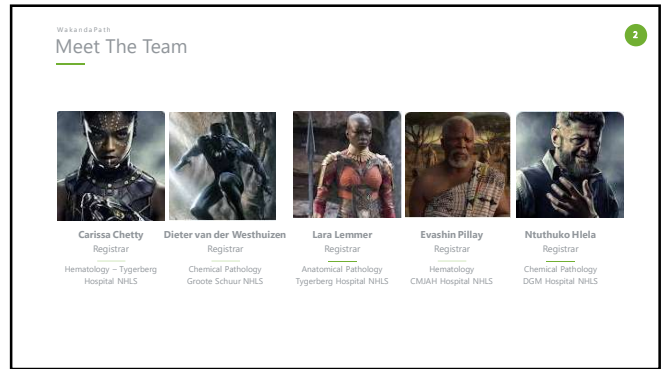
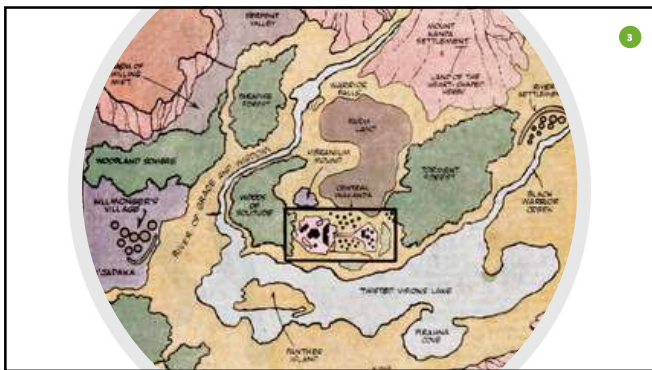


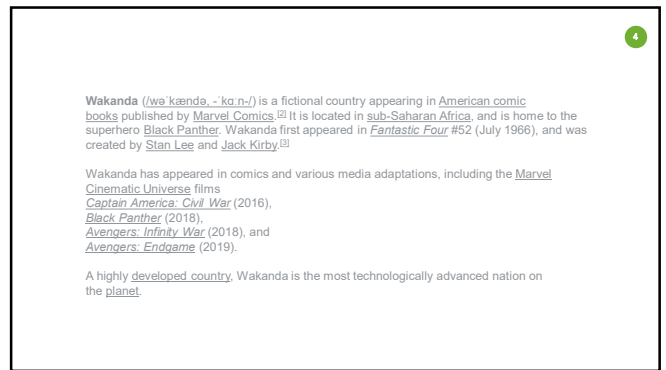
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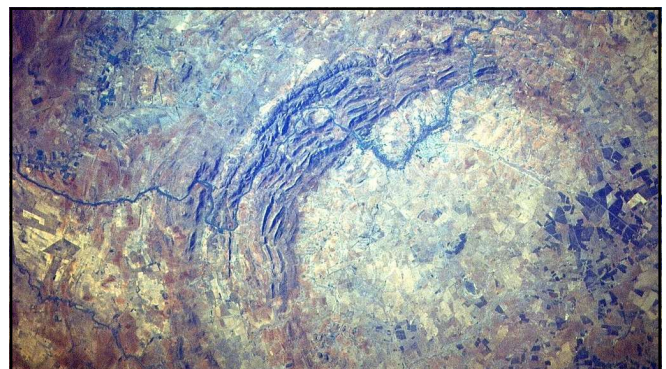
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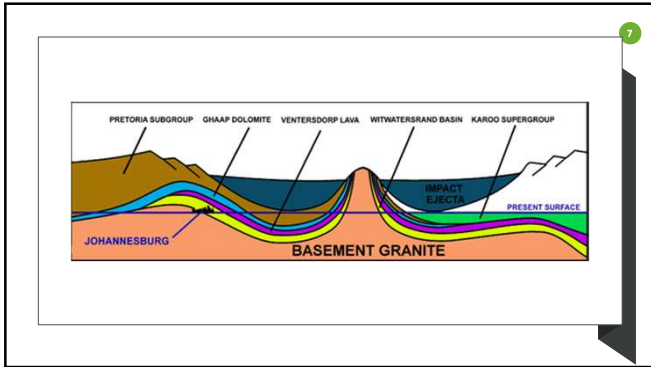
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Our Vision

A world class academic laboratory that offers affordable, efficient and innovative pathology services to provide quality healthcare to the South African nation.

World Class Affordable Efficient Innovative

8

Our Mission

“ Striving for excellence by offering high quality, affordable diagnostic services; performing meaningful, well-conducted research and providing world-class training and education. ”

9

Our Shared Values

ETHICS FIRST TRANSPARENCY ENVIRONMENTALLY SOUND PRACTICES

EMPLOYEE WELLBEING AFFORDABILITY

QUALITY CARE COMMUNITY-CENTERED APPROACH EMBRACE DIVERSITY AND INCLUSION

10

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> Academic institution Broad range of expertise Culturally diverse team Creative Collaboration IT We are accredited Passion 		<p>Opportunities</p> <ul style="list-style-type: none"> Marketing Expand Community reach, Satellite labs, POCT, and Collaboration, Mobile diagnostic clinics IT integration with external stakeholders More accessible centralized database with all clinical areas, eg. Radiology, Pathology and Clinical Records Undergraduate Teaching Improving skills of our staff and ourselves 	
<p>Weaknesses</p> <ul style="list-style-type: none"> Limited resources Unique healthcare profile (mixed communicable and non-communicable disease) Infrastructure and maintenance Services demand is high because of the big population 		<p>Threats</p> <ul style="list-style-type: none"> Other labs Funding being withdrawn from government or academic institutions Inflation Exchange rates Fire Theft Loadshedding COVID-19 Labour related problems 	

11

Our Goals For This Year

- Effective communication
- Multidisciplinary meetings
- Decrease waste
- Recruit and retain staff
- EBLM-based SOP's
- Improved financial management
- Increase publication output
- Increase research funding
- Maintaining accreditation
- Outreach and training
- Pass rate of 95% in the Undergraduate teaching
- Encouraging and facilitating an audit-friendly environment

12

WakandaPath
Long Term Goals

- Centralised database
- Extending testing repertoire
- Upgrade infrastructure (IT, analysers etc)
- Improve supply chain management

- Automation
- Improve long term financial management
- Establish satellite labs and outreach
- Establish POC testing

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Objectives:

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Carissa

15

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Improve financial management

- Frequent budget review
- Reduce direct/variable costs
- Supply chain management
- Batch testing
- Staff training →
- Share instruments
- Discontinue redundant/obsolete tests
- Centralisation of infrequently performed tests
- Automation

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Automation

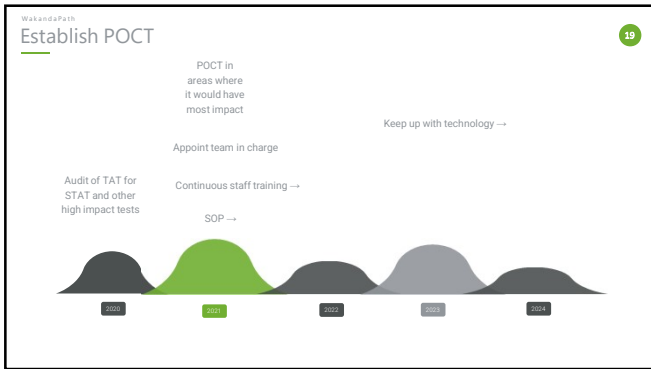
- Audit
- Shared robotics first
- Macroautomation
- Machines compatible with current instruments
- Microautomation
- Total/near total lab automation →

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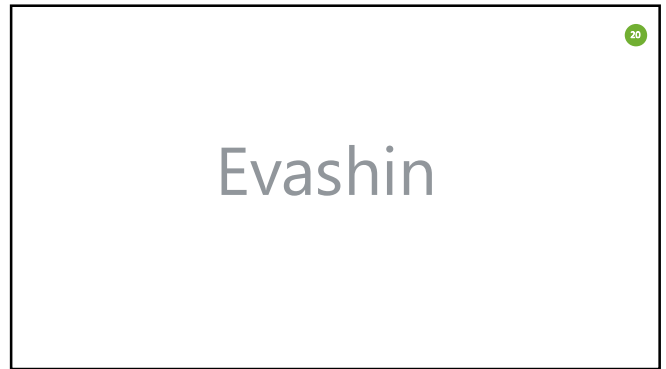
WakandaPath
Establish satellite labs and Outreach programme

- Audit: Demand from peripheral areas
- Gap assessments
- Outreach/CME/ training →
- Professional development
- Set up satellite labs that offer basic services
- Appoint a team at the central lab to assist
- Achieve/ maintain accreditation →

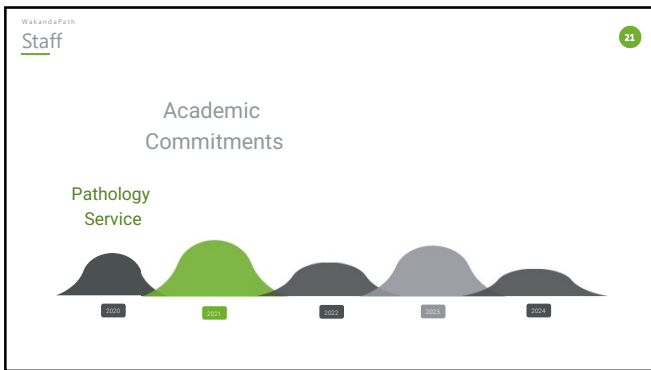
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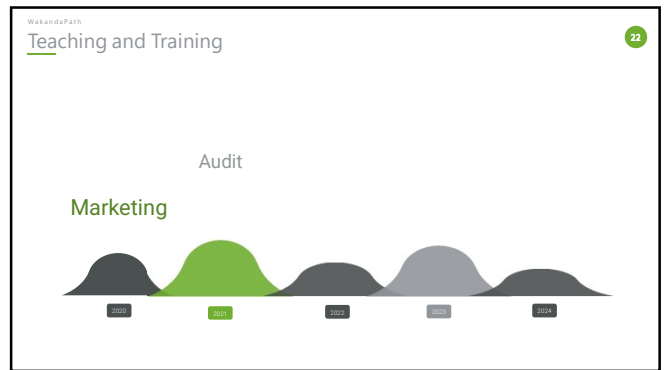
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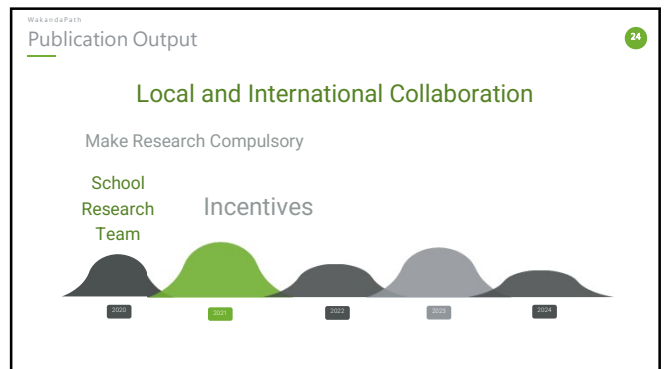
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Ntuthuko

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WakandaPath
Effective communication

Institute a lab liaison

Pop-up questionnaire on services rendered

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WakandaPath
Extending testing repertoire

Audits on tests referred out, test volumes and needs assessment

Cost analysis

Advertising and marketing of the new tests to clients

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28

WakandaPath
Maintaining Accreditation

Establish a management system that will achieve the requirements of the relevant standard.

Develop an understanding of the standard that applies to our facility

28

29

Dieter

29

30

WakandaPath
Encouraging and facilitating an audit-friendly environment

Notice board where all staff in the lab can see current audits in progress. Can be done within one month. →

If posters are made, put them up against a corridor or where they are visible, at least for a short while. This can be done immediately →

The "Google" principle: 20% time allocation in a day by mid-year 2021, to perform an audit of their choice of quality relevance. →

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Update SOP's to new guidelines

91

Set a task for each registrar to review or change an SOP.

Email all employees of the laboratory: SOP's not in agreement with published guidelines: opportunity to update / review the SOP by the end of 2020.

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Organize multidisciplinary meetings to ensure alignment with clinical guidelines

92

Decide on two departments in the hospital which are not currently involved in any multidisciplinary meetings with the laboratory, to plan for at least one multidisciplinary meeting, by the end of 2020.

Have the meeting in the first two months of 2021 with two other departments.

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Decrease waste

93

Do an audit of the spare tubes being wasted by end of April 2021. Include the cost of unnecessary spare tubes and the potential cost saving for the laboratory if these spare tubes are not being used. Include potential plastic and carbon footprint estimations when limiting these plastic wastage.

Send out an information leaflet to all requesting clinicians in the hospital with regards to the above results and with advice on how these savings would influence the healthcare and assist with time savings pre-analytically. (To be done by Mid-2021).

Re-audit spare tube wastage by end 2021.

33

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Lara

94

34

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Strategic Objective:

95

Create an organizational culture that promotes health and wellness to especially combat voluntary staff turnover By instituting Work-place health promotion programmes (WHPP's)

- Liaise with Staff Canteens and Department of Dietetics to provide healthy meal alternatives at subsidized cost
- E-mail health tips to all employees
- Create and maintain bulletin boards with health information in high-density areas
- Annual Adventure race and Fun-run with Discovery Medical Aid to aid food security programmes at rural schools
- Establish an onsite fitness centre in collaboration with the Department of Physiotherapy & Biokinetics
- Establish an onsite daycare facility in compliance with the Guidelines for Early Childhood Development

Budget: R20000/annum
Budget: R1950/annum

Budget: R 10000

Budget: R5000

Budget: R1million

Budget: R1million

35

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In-house Departments and Persons responsible for initiatives

96

<p>1</p> <p>DAYCARE FACILITY</p> <p>Mrs Saly Khumalo at Human Resources Department</p> <p>Ms. Gidon van Nieuwenk at Legal Department</p> <p>Miss Nisange Phiri at Financial Department</p>	<p>2</p> <p>HEALTHY FOOD SUBSIDY PROGRAMME</p> <p>Mr Dandell Naidoo at the staff canteen</p> <p>Mrs Grace Peterman at Financial Department</p>	<p>3</p> <p>ANNUAL ADVENTURE AND FUN-RUN</p> <p>Mr Richard de Santos at Discovery</p> <p>Mrs Adhrene Pity at Human Resources</p>
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Strategic Objective:

IT infrastructure must be kept up to date with regards to 3rd party support for all equipment, standard SLA(service level agreements) needs to be in place for LAB IT, review of support contracts for all equipment, regular patching, reviewing personal data storage (PII) Ensure compliance with PoPIA

Engage the services of Symbiosis which is a vetted 3rd party IT solutions company—in our capacity needs assessment observed IT dept staffing & infrastructure concerns

Budget: R2million per annum

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Strategic Objective:

To create a centralized database with other medical academic institutions and hospitals in the country in which patient test results (pathology, radiological and clinical findings) can be consolidated in order to avoid wasteful expenditure and bolster research

Open-source format for medical information storage as centralized database may be accessible by all vetted and access-controlled 3rd parties by providing a budget to in-house IT department

Create a policy framework for the creation of the database with all stakeholders

Engage the services of Symbiosis which is a vetted 3rd party IT solutions company

Budget: R100000

Budget: R2million per annum

Budget: R1million

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In-house Departments and Persons responsible for initiatives

<p>1 CONTRACT WITH SYMBIOSIS</p> <p>Mrs Randa de Beer at IT Department Mr Clinton van Niekerk at Legal Department Mrs Ntsegi Phiri at Financial Department</p>	<p>2 CENTRALIZED DATABASE</p> <p>Dr Kees du Plessis Anst Path Mrs Grace Pieterse at Financial Department Mr Clinton van Niekerk at Legal Department Dr Marga Phiri Chem Path</p>
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Evaluation:

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Fiction ?

In December 2019, it was discovered that the [US Department of Agriculture's](#) website listed Wakanda as a [free-trade](#) partner, with a list of traded goods which included ducks, donkeys and dairy cows. The USDA claimed the fictional country had been added to the list "by accident during a staff test" and removed it soon after the public became aware of it. [\(46\)\(47\)](#)

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