

# EAST AFRICAN REGIONAL EXTERNAL QUALITY ASSESSMENT SCHEME (EA-REQAS)

## CUSTOMER SATISFACTION SURVEY 2020

### SUMMARY REPORT

#### Background

In line with international best practices and its own policies and procedures, the East African Regional External Quality Assessment Scheme (EA-REQAS) constantly seeks to improve its processes. Collecting and analysing feedback from participating facilities is an important method of informing continuous improvement and maintaining customer focus in the scheme's operations. Between July and August 2020, EA-REQAS distributed a Customer Satisfaction Survey to participating facilities and stakeholders. This report presents a summary of findings, and serves as a record and reference of the survey, as outlined in the internal system procedure *ERQ-QMS-008: Procedure for Customer Service and Impartiality*.

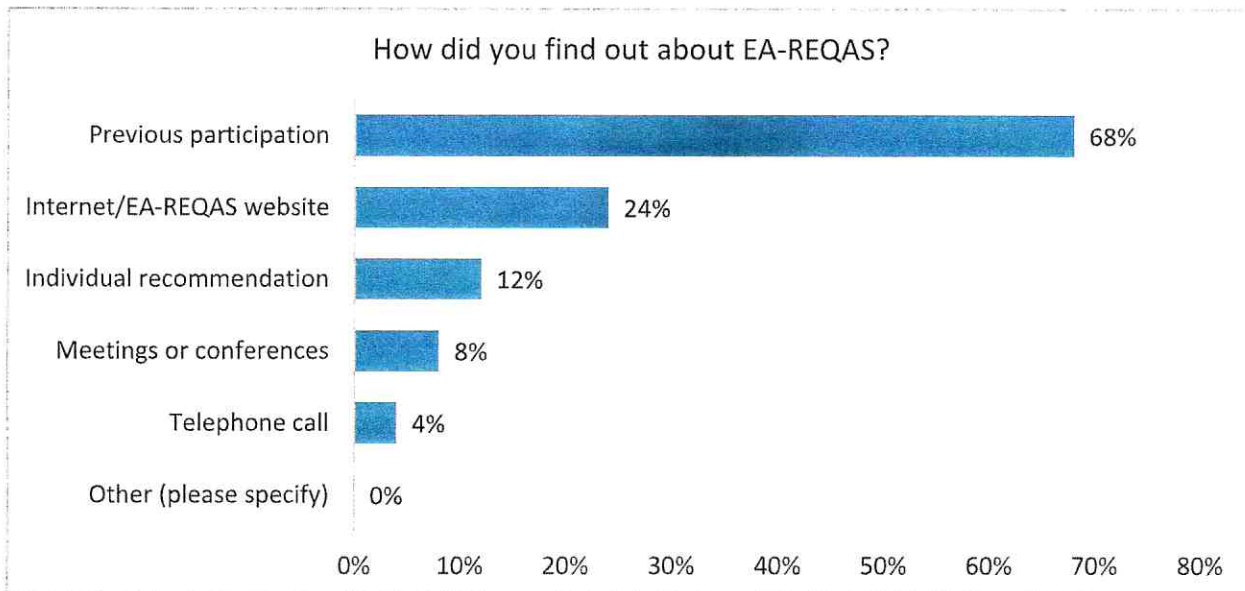
#### Methodology

A standard questionnaire was prepared by EA-REQAS management. The questionnaire comprised four (4) questions. Question 3 was divided into ten (10) sub-questions graded in five (5) steps from Very Good to Very Poor. Question 4 was open ended and requested additional comments from respondents. An online survey platform, SurveyMonkey®, was used to design, distribute, collect and analyse responses for the survey. The link to the online platform was sent to participants through email and SMS.

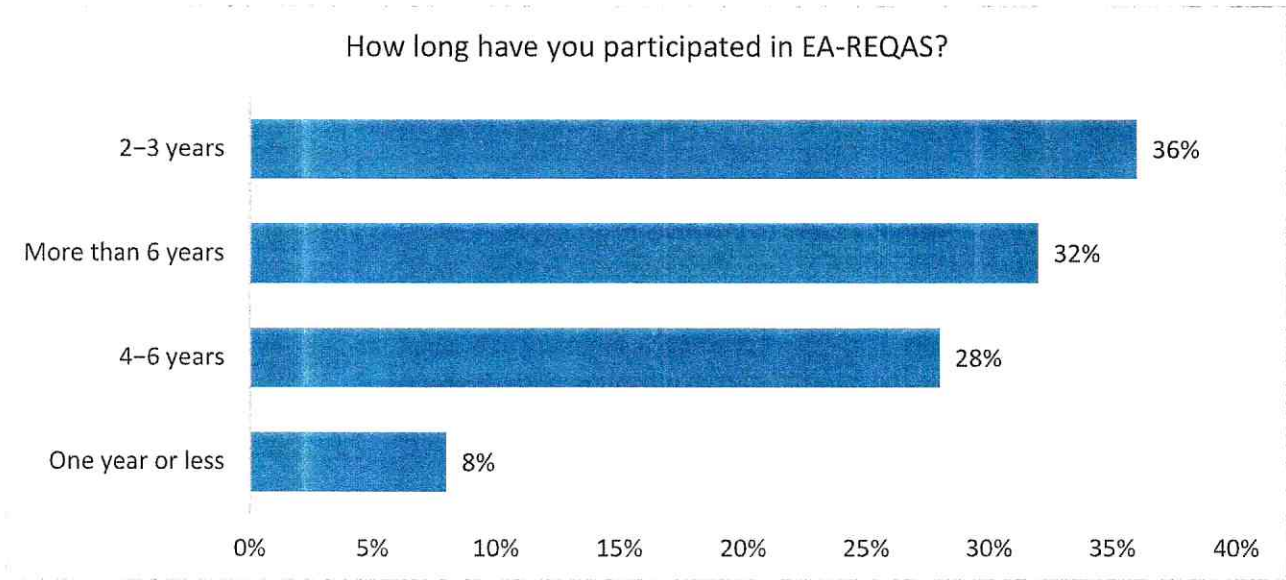
#### Results

The survey was distributed to 72 facilities in 6 countries. A total of 25 responses (35%) were received. A summary of responses per question is shown below.

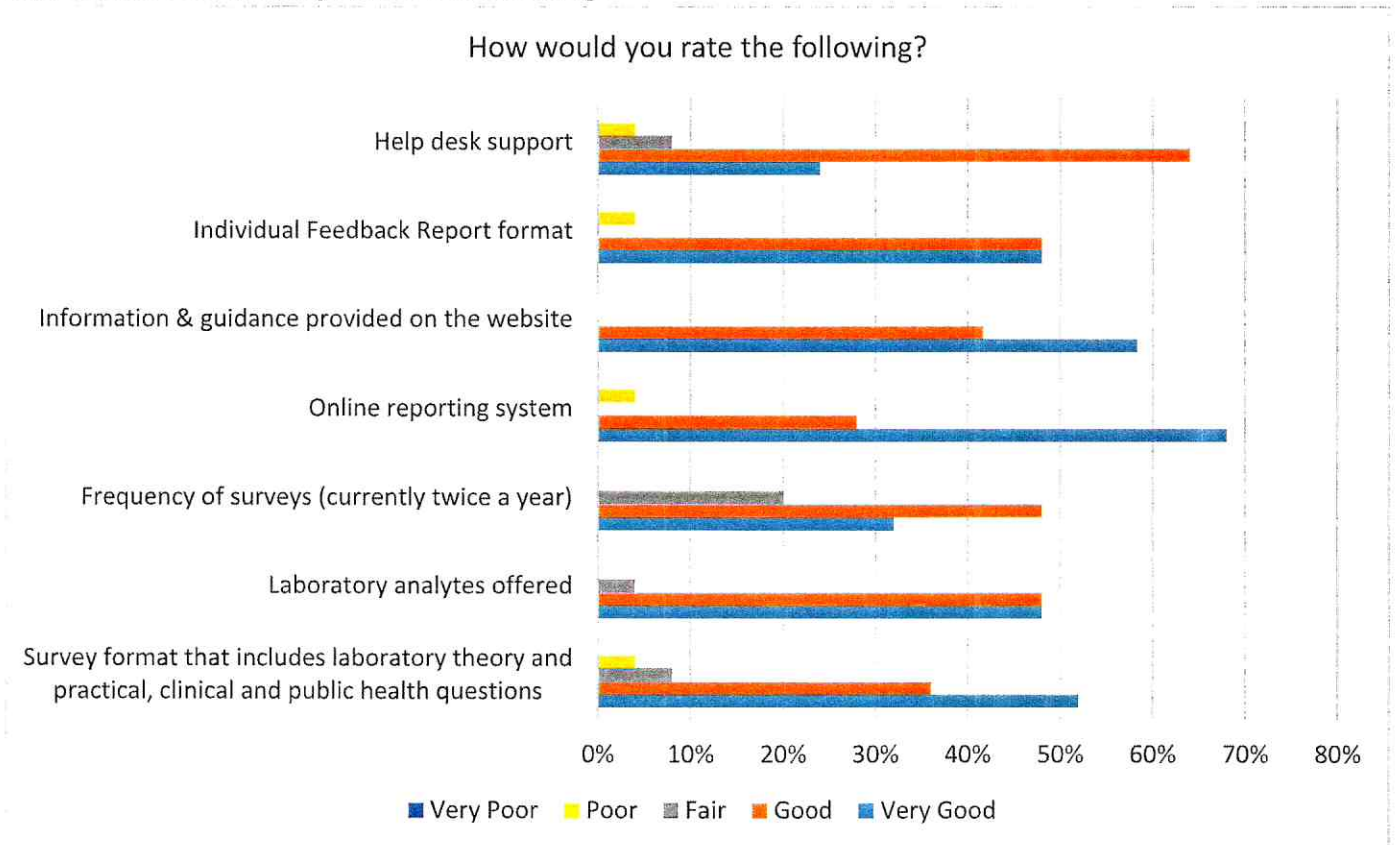
#### Question 1: How did you find out about EA-REQAS?



**Question 2: How long have you participated in EA-REQAS?**



**Question 3: How would you rate the following?**



**Question 4: Any other comments, or suggestions for improving EA-REQAS.**

**Total respondents: 23**

**Scheme Management Team Responses to Clients' Suggestions and Requests**

	<b>Clients' suggestions and requests</b>	<b>Scheme Management Team response</b>
<b>Turnaround time of reports and feedback (2)</b>		
1.	Just improve on the TAT for reports	The feedback report generation process has now been fully automated. This should reduce the TAT to 3 weeks after survey closure.
2.	Improve on the feedback turnaround time	
<b>Time given to distribute survey materials and complete the survey (5)</b>		
1.	Time frame for result submission should be at least 20 working days from the date of sample receipt by the hub facility	The scheme allows a total of 45 days for results submission. This is calculated from the survey despatch date.
2.	Some health facilities are far from the reference laboratory and most of the time the samples reach us late when it's almost the deadline line, therefore we request for early supply of samples	This matter will be discussed during the scheduled management review meeting for the year 2020. Representatives from the country coordinating centres will be in attendance and this will allow consensus on mechanisms for improving PT material distribution.
3.	Retard pour la distribution des échantillons (delay in distribution of samples)	
4.	Time frame is a little short. At least 1 month for survey period	
5.	The period of responding to questions should be extended	
<b>Frequency of surveys (1)</b>		
1.	Make the rounds more frequent like thrice in a year	The scheme organising committee, will discuss the possibility of increasing distribution to 3 surveys. This will also lead to an increase in the cost of annual participation.
<b>Survey materials (4)</b>		
1.	We need to see that all samples sent should meet the standards of our facility in terms of equipment to be used for the test	The scheme provides a standard set of seven (7) PT materials in every survey distribution. PT materials are targeted towards primary healthcare facilities and therefore currently include only basic test specimens. Facilities that are unable to process a specimen are allowed to indicate this, by selecting the appropriate code in the Coded Answer Sheet. After a facility selects this code, they are then prompted to indicate the reason why they are unable to process the specimen. During marking this is not penalised, however the score for the specific question is included in the final calculation and this is intended to encourage increasing the range of essential tests offered by the facility administration.
2.	Ways towards availing samples that may support all methods available majorly because of limited equipment mostly with Hb	
3.	Some of the health centres don't have facilities for performing ZN stain and Gram stain. Please provide materials according to centre set up	
4.	Increase the range of analytes	The scheme organising committee is discussing the possibility of increasing the range of analytes, however this is a process that may take time to finalise. This may also be subject to increase in cost of participation.



<b>Marking system and feedback (4)</b>		
1.	Consider health facilities that do not perform Gram staining and sputum examination during marking and calculation of the percentage score	This will be included as a discussion point during scheduled management review meetings (MRM) for the year 2020.
2.	Marking system should be improved, it is not done efficiently	The marking system is pre-determined before each survey and automated for all responses received. The current format may also be discussed during scheduled MRMs and any recommended adjustments will be communicated to participants and other stakeholders via email.
3.	I would like to ask if possible that the EA-REQAS team members motivate the institution participants and also to give back the answers of the questions	Feedback reports are sent to participants and supporting partners via email, after each survey. The reports are also uploaded onto user accounts in the EA-REQAS online portal.
4.	Ensure facilities receive a participation certificate	The scheme is working on soft copy certificates of participation, which are more convenient, and these will be distributed to facilities who have responded to both surveys of the years 2019 and 2020.
<b>Educational materials and activities (5)</b>		
1.	There is no standard protocol to show how some illness must be treated in East Africa	This will be included as a discussion point during the scheduled management review meeting for the year 2020.
2.	No didactic material	Educational materials are made available to participants through the EA-REQAS website. The scheme is also working to update these materials, and also prepare new ones.
3.	Send education material frequently	
4.	Send didactic tools with feedback	
5.	1) Organize doctors' conferences between partner countries to update treatment policies; 2) Organise conferences for laboratory managers for partner countries as part of an exchange	This will be included as a discussion point during the scheduled management review meeting for the year 2020.
<b>General (2)</b>		
1.	Good keep it up	Thank you!
2.	It is a great programme	

Report compiled by..... Dennis Munene Mwit..... Sign..... 

Position ..... Scheme Coordinator ..... Date..... 16 September 2020 .....

Report approved by..... Dr. Jane Y. Carter ..... Sign..... 

Position ..... Scheme Organiser ..... Date..... 16 September 2020 .....