

FOR LABORATORY TECHNOLOGISTS & TECHNICIANS

LARC KENYAN TEAM CAPABILITY MATURITY MODEL (CMM).



STAGE 1: Initial processes are not repeatable, poorly controlled, and reactive

- ❑ Results are not received in a timely manner at the CCC Clinic from the Homabay Laboratory:
Printing of results > 1 month
 - ❖ Inadequate Resource, No designated staff to handle results, lack of toner, computers, internet and printing processes(Batches) no order & sorting
 - ❖ Materials: lack of toner, computers, internet

STAGE 2: Managed: Processes are dependent on individuals and are not standardized

- ❑ Results received by the CCC clinic and occasionally documented in chart but often not returned to patients
- ❑ The process is in place but not standardized for ensuring results are documented in the patient case file and conveyed to the patients so results often not received and reviewed by Clinician
 - ❖ Results are not in the patient charts, no good process flow: either clinician or the patient picks the results
 - ❖ Lack of Standard Operating Procedures (SOPs) for the receiving and dispatch of results.

Results Reporting

