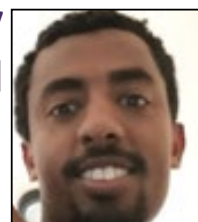


Assessment of the Compliance and Quality of Clinical Laboratory Services and associated factors in Debre Berhan Referral Hospital, Debre Berhan, Ethiopia



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Background: The issue of the quality clinical laboratory service cannot be ignored anymore. Laboratories play vital roles in patient care, surveillance and outbreak investigation. However, there is no evidence regarding the compliance and quality of clinical laboratory service in Debre Berhan Referral Hospital even in our country Ethiopia as a whole.

Objective: To determine the Compliance and Quality of Clinical Laboratory Services and associated factors in Debre Berhan Referral Hospital, Debre Berhan, Ethiopia.

Method: A facility based cross sectional study was conducted from January 15, 2019 to February 14, 2019. A systematic random sampling and observational data collection technique was employed to include a total of 270 sample populations in the study. A standardized questionnaire and Checklists was applied to collect raw data.

EpiData version 3.1 statistical software for data entry and SPSS version 21 for further analysis was used. WHO-AFRO Checklists used to evaluate the quality. The association was assessed by using the Chi-Square (χ^2 - test) and Odd ratio, and P-value < 0.05 was considered as statistically significant.

Result: Of the total 270, only 242 (89.6%) were collected of which 159 (65.7%) patients, 60 (24.8%) clinicians and 23 (14.5%) were Laboratories'. The overall satisfaction of patient and Clinicians participants on Clinical Laboratory service was 89.06% and 64.85%, respectively. The Laboratory had nearly 100% compliance with physical facility. The overall quality of laboratory ranked as 3rd star laboratory which meet 83.3% of the WHO-AFRO criteria. Multivariate logistic analysis revealed that type of training received was significantly affect quality of laboratory services delivered in the hospital with (p-value <0.05; AOR = 30.8).

Conclusion: This study demonstrated that the Laboratory has good compliance and good overall quality of this laboratory which is ranked as 3rd star laboratory. The finding identified low performance in corrective active, evaluation and audits, and test menu adequacy. This laboratory has satisfied their patients in a good manner but not the physician..



Biography

Getachew Abebe works in College of Health Sciences, Debre Berhan University, Ethiopia for 12 years.

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