

Implementation Profile: Lesotho Blood Transfusion Service

The Lesotho Blood Transfusion Service (LBTS) went live with BSIS version 1.0 on the 10 October 2016 and currently has 9 staff actively using BSIS. LBTS is a department of the Lesotho Ministry of Health, committed to providing all the hospitals in the country with adequate blood and blood products that are effective and as safe as possible, in accordance with a set of national and international standards. They are currently working towards AfSBT level 2 certification.

As the Beta site for BSIS implementation LBTS went through an extended implementation process with the BSIS donor management functionality being implemented and validated first and then the blood management functionality added and validated. As a result the team have had extensive training on all aspects of the

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system and feel that “now when challenges arise we have the knowledge base to formulate solutions (LBTS QA Officer, 2018). Through the capacity building processes that forms part of the BSIS implementation process LBTS BSIS team are well equipped to manage first level support (user

and technical) locally. In their own words, “I think I have learned much about BSIS and can manage on our own” (LBTS Manager, 2018).

“I believe that I would be able to facilitate the rollout. Once the system is loaded on the servers I would be 100% able to implement the system” (QA Officer, 2018)

The LBTS implementation of BSIS is unique in that the system is currently

being run on the Lesotho Ministry of Communications Wide Area Network (WAN) and is accessible from 3 fixed sites across the country. They are also the only site currently running BSIS version 1.3, following a system upgrade in July 2017.

The biggest challenge with the implementation of BSIS experience by LBTS is “the incorrect capturing of data. It is not overly common though as the system itself has some control measures that assist in keeping these issues to a minimum” (QA Officer,

“Jembi has been very approachable and cooperative and the system functions well” (LBTS Manager, 2018)

2018). Feedback from the ICT team supporting BSIS from the Ministry of Health (MoH) has also been good. From their perspective BSIS “it is too reliable and stable that I don’t need to be checking

on it” because of this I sometimes forget how it works and when needed I must go back to the system implementation documentation to remind myself (MoH ICT team, 2018)

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