



World Health Organization

# Quality Network

## WHO Quality Management Programme

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Global Newsletter

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### Greetings from Blood Transfusion Safety/Essential Health Technologies BTS/EHT/WHO/Geneva

Dear Colleagues,

The focus of the Department of Essential Health Technologies (the new name for the Department of Blood Safety and Clinical Technology) will now be to work more closely with countries and to provide needs-based support to blood safety programmes at country level.

WHO's Quality Management Programme (QMP) has created an awareness and obtained the commitment and support of national blood programmes in many countries. In the quality network, created to support QMP participants, all players have an important role.

The purpose of this newsletter is to keep the network active and on-going, to share success stories, to attempt to make a change, to exchange experiences of failures due to various reasons, and to give an opportunity to all of us to learn from mistakes and suggest possible solutions.

There is a need to enhance communications in this network. Limited interaction has led to a paucity of stories and considering this, we will now only issue the newsletter twice a year. In addition, as the WHO Blood Safety Programme has initiated several other activities to promote blood safety, the network and newsletter will be expanded to include experiences related to voluntary, non-remunerated blood donation, nationally coordinated blood transfusion services and the clinical use of blood.

I therefore invite all of you to send news about all your activities related to blood safety.

Dr Steffen Groth

### Latest news

#### QMP activities

WHO, Geneva convened a consultative meeting of QMP coordinators at regional and national levels, at Kuala Lumpur, Malaysia in August 2003. The objectives of this meeting were to:

- ♦ Review the roles and responsibilities of quality training centres, QMP coordinators and WHO.
- ♦ Review QMP follow-up, support and coordination.
- ♦ Identify constraints and potential solutions to effective follow-up, support and coordination.
- ♦ Adoption of mechanisms for:
  - ♦ effective follow-up and support
  - ♦ strengthening the quality network.
- ♦ Identify resource requirements and mechanisms for resource mobilization.
- ♦ Obtain feedback on QMP materials.
- ♦ Prepare action plans for the next steps in QMP.

The outcomes of this meeting exceeded most expectations and as a result, improved mechanisms for advocacy, follow-up and monitoring have been identified. The participants in this meeting also identified mechanisms for strengthening and expanding the quality network, defined roles and responsibilities (see page 3) and identified and defined indicators for the success of the QMP.

All participants also identified the need to ensure that the QMP cascades down to country level. It is essential that this is facilitated for QMP to have a major impact on blood safety.

During the meeting, it was recommended that the network should be strengthened through the establishment of a database of all participants in Quality Management Training (QMT) courses and also of BTS directors who have been sensitized to QMP. To date, there are 407 entries in the database, of whom 178 unfortunately do not have access to electronic mail.

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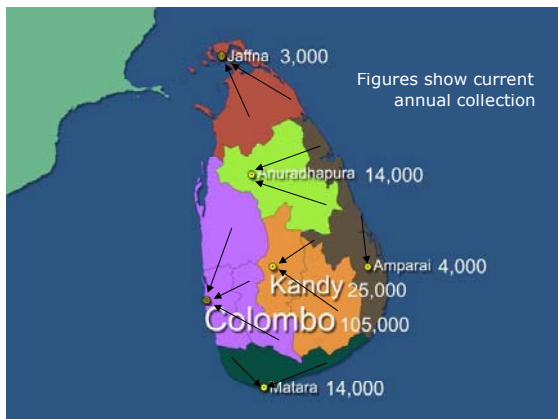
## NBTS Sri Lanka: A march towards Quality Systems

### The Beginning

The WHO Regional Office for South-East Asia had organized the first regional Quality Management Training course in Bangkok, Thailand in March–April 2001, to create a core group of quality managers for BTSS in all Member States. Two senior medical officers from the National Blood Transfusion Service of Sri Lanka (NBTS) participated in this workshop.

During this regional course, it was decided to conduct similar QMT courses at national level. Consequently a national QMT course was held in Colombo, Sri Lanka on 6 – 23 May 2002.

Map 1. Sri Lanka



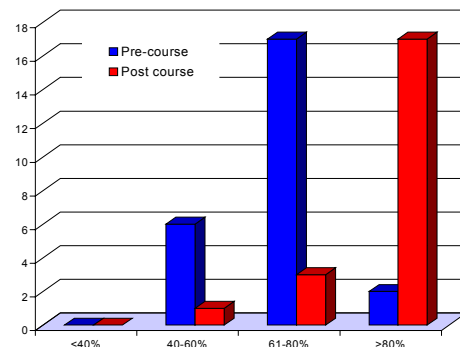
25 participants from various regions of Sri Lanka attended the course which was facilitated by WHO consultants and blood transfusion experts from India.

### A Golden Step

The WHO/QMT course held at the National Blood Transfusion Centre (NBTC), Colombo was a golden step in our march towards establishing quality systems in the NBTS. The workshop comprised 48 lectures, 37 interactive group activities and a field visit. 18 medical officers and six medical laboratory technicians from Colombo and outstation blood banks participated in the workshop.

The impact of the workshop was extremely encouraging, as there was a definite improvement in awareness and the attitudes of the participants towards the need for quality systems in the blood transfusion service.

The graph shows a comparison between the performances of the participants in the pre-and post workshop assessments conducted.



As a consequence to the success of the workshop the Director of the NBTS took the initiative to establish a separate quality management section with the key responsibilities of coordinating and managing the implementation of the quality system in the NBTS.

**The NBTS of Sri Lanka is committed to a quality management system which will ensure the safety, efficacy, adequacy and reliability of its blood products and services, in conformity with cGMP, cGLP & cGCP standards and WHO recommendations on safe blood transfusion**

#### Quality Policy of Sri Lanka NBTS

At present, a new project has just been started with the collaboration of the Sri Lanka Standards Institute to implement Good Manufacturing Practice at the NBTC and to achieve certification for the same.

Dr. K. K. S. Kuruppu  
Quality Manager, NBTS, Sri Lanka

### Upcoming events

Review of QMP in India  
Dates: 2 – 4 February 2004  
Place: Cochin, India

## Regional progress reports

### AFRO

National training courses in quality management and good laboratory practice have been held in Burkina Faso, Cameroon, Democratic Republic of Congo, Gambia, Ghana, Mali and Uganda. The Gambia, Mali, Seychelles and Uganda have designated quality managers in the BTSs at national level.

### EMRO

Training for 33 participants from Saudi Arabia, Sudan and Yemen has been carried out in collaboration with the blood transfusion services of Jordan and Cairo. The *Aide-Mémoire: Quality Systems for Blood Safety* has been translated into Arabic. A workshop on establishing external quality assessment for blood group serology was held in Cairo, Egypt in June 2003.

### EURO

Efforts have concentrated on identifying appropriate quality training centres for the different sub-regions. Two centres have already been identified in the Netherlands and Slovenia, and two further centres are planned in Kyrgyzstan and the Czech Republic. Training of Russian-speaking QMT facilitators was held in Slovenia.

### SEARO

Specific activities have been concentrated on external quality assessment and follow-up of trained participants. In country visits, carried out by the National Blood Centre, Thai Red Cross Society, the infrastructure and quality assurance measures in blood banks have been examined, among other aspects of the QMP.

### WPRO

The 2<sup>nd</sup> QMT course was held in Singapore in August. This course has resulted in an extremely active regional network of participants that far surpasses anything we have seen to date. The issue of the newsletter has been purposely delayed in order to share the exciting news coming from the region almost on a daily basis (see page 4).

A number of activities have been carried out in the People's Republic of China. 348 participants from all provinces attended four QMT courses in August and September 2003 and government commitment and support has ensured that national standards are being formulated, quality manage-

ment training is linked to the distance learning programme in blood safety, and that quality awareness training will be conducted for all BTS staff.

## WHO Quality Management Programme – roles and responsibilities

### ➤ Responsibilities of Directors of BTSs

It is the responsibility of BTS directors not only to ensure the quality of the blood and blood components produced by their BTSs, but also to ensure the overall safety of the entire transfusion process, from donor to patient.

The QMP provides significant benefit to national blood programmes and individual BTSs by helping to improve the quality of the transfusion process. BTS directors should actively support and encourage the implementation of a quality system in their BTS, ensuring that the system encompasses other disciplines related to the transfusion process. Staff who are responsible for quality should be formally identified and designated. BTS directors should ensure that appropriate staff are released to attend QMT courses and that the participants' action plans, developed during the training, are appropriately supported. In addition, BTS directors should sensitize clinicians to the importance of quality throughout the whole of the transfusion process and encourage review of current practice and, where necessary, help identify areas for improvement.

### ➤ Responsibilities of QMT Participants

It is the responsibility of the QMT participants to take a full and active part in the course and then to use the knowledge and skills gained to develop quality and the quality system in their own BTS or hospital. Participants should make every effort to strengthen their knowledge and skills during the course and to interact with facilitators to learn from their experiences. During the course, participants should take the opportunity to share experiences, problems faced and solutions sought as these provide useful lessons for other participants. The sharing of information forms the foundation for the quality network which is important for the continued success and development of the QMP and the development and implementation of quality systems within the participants' BTSs and hospitals.

## Talking points – the Western Pacific Quality Network

30<sup>th</sup> September 2003 – first time we ever had a meeting between the Ministry of Health and the Solomon Islands Red Cross Society.

### BREAKING NEWS

2:30pm 24<sup>th</sup> October 2003 – Memorandum of Understanding between the Ministry of Health and Medical Services and the Solomon Islands Red Cross Society signed. (Now I am simply looking forward to the establishment of the National Blood Services Council..... )

Donald, Solomon Islands

September 2003 – national blood policy updated to include quality.

9-11 November 2003 – Internal training workshop on quality management at the Lao Red Cross Blood Center.

Many SOPs are in preparation

Chirapha, People's Democratic Republic of Lao

I met with our head of department regarding my action plans and we're trying to update all the SOPs.

Robert, Palau

Had a meeting with the laboratory staff yesterday and gave a copy of the report, the action plan and a brief presentation of the course. We discussed how to improve our blood bank and how to look after our blood donors. Everyone is in support.....

We will have regular quality meetings. SOP development will start with blood donor selection.

Theresa, Cook Islands

Using a quotation to inspire people to keep trying when difficulties are encountered with implementation of a quality system:

“When you reach for the stars, you may not quite get one, but you won't come up with a handful of mud either!”

Stephen (QMT Facilitator), Hong Kong

Communication is an integral part of any organization especially as feedback is used as a positive tool for continuous improvement.....

Patrick  
(QMT Facilitator)  
Singapore

### Available on the internet

<http://www.freemedicaljournals.com/>

<http://www.thelancet.com/journal>

The above sites are of great value for those of us who may have access to the internet but do not have access to regular medical journals. The sites offer articles from reputable journals that are released free of charge after a set time period.