



# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR CLINICS

## 9. Laboratory Services

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

**1. NAME OF HOSPITAL/CLINIC/FACILITY:** \_\_\_\_\_

**2. BASELINE/INTERNAL SURVEY INFORMATION:**

Title and name of person who completed this document: \_\_\_\_\_

Post and position held: \_\_\_\_\_

Date of survey: \_\_\_\_\_

**3. EXTERNAL SURVEY INFORMATION:**

Name of external surveyor: \_\_\_\_\_

Date of external survey: \_\_\_\_\_

**GUIDE TO COMPLETION OF FORM**

**N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.**

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

1. mild
2. moderate
3. serious
4. very serious

**Documents Checked**

Surveyor: .....

Surveyor: .....



# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR CLINICS

## 9.Laboratory Services

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# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR CLINICS

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### 9.1 Management of the Service

#### 9.1.1 Standard

**Laboratory services are available to meet the needs of services and patients, in compliance with national laws, regulations and standards.**

**Standard Intent:** The organisation has a system for providing the laboratory services, including clinical pathology services, required by its patient population, clinical services offered and healthcare providers' needs.

The laboratory services are organised and provided in a manner that meets applicable national standards, laws and regulations.

Laboratory services, including those required for emergencies, may be provided within the organisation, by agreement with another organisation or both. Laboratory services are available after normal hours for emergencies.

Outside sources are convenient for the patients. The organisation selects outside sources based on the recommendations of the director or other individual responsible for laboratory services. Outside sources of laboratory services meet applicable laws and regulations and have acceptable records of accurate, timely services. Patients are informed when an outside source of laboratory services is owned by the referring medical practitioner.

Laboratory results are validated to ensure that they are those of the correct patient and medical practitioner. Validations include the name of the validating officer.

Results are reported within a time frame based on patient needs, services offered and the needs of the clinical personnel. Emergency tests, after-hours and weekend testing needs are included. Appropriate specimen containers are available in the organisation, with instructions for their correct use.

	Criterion	Comments
		Recommendations
<b>Criterion 9.1.1.1</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Adequate, convenient and regular laboratory services are available to meet the organisation's needs.	
<b>Criterion 9.1.1.2</b> Critical: '' Catg: Basic Management + Legality <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The laboratory services are organised and provided in a manner that meets applicable national standards, laws and regulations.	



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<b>Criterion 9.1.1.3</b> Critical: '' Catg: Basic Management + Patient Care <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Emergency laboratory services are available, including after-hours services.	
<b>Criterion 9.1.1.4</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 2 Moderate	The organisation has established the expected report time for results.	
<b>Criterion 9.1.1.5</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 2 Moderate	Laboratory results are reported within a suitable time frame to meet patient needs.	
<b>Criterion 9.1.1.6</b> Critical: 0 Catg: Basic Management + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Laboratory results are validated and include unique patient identity, date of testing/reporting, name and location of the requesting medical practitioner.	
<b>Criterion 9.1.1.7</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 2 Moderate	The validating officer is identified and recorded.	



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<b>Criterion 9.1.1.8</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 2 Moderate	A list of referral laboratories which have been duly approved is available for tests not performed on site.	
<b>Criterion 9.1.1.9</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	There is a documented, implemented procedure for packaging specimens and transporting them to the referral laboratories.	
<b>Criterion 9.1.1.10</b> Critical: '' Catg: Basic Process + Legality <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	A register is kept of the referred specimens and the results.	



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### 9.1.2 Standard

*A qualified individual is responsible for managing the laboratory service.*

**Standard Intent:** The laboratory service is under the direction of an individual who is qualified by virtue of documented training, expertise and experience, in accordance with applicable laws and regulations. This individual has professional responsibility for the laboratory facility and for the services provided. When this individual provides clinical consultations or medical opinions, he/she is a medical practitioner or a pathologist. Speciality and subspecialty laboratory services are under the direction of appropriately qualified individuals. The responsibilities of the laboratory director include:

- developing service-related policies and procedures and ensuring that they are implemented and reviewed regularly
- managing relevant human resource functions, e.g. job descriptions, personnel evaluation, personnel training, and
- developing, coordinating and monitoring the required quality control and improvement systems.

	Criterion	Comments
		Recommendations
<b>Criterion 9.1.2.1</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	The laboratory is under the direction of a qualified individual.	
<b>Criterion 9.1.2.2</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	The responsibilities of this person include maintaining quality control programmes.	
<b>Criterion 9.1.2.3</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	The responsibilities of this person include administrative supervision.	



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<b>Criterion 9.1.2.4</b>	The responsibilities of this person include monitoring and reviewing all the laboratory services.	
Critical: ..		
Catg: Evaluation + Efficiency		
<b>Compliance</b>		
<b>NA    NC    PC    C</b>		
Default Severity for NC or PC = 3 Serious		

### 9.1.3 Standard

***Individuals with adequate training, skills, orientation and experience perform tests and interpret the results.***

**Standard Intent:** The organisation identifies the laboratory personnel who may perform testing and who may direct or supervise testing. Supervisory and technical personnel have appropriate and adequate training, experience and skills and are oriented to their work. Technical personnel are given work assignments consistent with their training and experience. In addition, there are enough staff members to perform laboratory tests promptly and to provide the necessary laboratory services during all hours of operation and for emergencies.

The organisation is able to identify and contact experts in specialised diagnostic areas, such as parasitology or virology, when needed.

	Criterion	Comments
		Recommendations
<b>Criterion 9.1.3.1</b>	Qualified individuals are assigned to perform and supervise the provided laboratory services.	
Critical: ..		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
<b>NA    NC    PC    C</b>		
Default Severity for NC or PC = 3 Serious		
<b>Criterion 9.1.3.2</b>	There are enough staff members to meet service needs.	
Critical: ..		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
<b>NA    NC    PC    C</b>		
Default Severity for NC or PC = 3 Serious		



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<b>Criterion 9.1.3.3</b> Critical: .. Catg: Basic Management + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	On-going in-service training is provided to all personnel.	
<b>Criterion 9.1.3.4</b> Critical: .. Catg: Basic Management + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 2 Moderate	Records of the training provided are kept for each staff member.	

## 9.2 Facilities and Equipment

### 9.2.1 Standard

**Laboratory buildings are adequate to provide a safe and effective laboratory service.**

**Standard Intent:** Departmental managers need to work closely with organisational managers to ensure that facilities and equipment are adequate. Departmental managers keep organisational managers informed about inadequate facilities, additional equipment requirements and the current state of facilities and equipment.

The general state of the laboratory will be checked. The walls, floor and ceiling should be in a good condition. As few items/instruments as possible should be placed on the floor.

	Criterion	Comments
		Recommendations
<b>Criterion 9.2.1.1</b> Critical: .. Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The laboratory is a separate designated area within or in close proximity to the health facility.	





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<b>Criterion 9.2.1.2</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The size of the laboratory is appropriate to the services provided.	
<b>Criterion 9.2.1.3</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The ceiling and walls are clean and painted in a light colour.	
<b>Criterion 9.2.1.4</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	The floor has a smooth and continuous surface.	
<b>Criterion 9.2.1.5</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	The ceiling is not leaking and does not show signs of moisture.	



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## 9.Laboratory Services

### 9.2.2 Standard

**Laboratory fixtures and fittings are adequate to provide a safe and effective laboratory service.**

**Standard Intent:** The laboratory has to be constructed in such a way that it can provide the projected laboratory services. The laboratory has to have sufficient and proper laboratory benches, washing and staining facilities, sufficient power and water requirements and preferably a controlled temperature. The following specific details should be monitored:

- Laboratory benches and equipment should be of a material that can support the laboratory instruments (strong) and should be of a material that cannot affect the surface of the table. Preferably the laboratory tables are constructed of concrete that is tiled. No wooden tables are allowed.
- At least one washing unit is available for standard cleaning and washing activities. When staining is performed, two units are preferred.
- The number and quality of the available electrical sockets should be sufficient for the projected activities.
- The water supply should be guaranteed to provide washing and staining activities.

	Criterion	Comments
		Recommendations
<b>Criterion 9.2.2.1</b> Critical: '' Catg: Basic Management + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	There are sufficient laboratory benches for the projected activities.	
<b>Criterion 9.2.2.2</b> Critical: '' Catg: Basic Management + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Laboratory benches are strong enough for the projected activities (e.g. large instruments).	
<b>Criterion 9.2.2.3</b> Critical: '' Catg: Basic Management + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	There is either an uninterrupted power supply (UPS), battery backup system and/or an automated voltage stabilizer (AVS) present for critical equipment.	



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<b>Criterion 9.2.2.4</b>	Each laboratory compartment has adequate ventilation, with room temperature below 25°C, and a temperature record is kept.	
Critical: ''		
Catg: Basic Management + Pat & Staff Safety		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		

### 9.2.3 Standard

***There is sufficient laboratory equipment that is adequate to provide a safe and effective laboratory service.***

**Standard Intent:** In order to provide effective laboratory services, it is essential that specific equipment is available. Laboratory management and personnel are responsible for the selection and availability of the critical instruments, their operation according to manufacturer's instructions and their appropriate maintenance. The following aspects must be considered:

- Processes for the selection and procurement of new instruments
- The availability of an equipment inventory management system
- The maintenance of the available equipment through inspection, testing and calibration
- Monitoring of and acting on equipment hazard notices, recalls, reportable incidents, problems and failures
- The availability of a system where activities are documented.

Testing, maintenance and calibration frequencies are related to the laboratory's use of equipment and its documented history of service.

	Criterion	Comments
		Recommendations
<b>Criterion 9.2.3.1</b>	Sufficient equipment is available to provide the required laboratory services for the projected activities.	
Critical: ''		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 9.2.3.2</b>	All equipment is in good working order and is operating appropriately.	
Critical: ''		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		



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<b>Criterion 9.2.3.3</b>	Records are maintained to indicate that all equipment is regularly inspected, maintained and calibrated.	
Critical: ..		
Catg: Evaluation + Efficiency		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		

### 9.3 Reagents, Chemicals and Kits

#### 9.3.1 Standard

*The supplies of laboratory consumables, reagents, chemicals and kits are adequate to provide a safe and effective laboratory service.*

**Standard Intent:** The organisation has identified those reagents and supplies needed to regularly guarantee the laboratory services provided to its patients. There is an effective process for ordering and ensuring that essential reagents and other supplies are available at all times. All reagents are stored and dispensed according to defined procedures. The periodic evaluation of all reagents, such as monitoring expiry dates, ensures accuracy and precise results. Written guidelines ensure the complete and accurate labelling of reagents and solutions.

	Criterion	Comments
		Recommendations
<b>Criterion 9.3.1.1</b>	The available supplies, consumables, reagents, chemicals and kits are sufficient for projected activities.	
Critical: ..		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 3 Serious		
<b>Criterion 9.3.1.2</b>	Specific laboratory reagents, chemicals and kits are used appropriately	
Critical: ..		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		



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<b>Criterion 9.3.1.3</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> <b>NA NC PC C</b> Default Severity for NC or PC = 4 Very Serious	All reagents and chemicals are stored and dispensed according to guidelines.	
<b>Criterion 9.3.1.4</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> <b>NA NC PC C</b> Default Severity for NC or PC = 4 Very Serious	All reagents and solutions are completely and accurately labelled.	
<b>Criterion 9.3.1.5</b> Critical: '' Catg: Evaluation + Pat & Staff Safety <b>Compliance</b> <b>NA NC PC C</b> Default Severity for NC or PC = 4 Very Serious	All reagents are periodically evaluated for accuracy of results.	
<b>Criterion 9.3.1.6</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> <b>NA NC PC C</b> Default Severity for NC or PC = 4 Very Serious	All reagents are stored in a lockable storage room or cupboard.	
<b>Criterion 9.3.1.7</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> <b>NA NC PC C</b> Default Severity for NC or PC = 4 Very Serious	Where required, reagents are stored in the correct environment, e.g. controlled temperature, humidity, exposure to direct sunlight.	



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<b>Criterion 9.3.1.8</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Dangerous reagents and chemicals are separately and securely stored.	
<b>Criterion 9.3.1.9</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	All reagents are checked for expiry dates.	
<b>Criterion 9.3.1.10</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	There is a documented stock management system that keeps track of current stock.	
<b>Criterion 9.3.1.11</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Re-order levels are defined.	



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### 9.4 Management of Specimens (Samples) and Results

#### 9.4.1 Standard

*Procedures are followed for collecting, identifying, safely transporting and tracking specimens/samples and reporting the results.*

**Standard Intent:** Procedures are developed and implemented for:

- requesting laboratory tests (laboratory request form)
- specimen collection and identification
- specimen storage, preservation and transport, and
- reviewing and authorising the laboratory results.

There should be at least two log-books: only one patient logbook and at least one logbook for laboratory results. Depending upon the size of the provider and the national requirements of the Ministry of Health, different logbooks for various disciplines are required or mandatory. Logbooks for laboratory results should not be directly linked to names. Patient logbooks should contain name, date of visit, date of birth, gender, which services are requested, what material should be collected and the unique laboratory identification number. In the laboratory logbooks only the unique laboratory number and results are registered. In other words, both logbooks are required to match results to patient names.

Ideally, monthly overviews of the number of tests performed are generated.

Procedures should be available for administration, collection and reporting activities of specimens tested on site or sent to outside referral laboratories.

	Criterion	Comments
		Recommendations
<b>Criterion 9.4.1.1</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Policies and procedures (SOPs) for handling specimens are implemented.	
<b>Criterion 9.4.1.2</b> Critical: '' Catg: Basic Process + Legality <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Request forms are available and contain relevant information.	



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<b>Criterion 9.4.1.3</b> Critical: '' Catg: Basic Process + Patient Care <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Specimen labels include unique patient identification and adequate supporting information.	
<b>Criterion 9.4.1.4</b> Critical: '' Catg: Basic Process + Patient Care <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Specimens are registered (handwritten or digital) legibly and in an organised manner.	
<b>Criterion 9.4.1.5</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Results are registered in a log-book.	
<b>Criterion 9.4.1.6</b> Critical: '' Catg: Basic Process + Legality <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Laboratory results are stored in a lockable cupboard.	
<b>Criterion 9.4.1.7</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures (SOPs) regarding reporting and reviewing results are implemented.	





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### 9.4.2 Standard

**Established norms and ranges are used to interpret and report clinical laboratory results.**

**Standard Intent:** The laboratory establishes reference intervals or "normal" ranges for each test performed. The range is included in the clinical record, either as part of the report or by including a current listing of such values, approved by the laboratory director. Ranges are furnished when an outside source performs the test. The reference ranges are appropriate to the organisation's patient population and are reviewed and updated when methods change.

	Criterion	Comments
		Recommendations
<b>Criterion 9.4.2.1</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The laboratory has established reference ranges for relevant tests.	
<b>Criterion 9.4.2.2</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The range is included in the clinical record at the time test results are reported.	



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### 9.5 Quality Control

#### 9.5.1 Standard

*Quality control procedures are followed and documented.*

**Standard Intent:** The quality of the laboratory services can be monitored using internal and external quality control guidelines. Designing and implementing internal and external quality control activities is essential for the final quality assurance of the laboratory results.

Sound quality control systems are essential to providing excellent pathology and clinical laboratory services. Quality control procedures could include:

- validation of the test methods used for accuracy, precision and reportable range
- daily surveillance of results by qualified laboratory personnel
- rapid corrective action when a deficiency is identified
- testing of reagents, and
- documentation of results and corrective actions.

Proficiency testing determines how well an individual laboratory's results compare with other laboratories that use the same methodologies. Such testing can identify performance problems not recognised by internal mechanisms. Thus, the laboratory participates in an approved proficiency testing programme when one is available. Alternatively, when approved programmes are not available the laboratory exchanges samples with a laboratory in another organisation for peer comparison testing purposes. The laboratory maintains a cumulative record of participation in a proficiency testing process. Proficiency testing, or an alternative, is carried out for all speciality laboratory programmes, when available.

	Criterion	Comments
		Recommendations
<b>Criterion 9.5.1.1</b> Critical: .. Catg: Evaluation + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	There is a documented quality control system.	
<b>Criterion 9.5.1.2</b> Critical: .. Catg: Evaluation + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	The laboratory participates in an external quality control programme.	
<b>Criterion 9.5.1.3</b> Critical: .. Catg: Evaluation + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	There is a current register of quality control results and of the corrective and preventive actions taken.	



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### 9.6 Prevention and Control of Infection

#### 9.6.1 Standard

*The laboratory service implements infection prevention and control processes.*

	Criterion	Comments
		Recommendations
<b>Criterion 9.6.1.1</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	The service identifies the procedures and processes associated with the risk of infection and implements strategies to reduce risk.	
<b>Criterion 9.6.1.2</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Suitable processes are followed for cleaning and decontaminating laboratory surfaces and equipment.	
<b>Criterion 9.6.1.3</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Protective clothing is worn correctly.	
<b>Criterion 9.6.1.4</b> Critical: '' Catg: Basic Management + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Individuals who handle specimens are trained in the proper handling of dangerous specimens.	



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<p><b>Criterion 9.6.1.5</b></p> <p>Critical: ..</p> <p>Catg: Basic Process + Pat &amp; Staff Safety</p> <p style="text-align: center;"><b>Compliance</b></p> <p style="text-align: center;">NA    NC    PC    C</p> <p>Default Severity for NC or PC = 3 Serious</p>	<p>Organisational policy on post-exposure prophylaxis (PEP) is implemented.</p>	
<p><b>Criterion 9.6.1.6</b></p> <p>Critical: ..</p> <p>Catg: Basic Process + Pat &amp; Staff Safety</p> <p style="text-align: center;"><b>Compliance</b></p> <p style="text-align: center;">NA    NC    PC    C</p> <p>Default Severity for NC or PC = 4 Very Serious</p>	<p>Organisational policy on handling, storing and disposing of healthcare waste is implemented.</p>	