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Title: QUALITY OF CLINICAL LABORATORY SERVICES IN A TERTIARY HEALTH CARE FACILITY, IBADAN NORTH LOCAL GOVERNMENT AREA, IBADAN

DOI: <https://doi.org/10.56950/HXTS1913>

Background: Quality clinical laboratory service provision is very important in order to enhance diagnostic value and improve the health status of the community. However, there is very little information on the actual standard adaptation, and implementation, or the impact policy guidelines have had on laboratory services delivery and the community. This study assessed the quality of clinical laboratory services in a tertiary health care facility in Ibadan North Local Government Area, Oyo state.

Methods: Interview was conducted for 125 laboratory staff and 426 patients. Five laboratory units were assessed. Data collection was through an observational checklist and semi-structured questionnaires. Observational checklist obtained information on the level of compliance to standard practices and processes. Questionnaires obtained information on laboratory staff socio-demographic characteristics and competency level, and patients' sociodemographic characteristics and satisfaction with the domains of clinical laboratory services. Descriptive analysis was performed and associations explored between relevant variables using Chi-square test at 'p' level of 0.05.

Results: Highest level of quality management systems were maintained by the five laboratories while 28.6% had structural deficiencies; 86.9% had compliance with practice quality with Microbiology laboratory unit having highest rating of standard practices (94.6%). Laboratory staff were considered as competent (93.6%) and most are certified by their accreditation body. About 38.6% and 20% attended training in the last 3 months and 6 months respectively. Overall patients' level of satisfaction was moderate with 53.3% satisfied with the laboratory service received. Half were dissatisfied with the cost of the laboratory tests (49.8%). Patients with higher educational level and income were significantly satisfied than others.



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Conclusion: Quality of clinical laboratory service delivery in the study setting was good. There is a need for adequate internal and external quality assurance schemes to be in place to constantly monitor the quality of management systems for good service delivery. Key words: Quality, Clinical services, Tertiary healthcare facility, management systems.



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