

ICAP Standards of Care (SOC) for CD4 Laboratory Services (From xxx-xxx,2011)

ICAP Standards of Care (SOC) for CD4 Laboratory Services	Suggested Measure of Standard	Numerator		Possible Sources of information	Possible Actions			For indicators not meeting the stan	
		Denominator			Evaluate this month (≤90)	Evaluate as part of next three month work plan (91-94%)	On Target (≥95)	Root cause for not meeting the standard	Action item/ improvement plan & responsible body
					Result of Quarterly measure of Lab service				
1 Turnaround time									
1. CD4 tests should be performed within expected turnaround time*	Proportion of CD4 tests performed within expected turnaround time* in last quarter	# of CD4 tests performed within expected turnaround time in last quarter	Total # of CD4 tests performed in last quarter	Sample of 100 charts; lab registers					
2 Laboratory procurement and inventory									
2. Lab should have adequate supply of kits and reagents needed for CD4 tests	Proportion of work days with CD4 test service interrupted due to stock outs during last quarter	# of days without CD4 service interruption due to stock out of kits or reagents during last quarter	Total # of working days during same quarter	Lab registers; Lab & Clinical staff interviews					
3 Maintenance									
3. All CD4 lab equipment maintained and repaired in timely fashion	Proportion of work days with any CD4 test service interrupted due to equipment malfunction during a certain time period	# of days without CD4 service interruption due to equipment malfunction	Total # of working days during same time period	Lab registers; Lab & Clinical staff interviews					
4 QA System									
4. Lab performs daily internal quality controls on CD4 assays	Proportion of CD4 assay days that performed daily control	# of days internal quality controls performed	Total # of days CD4 tests performed in last quarter	Lab registers; lab staff interviews					
5 Sample collection and integrity									
5. Sample rejection criteria should be used consistently to ensure proper sample collection and handling	Proportion of samples received with required sample integrity for CD4 testing	Total # of proper samples approved for CD4 testing	Total # of samples received for CD4 testing	Lab registers; job aides					
6 Sample collection and requisition form									
6. All samples should arrive to the lab reception with a completely filled request form	Proportion of samples received with a completely filled request form	# of samples with completely filled requested form	Total # of samples received for the previous month reporting period	Request forms; Reception Registers; Lab/site registers					

*expected turnaround time will be defined for the coming quarter in each site

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Implementation
timeline