

Ensuring compliance to quality standards in COVID-19 vaccination services

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Introduction

In response to the COVID-19 pandemic, the DoH and other health stakeholders had to expeditiously implement COVID-19 vaccine service delivery. Compliance with quality standards for service providers delivering Covid-19 vaccines was essential, necessitating the development of a structured quality assurance program to ensure sites were adhering to the CDC/NDoH guidelines.

Intervention description

The intervention aimed to develop a quality assurance audit program and implement it in sites outside of the DoH to measure compliance with quality standards. We evaluated the setup of mobile/fixed sites based on the NDoH sites implementation plan and also assessed the proficiency of healthcare workers working at vaccination sites. The quality assurance program prioritized client safety and provided a QA package that included a continuous quality improvement plan to enhance the sites performance across all assessed standards.

Method and analysis

Baseline assessments were conducted at the outset of the project, which were subsequently followed by monthly CQI visits. Data was collected and analysed utilizing a QA Redcap tool with 12 parameters and a CQI tool with 8 parameters, which was a summary of the QA tool. The data was collected through observation, team discussions, and document reviews. The findings were analysed using a point system based on the responses: Yes, No, Partly, and Not Observed, which were presented in a spiderweb graph.

Results

Out of the 11 audited sites, 100% demonstrated compliance with the parameters listed on the QA tool. All the healthcare providers exhibited proficiency and training in COVID-19 vaccinations. AEFI monitoring and reporting were prioritized and well-documented at all sites. 97% of previously non-compliant sites developed operational plans as recommended at the baseline. Staff files were now maintained according to GCP standards, and EVDS credentials were sometimes shared amongst staff.

Conclusion

The QA tool developed successfully measured and monitored site compliance according to NDoH and CDC guidelines. The healthcare workers readily adopted the QA/CQI program as an integral part of the vaccine roll-out project. The tool was well accepted and could be used for other projects to monitor compliance. Early implementation of compliance and quality assurance programs is crucial for new projects.

Key words: COVID-19; Vaccine; QA/CQI; Tool; Parameters; Health workers