Has Vietnam Reached a ‘Tipping Point’ for Laboratory Accreditation?

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What do we mean by ‘Tipping Point’?

... the point at which an idea crosses a certain threshold and gains significant momentum, triggered by some minor factor or change.

... the critical point in a system beyond which a significant and often unstoppable effect takes place.
What should go into this (informal) calculation?

• Total number of labs in country. What percent ISO accredited
• SLMTA Impact/Expansion
• Supporting Policies
• Direct requests from MOH institutions
• ‘Funding vs Impact’ Inversion
• Communications/Media
• Advocacy from the lab level.
### Number of Laboratories in Vietnam

<table>
<thead>
<tr>
<th></th>
<th>National</th>
<th>Regional</th>
<th>Provincial</th>
<th>District</th>
<th>Total by System</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hospital</strong></td>
<td>37</td>
<td>0</td>
<td>348</td>
<td>755</td>
<td>1140</td>
</tr>
<tr>
<td><strong>Public Health</strong></td>
<td>1</td>
<td>3</td>
<td>63</td>
<td>500</td>
<td>567</td>
</tr>
<tr>
<td><strong>Tuberculosis</strong></td>
<td>1</td>
<td>5</td>
<td>61</td>
<td>190</td>
<td>257</td>
</tr>
<tr>
<td><strong>HIV</strong></td>
<td>1</td>
<td>1</td>
<td>55</td>
<td>0</td>
<td>57</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td>15</td>
</tr>
<tr>
<td><strong>Total by Level</strong></td>
<td>55</td>
<td>9</td>
<td>527</td>
<td>1445</td>
<td>2036</td>
</tr>
</tbody>
</table>

Focus should be on National, Regional and Provincial level labs (600)
Number of ISO Accredited Lab in Vietnam

Currently 36 lab are ISO accredited (17 hospital / 19 public health labs)
Three tracks for Reaching Accreditation

- **Funding Only** (2)
  - Funds provided, labs identify own resources

- **TA Model** (10)
  - FHI360 created 12 month training/mentoring program
  - MOH (hospital system) administer the program
  - Piloted at various types of labs (hospital, public health, HIV)
  - Success rate has been high: 83% (5/6)

- **SLMTA as Stepping Stone** (1)
  - Single lab: Hai Duong Preventive Medicine Center
  - Low baseline score, graduated from SLMTA w/ four stars
  - Pursued ISO, was awarded accreditation only 6 months later
Vietnam Labs Accredited to International Standard

- **Funding Only**
  - HIV National Reference Laboratory
  - HIV Regional Reference Laboratory

- **SLMTA-ISO**
  - Hai Duong Public Health Laboratory

- **WHO HIV DR**
  - HIV National Reference Laboratory
  - HIV Regional Reference Laboratory

**TA Model**

- Bach Mai Hospital, Microbiology Lab
- National Pediatric Hospital, Hematology Laboratory
- National Pediatric Hospital, Biochemistry Laboratory
- Nat'l TB Reference Lab: National Lung Hospital Microbiology Lab
- TB Regional Reference Laboratory Phan Ngoc Thach Hospital
- Preventive Medicine Center-HCMC, Microbiology Lab
- Children’s Hospital Number 1, HCMC
- Children’s Hospital Number 2, HCMC
- Pasteur Institute Nha Trang
- Hue Central Hospital
Strengthening Laboratory Management Towards Accreditation
Results from SLMTA-Vietnam Pilot
SLMTA-Vietnam Expansion Timeline

<table>
<thead>
<tr>
<th>Hospital System</th>
<th>Military Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2011</strong></td>
<td>Vietnam launched SLMTA (12 sites)</td>
</tr>
<tr>
<td><strong>2012</strong></td>
<td>Military-SLMTA launched Nov 2014</td>
</tr>
<tr>
<td><strong>2013</strong></td>
<td>Military-SLMTA to launch Jan 2015</td>
</tr>
<tr>
<td><strong>2014</strong></td>
<td>Launch of two SLMTA franchises for public health labs in 2015 and 2016</td>
</tr>
<tr>
<td><strong>2015</strong></td>
<td>Delivery of SLMTA TOT in Vietnam (including TB-SLMTA TOT)</td>
</tr>
</tbody>
</table>

**Nat’l TB Program (TB-SLMTA)**

- **2011**
- **2012**
- **2013**
- **2014**
- **2015**
- **2016**
- **2017**
Proliferation of EQA Programs

• HIV (HIV Ref Lab) 2007
• CD4 (Nat’l Hosp Trop Disease) 2008
• Biochemistry/Hematology (Hospital Quality Control Lab System) 2012
• Microbiology (Hospital Quality Control Lab System) 2014
• Viral Load (HIV Ref Lab) 2015
Laboratory Accreditation-Related Policies

- National Laboratory Strategic Plan
- National HIV Master Plan
- National HIV Laboratory Standards
- National Circular on Implementation of Laboratory QMS
- National HIV Laboratory Standards
Vietnam National Laboratory Strategic Plan

Articulates Vietnam MOH’s vision for it all health laboratories 2010 to 2020

- Core functions of the National Laboratory System, Creation of Bureau of Quality Management (2011) / Lab Quality Control Centers, QCC (2012)
- Set Target for ISO accreditation: 30 labs by 2014 .... 80 labs by 2020
National HIV Master Plan

Covers HIV-related laboratory activities

- Sets targets for ISO accreditation of HIV labs: 12 labs 2015 .... 30 in 2020)
National HIV Laboratory Standards

- Lab standards described for HIV, CD4 and VL testing labs
Circular #1 Implementation of Laboratory QMS at Health Care Facilities

- Set requirements for health care laboratories: creation of IQC program, participation in EQA, improved record keeping, staff personnel records, ...
- All are requirements under ISO.
National Laboratory Standards

- Currently under development Vietnam MOH
- To be published in 2015
- Will be similar to SLIPTA and ISO standards
Direct request from MOH institutions to support accreditation

- No request in 2008... in 2014 there are many
- All recent policies from MOH include goals/indicators for ISO accreditation
Inversion: Investment vs Impact

Early on in PEPFAR.....

Large investments: funding, service delivery, time, HR, ...

RESULTS

small impact

Now...

Smaller investments: TA, efforts, time, HR, ...

RESULTS

Large Impact

Two examples.... LIS Implementation, QMS Basic Training
Scale-Up & Transition of LIS Program

Average Site Expenditures Per Year

2007 2008 2009 2010 2011 2012 2013 2014

IT Expenditures/Site (National) Personnel Expenditures/Site (HCMC)
QMS Basic Training Package

- August CDC and MOH delivered a TOT on QMS Basic
- September the An Giang Provincial Health department delivered training to all district level hospital lab staff.
- Required all labs to participate and charged fee to fund exercise.
Media Attention

• Bad press
  – Encourages MOH / specific sites to respond, look for solutions

• Positive Media Attention
  – Competition created between the sites
  – Tool for raising public awareness reaching the Tipping Point
  – Indicator that you have reached your Tipping Point
Advocacy from the Lab Level

• Quality Management Systems – Lab Leadership (QMS-LL) Certificate Program
  – This innovative new lab leadership program has resulted in the creation of 44 ‘ambassadors for QMS’ represented 16 national institutes, laboratories, universities...
  – Developed in partnership with CLSI
  – Graduates now have the capacity to both create national/local level lab policy and run a laboratory with a QMS (accreditation) focus
  – This program is now being transitioned to a local medical university
Conclusion

• All indicators suggest that Vietnam has reached a ‘Tipping Point’ for lab accreditation.
• But TA and support are still needed to maintain momentum.
Acknowledgements

• Vietnam MOH
  – Vice Minister Xuyen
  – Vietnam Administration for Medical Services
  – Vietnam Authority for HIV/AIDS Control

• CDC-Vietnam Laboratory Team