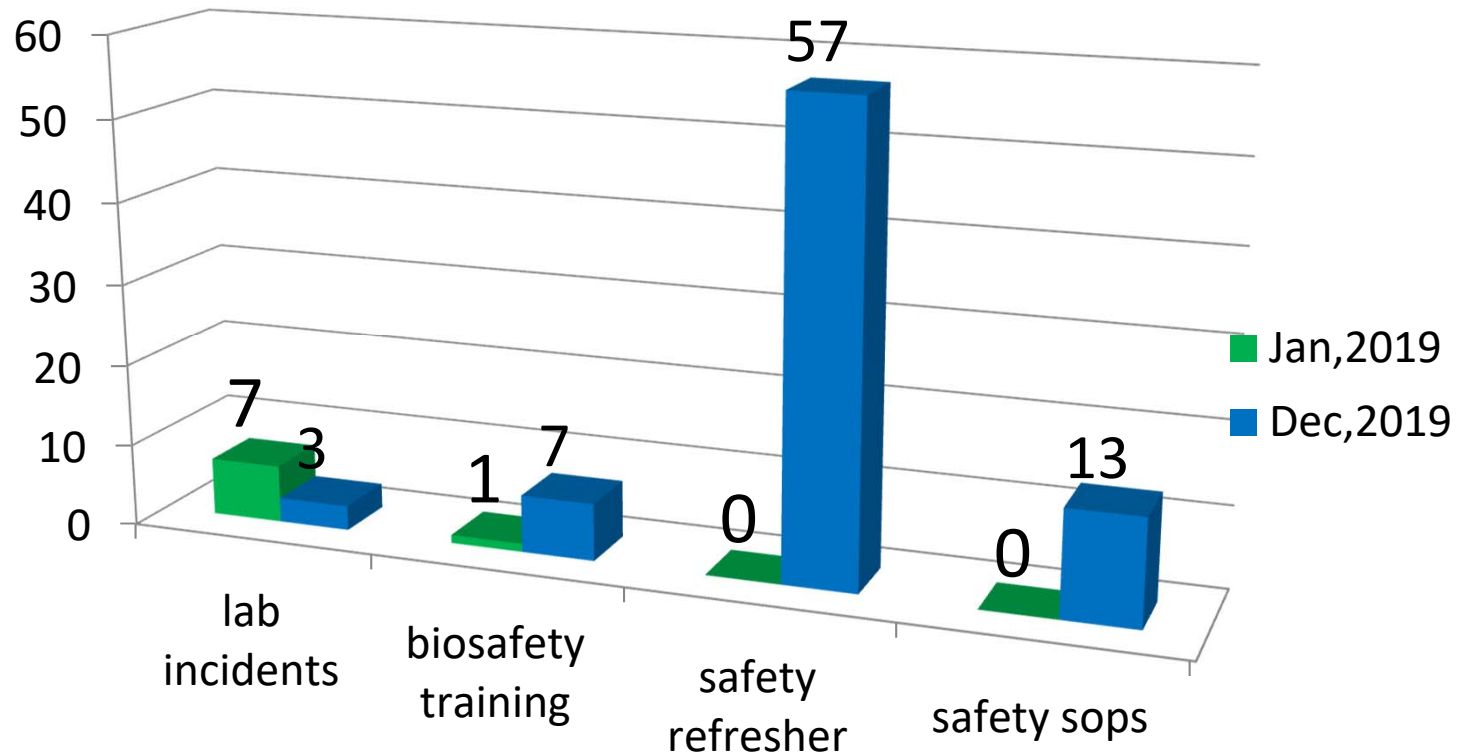
1. *Solicited – Internal Surveys*
2. *Unsolicited- Continuous through Reception*
3. *Complaint - Continuous (Mails, Verbal, Written)*
4. *Compliments- Continuous (Mails, Verbal, Written)*
5. *Staff Suggestions*

Customer Satisfaction Survey Report

Clients assessed	Survey 1 : 26/6/2019	Survey 2: 2/12/2019
Clinicians	86%	83%
Patients	89%	71%
Employees	94%	87%
AVERAGE (target 80%)	90% (above target)	80.3%(above target)

Safety

Comparative Situation Analysis after Safety Training



- **2020 Audit is yet to conducted but incidences arising from lack of safety knowledge has continued to great improve especially after all staff underwent safety trainings annual refreshers**

QUALITY IMPROVEMENT PROGRESS

Significant improvement realized due to the following:

1. Technical & material support from LLU/ AHI and GIS
2. Government support supervision
3. Scheduled Equipment Maintenance
4. One-stop service center/ reduced referrals due to availability of new and functional equipment

Quality Improvement Performance Indicators:

1. Audit Performance
2. Customer Care
3. Equipment Management
4. Improved Laboratory Safety Measures