SLMTA
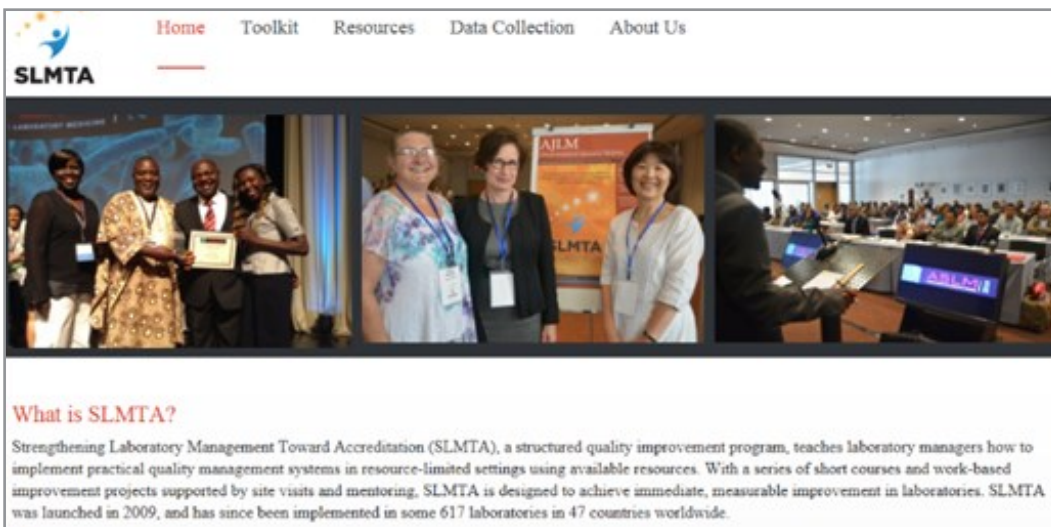
**STRENGTHENING LABORATORY
MANAGEMENT TOWARD
ACCREDITATION**

2015 Updates

Official SLMTA website launched in June, 2015

SLMTA
Home   Toolkit   Resources   Data Collection   About Us

What is SLMTA?

Strengthening Laboratory Management Toward Accreditation (SLMTA), a structured quality improvement program, teaches laboratory managers how to implement practical quality management systems in resource-limited settings using available resources. With a series of short courses and work-based improvement projects supported by site visits and mentoring, SLMTA is designed to achieve immediate, measurable improvement in laboratories. SLMTA was launched in 2009, and has since been implemented in some 617 laboratories in 47 countries worldwide.

The official SLMTA website (www.slmta.org) was launched to serve as a one-stop shop for all SLMTA-related information and resources. We want to make it a virtual home for our global SLMTA communities. To date, it has had more than 5300 users (i.e., unique IP addresses). This website is constantly updated with new information. Please bookmark it and visit it often.

What can you do on the SLMTA Website?
- ◆ Find upcoming events
- ◆ Access free resources
- ◆ Learn secrets from the 9 SLMTA laboratories that have achieved accreditation
- ◆ Download the updated SLMTA toolkit (2015 version)
- ◆ Listen to the SLMTA song and watch the SLMTA video
- ◆ Tour the SLMTA gallery of event photo albums

Coming soon to the website:
- ◆ A web-based tool to collect SLMTA program data

Key 2016 Events
Mark your calendar

Regional SLMTA TOT
**Johannesburg
South Africa**

February 29– March 11

SLMTA 2 Pilot
**Johannesburg
South Africa**

September12-23

**2016 SLMTA/SLIPTA
Symposium**
**Cape Town
South Africa**

December 3-4

ASLM2016
**Cape Town
South Africa**

**December 3-8
(Abstract submission
opens March 4)**

From the Desk of Katy Yao
Global SLMTA Program Director

International Laboratory Branch
Division of Global HIV/AIDS
CDC-Atlanta, USA

Announcing the SLMTA Hero Award

SLMTA's success was made possible by efforts from thousands of people all over the world. Many contributed with what they had, doing the best they could in whatever position they were in. *This SLMTA Hero award is for anyone who has contributed to the success of SLMTA, and particularly for those "unsung" heroes.*

Nominate your SLMTA heroes

No impact is too small. We will accept all nominations provided the nominations are well written and the impact (how his/her work made a difference) can be validated. Accepted nominations will be posted on the SLMTA website.

Who can nominate? A nominator may be the nominee's supervisor, subordinate, co-worker, partner, client, or customer, who has first-hand experience of the nominee's work.

Nominations:

- Must be submitted on behalf of another person. Self-nominations will not be accepted.

- Must be submitted in English only.

- May only be submitted in the name of a single person. (If a single person's contribution cannot be easily separated from another individual, then on this rare occasion we will accept group nominations.). Nominations of an entire organizational unit (such as a laboratory or a department within a laboratory) will not be accepted.

Acceptance Requirements: A nomination will be accepted if it provides a detailed, thoughtful entry describing accomplishments and impact of the nominee's work (how his/her work made a difference).

For more details about the nomination requirements and the nomination form, go to www.slmta.org.

Check out these SLMTA heroes

Jean Marie Vianney Ngendakabaniga, Laboratory Quality Manager, University Teaching Hospital in Butare, Rwanda (Nominated by Wangeci Gatei, Senior Laboratory Program Advisor, CDC-Rwanda)

Jean Marie Vianney (JMV) embodies the spirit of SLMTA, from initial rollout to implementation, through the stepwise endurance of the steep, challenging yet rewarding path that laboratories must take to attain high quality standards evidenced by excellent laboratory services to communities. Continue reading

Dr. Victor Mbome, Regional Delegate of Health, South West Region, Ministry of Health, Cameroon (Nominated by Laura Eno, Quality Assurance Advisor, CDC-Cameroon)

It is my intention to convey my highest consideration for this truly outstanding civil servant. His quest for quality laboratory systems to support healthcare provision has been steadfast, leading to a remarkable successful collaboration with CDC–Cameroon. … He is the founding architect of the quality improvement program in hospitals in Cameroon. Continue reading

Eke Ofuche, Senior Laboratory Technical Advisor, AIDS Prevention Initiative in Nigeria (APIN) (Nominated by Emmanuel Idigbe, Coordinator Research Planning and Development, Nigerian Institute of Medical Research, Nigeria)

Eke is a member of the Nigeria Team of SLMTA. He was certified as a SLMTA trainer in August 2012 in a regional SLMTA TOT organized in Nigeria with support from IANPHI. This was immediately followed by his certification as a laboratory mentor. Thereafter, he became very active and instrumental in facilitating SLMTA step-down trainings, conducting SLIPTA audits… Continue reading

Accomplished SLMTAns called upon to help hospitals with quality improvement

Kelly Mokobela, a SLMTA master trainer and laboratory manager of the Nyangabgwe Referral Hospital in Botswana, led the hospital laboratory to ISO 15189 accreditation in December 2014. It is the first government hospital laboratory ever accredited in Botswana. As a result of this accomplishment, she was appointed by the hospital director in December 2015 as the chairperson for the Hospital Quality Improvement Committee, which is tasked with steering the hospital performance initiatives and driving the hospital towards COHSASA accreditation. Her main objectives will be training the hospital staff on Quality Management Systems (QMS), and developing and implementing improvement programs for the entire hospital.

Elde Mel B. Paladar, a SLMTA master trainer and writer of the SLMTA song lyrics, has been helping Blantyre Adventist Hospital (BAH) in Malawi with implementation of Total Quality Management (TQM) using the SLMTA concepts. BAH is a 40-bed tertiary hospital that provides surgical, medical, OB-GYN, pediatrics, dental, radiology, laboratory and emergency care services. BAH started implementing quality improvement projects after members of its administration attended a quality management workshop. Elde was invited to critique their quality improvement plans. This is when he realized that he could use the SLMTA concepts to help implement TQM. Read the box below for more details.

Applying SLMTA concepts to TQM implementation at Blantyre Adventist Hospital, Malawi
by Elde Mel B. Paladar

A two-day workshop involving the administration and supervisors was conducted to make sure that everyone had a clear understanding of the basic concepts in TQM. It was emphasized this integrated and comprehensive organization effort is designed to improve efficiency (cost) and effectiveness (quality) at every level in the organization. The following SLMTA concepts were also covered during the workshop: *customer focus, continuous quality improvement (PDCA), participation and teamwork by all employees, use of analytical tools and techniques, systemization and process management (Process Mapping with P+S=O).*

The whole team agreed that all departments will embark on the following activities:
- Map all processes in every department
- Apply the Six S's (sort, straighten, shine, standardize, sustain and safety) for efficient workplace
- Implement Quality Improvement Projects
  - Improve Outpatient Department patient flow (involving several departments i.e., Reception, Nursing, Physicians, Cashier, Lab, Radiology and Pharmacy)
  - Reduce short-stay patient time (Emergency Room)
  - Reduce number of rejected films (Radiology Department)
  - Review and update H.R. policies and procedures
  - Reduce discharge process time (Nursing Department)

At 6 weeks into TQM implementation, it is very encouraging to see everybody involved in this effort with the CEO and Medical Director actively leading the quality team. The effects of simple sorting, straightening and shining is already noticeable. Although at an early stage, it was reported that the discharge process time has been reduced to 2 ½ hours from a baseline of 5 hours.

The supervisors will be taught additional SLMTA concepts such as Management Calendar, Customer Satisfaction Survey, and Competency Assessment as we move forward. We aim to develop a culture wherein quality is the fundamental measurement metric, continuous improvement as the philosophy and employee involvement as the approach in this institution because We Care.

News on tools

The SLMTA toolkit has been updated to reflect the new [2015 SLIPTA checklist](). All the checklist items have been remapped to each activity. Download the modified toolkit at the official SLMTA [website]().
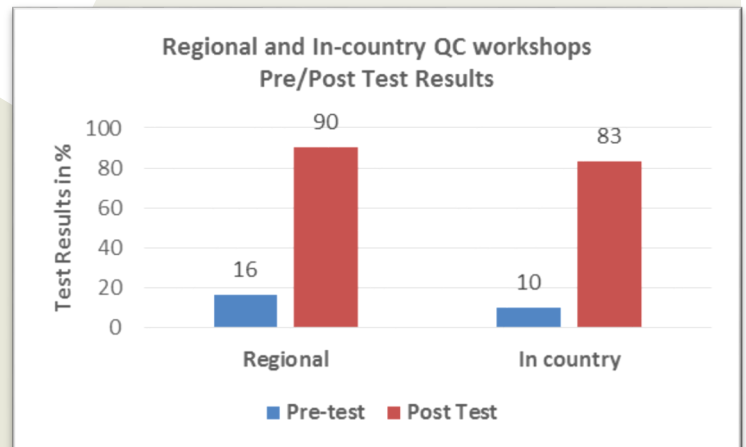
[*Global Scientific Solutions for Health*]() has created **Excel-based versions of the latest WHO SLIPTA checklist** in English and French. These tools are available free of charge. Send an email to [slipta@gsshealth.com]() to request the tools. These tools are still being tested. Your feedback is CRITICAL so they can constantly improve these tools to make SLIPTA audits as easy as possible.

SLMTA 2 (Breakthrough Curriculum) is designed for laboratories that have completed the original SLMTA program. SLMTA 2 takes a process-based approach to designing, implementing, and monitoring a quality management system (QMS). Even though SLMTA 2 targets management overseeing laboratories rated at 2-3 SLIPTA stars, the training program is suitable for any SLMTA laboratory looking to improve their quality systems and prepare for accreditation to ISO standards. Participants will learn how to view processes from a risk perspective in order to identify and prioritize pitfalls in a resource-limited setting during the quality design phase as well as implementation and management review. SLMTA 2 is a must-attend if you want to implement an occurrence management system, an internal audit program, and a

management review process that are simple but effective, free of bureaucracy, and truly enhance quality.

Quality Control and Method Validation Workshop

Since the pilot in 2013, we have conducted 5 regional QC/MV workshops at the Roche Scientific Campus in Johannesburg, South Africa, and 3 in-country workshops, training a total of 221 people. As indicated by the pre/post test results (see figure below), there remains to be significant knowledge gaps in QC, but the workshops were very effective in closing those gaps. Since the enrollment for the regional workshops dwindled in 2015, we have cancelled all future regional workshops and plan to focus on in-country delivery with the hope to reach more people.

WANTED

Calling all SLMTAns to...

- Submit ideas and suggestions to help shape the agenda of the next SLMTA/SLIPTA Symposium in Cape Town, South Africa on December 3-4, 2016.
- Submit an SLMTA abstract to [ASLM2016](). Abstract submission opens March 4.
- Share the best photos from your SLMTA events, to be displayed on the SLMTA website.
- Create your own rendition of the SLMTA song, choreography, or video, to be performed live or via video at the 2016 SLMTA/SLIPTA Symposium.
- Nominate your SLMTA heroes.

Did you know...

Top 10 most downloaded manuscripts from the SLMTA Supplement*

A year ago, the African Journal of Laboratory Medicine (AJLM) published a special supplement on SLMTA. A year later, we look at how many times each manuscript has been downloaded from the AJLM website. Below are the top 10 most downloaded manuscripts from the supplement.

Rank	Lead Author	Title	Number of Downloads
1	Katy Yao	The SLMTA programme: Transforming the laboratory landscape in developing countries	4617
2	Thomas Gachuki	Attaining ISO 15189 accreditation through SLMTA: A journey by Kenya's National HIV Reference Laboratory	4326
3	Siyem C. Nkwawir	From grass to grace: How SLMTA revolutionised the Bamenda Regional Hospital Laboratory in Cameroon	3524
4	Thuong T. Nguyen	SLIPTA e-tool improves laboratory audit process in Vietnam and Cambodia	2754
5	Talkmore Maruta	Training-of-trainers: A strategy to build country capacity for SLMTA expansion and sustainability	2713
6	Tilahun M. Hiwotu	Laboratory system strengthening and quality improvement in Ethiopia	2707
7	Rosemary A. Audu	Improving quality in national reference laboratories: The role of SLMTA and mentorship	2393
8	Katy Yao	Evidence from 617 laboratories in 47 countries for SLMTA-driven improvement in quality management systems	2310
9	Ernest P. Makokha	Using standard and institutional mentorship models to implement SLMTA in Kenya	2186
10	Robert N. Maina	Progressing beyond SLMTA: Are internal audits and corrective action the key drivers of quality improvement?	2139

*As of December 28. 2015

Free learning opportunities from IHI

Build Your Improvement Skills, One Video at a Time, at Institute for Healthcare Improvement (IHI)

Want to expand your improvement skills, but struggle to find the time to devote to this learning? The growing IHI Open School video library is one way to learn from health care leaders and experts from around the world as they share bite-sized pearls of knowledge and advice. Whether you make a meal or just enjoy the occasional snack, these freely available, short videos (most are 3 to 5 minutes) will whet your appetite for skill-building in the new year. Two popular recommendations for getting started are "How Can CLABSIs and Cucumbers Teach PDSA?" and "What's the Secret to Running Effective Meetings? "

IHI Teams Up with HarvardX to Teach Improvement Science Online

IHI and HarvardX — Harvard University's branch of the online learning venture edX — have collaborated to produce a free massive open online course (MOOC) called PH 556X: Practical Improvement Science in Health Care: A Roadmap for Getting Results. Starting on January 20 and lasting for six weeks, learners will dive into engaging, interactive materials and relevant resources to start building improvement skills that will serve them long after the MOOC ends. Physicians, nurses, pharmacists, and quality professionals can earn six continuing education (CE) credits, for a $99 fee, upon course completion. You are invited to register, share the link with colleagues, and help spread the word about this exciting new course.