Improving the Quality of Laboratory Services in Vietnam: Change made Sustainable!

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2013-2018:

• 16 of 41 SLMTA labs (39%) achieved ISO 15189 accreditation

• Another 5 national labs gained accreditation through the country’s laboratory accreditation program

21 accredited in 5 years!!
Parallel Organizational Structure Over Laboratories

Ministry of Health
20 Dept. and 4 career units

National and Regional Institutes

Centers for Preventive Medicine (Provincial CDC) (63)

Department of Health

National hospitals (38)

Provincial hospitals (492) Private hospitals (170)

District Health Administration

District Health Centers (690)

District hospitals (775) Private clinics

Commune Health Station

Preventive Medicine
Clinical Health

Technical management
State management
Challenges

• Low health provider confidences in laboratory services.
• High number of laboratories (>2000), not enough trainers and mentors.
• Inadequate budget for Laboratory Quality Management Systems (LQMS) activities
• It takes time to change people’s habit!
Development of National Regulatory Framework for Laboratory Quality Management System (LQMS)

Official Policy
Circular 01
Decision 5530
Decision 316/TTg-2016
Decision 2429/QĐ-BYT

Instruction

Budgeted Proposal
Proposal for Strengthening Quality Management Capacity in Medical Laboratory 2016-2025

National Standards
National Laboratory Quality Management Standards

2013
2015
2016
2017

Mandatory for all medical laboratories
National Laboratory Quality Management Standards (Decision 2429/QĐ-BYT)

• Adapted from WHO AFRO SLIPTA
• Officially adopted in 2017
• Mandate for clinical laboratories
• Based on SLIPTA and ISO 15189 standards:
  – 12 chapters correspond to 12 quality system essentials
  – 169 criteria
  – max. 268 points
National Laboratory Strategic Plan 2010-2020

**Vision:** A national lab system to serve the people of Vietnam that meets and exceeds national or international standards.

**Long-term goal:** to establish national quality-assured networks of tiered laboratory services, includes organizational structure, legal policies and documentation, national standards on quality, laboratory management, laboratory infrastructure, biological safety, training and quality management.
New Organizational structure Created From NSLP

MOH
VAMS Bureau of Laboratory Quality Management
Quality Control Centers
References Laboratories
HIV, TB, Bio-Chem, Heam, Microbiology.
Medical Laboratories
The Beginning of Our Journey
Symposium on Quality Management for Medical Laboratories - March 2011

Meeting Achievement
- Sensitization of Policy Makers on LQMS
- Commitment from MOH and national institute leaders
- Sharing of best regional practices
## Graduated Training Program

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LQMS Leadership Training Program

- One-year long
- Developed in partnership with CLSI
- Produced 44 “ambassadors”
- Graduates have the capacity to create national/local level lab policy and run a laboratory with a QMS (accreditation) focus
Basic Quality Management System Training

- Basic principles of LQMS
  - 12 quality system essentials
- Two 4 day workshops, separated by a 4-6 months implementation phase
- Designed for facilities with little LQMS capacity (Zero Stars)
SLMTA Training

• 1st TOT training was provided for key personnel from Vietnam, Thailand, and Cambodia in 2012.
• 4 SLMTA cohorts
• Intensive planning, implementation and mentoring – as guided by SLMTA program.
Laboratory Accreditation Program

- For SLMTA graduated labs and national labs
- Intensive mentoring from CDC, FHI 360 and CDC Thailand
- Duration: 12 months
- Based on SLMTA and WHO-CDC-CLIS LQMS Toolkit
Development of National Regulatory Framework for Laboratory Quality Management System (LQMS)

**Official Policy**
Circular 01

**Instruction**
Decision 5530

**Budgeted Proposal**
Decision 316/TTg-2016

**National Standards**
Decision 2429/QĐ-BYT

Proposal for Strengthening Quality Management Capacity in Medical Laboratory 2016-2025

National Laboratory Quality Management Standards

Mandatory for all medical laboratories
Sustaining LQMS Training Programs

• 3 main medical universities now provide LQMS training:
  – Hai Duong Medical Techniques University: started 2013
  – Hanoi Medical University: started 2015
  – Ho Chi Minh Medicine and Pharmacy University: started 2015

• LQMS training programs now integrated into the university training curriculum
  – Pre-service: Formalized College Courses required for a Bachelor and Master degrees in Medical Laboratory Science
  – In-service LQMS courses also provided CME
Conclusion

“The road towards laboratory improvement is a continuous one; however, in Vietnam, it has been well paved towards a better future.”

- High commitment from MoH/GVN to improve lab quality.
- Policies and regulations on LQMS were developed.
- Implementation of LQMS is mandatory
- LQMS training programs were developed for both in-service and pre-service training.
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• CDC-Vietnam Laboratory Team