

Client Satisfactory Survey on NTS Pilot



Consultative workshop on the NTS pilot for human and animal health in Cambodia
Phnom Penh hotel, 12th of June 2023

Dr SEK Mardy

des racines pour la vie



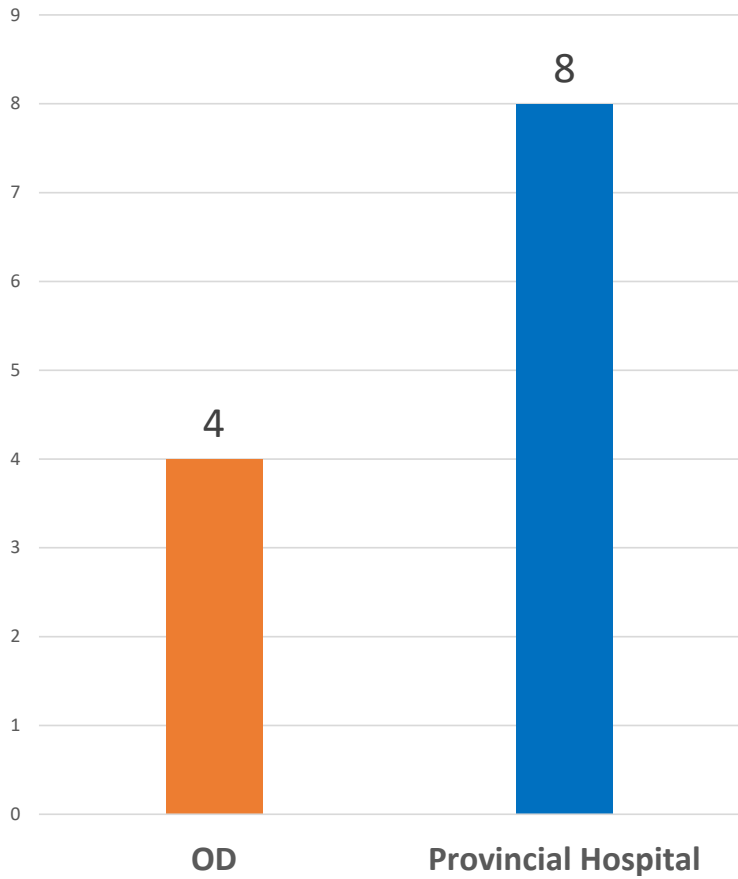
roots for life



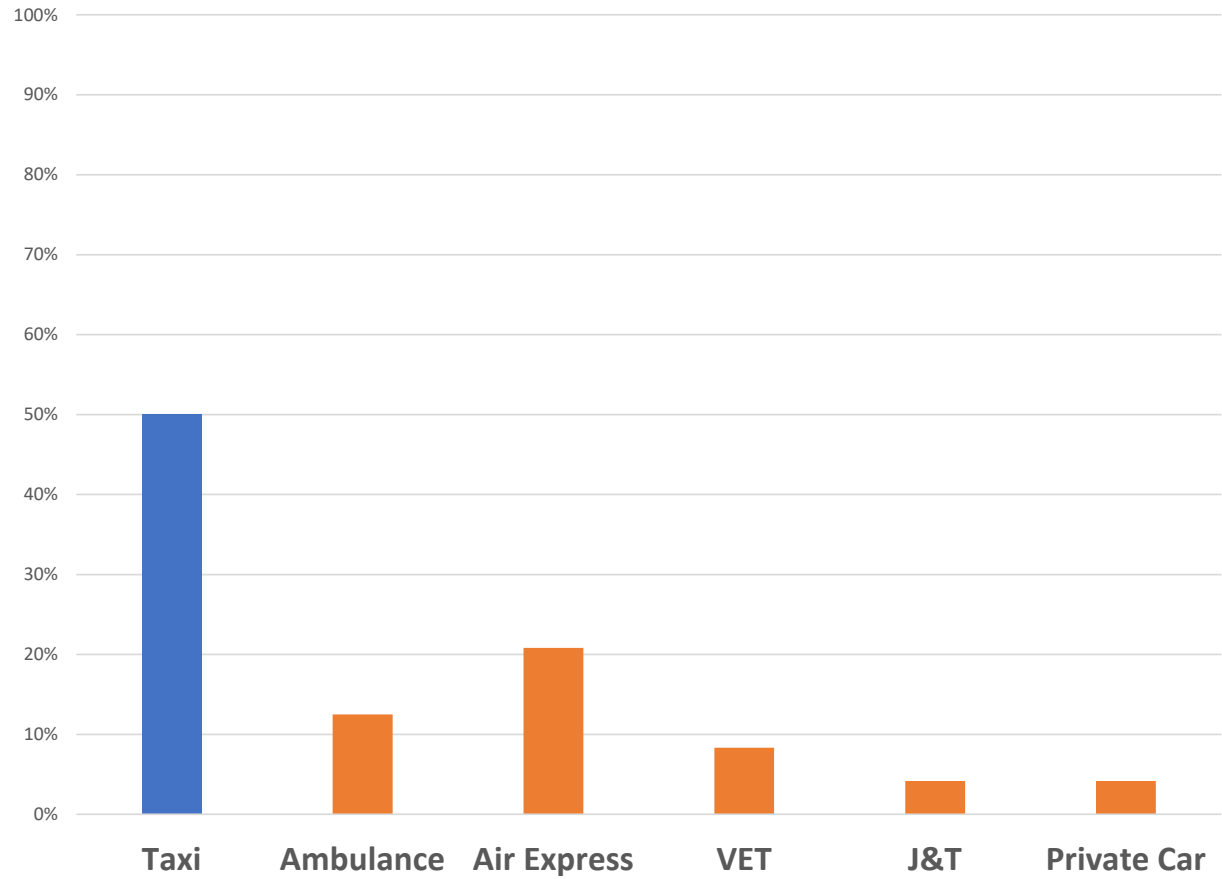
Number of participants who joined the face-to-face interview

Provinces	Departments	Number of Participants
Battambang(#=11)	PHD	1
	Provincial Referral Hospital(PRH)	0
	PRH Laboratory	8
	OD	2
Kampong Cham(#=10)	PHD	2
	Provincial Referral Hospital	0
	PRH Laboratory	6
	OD	2
Takeo(#=10)	PHD	1
	Provincial Referral Hospital	3
	PRH Lab	6
	OD	0
	Total participants	31

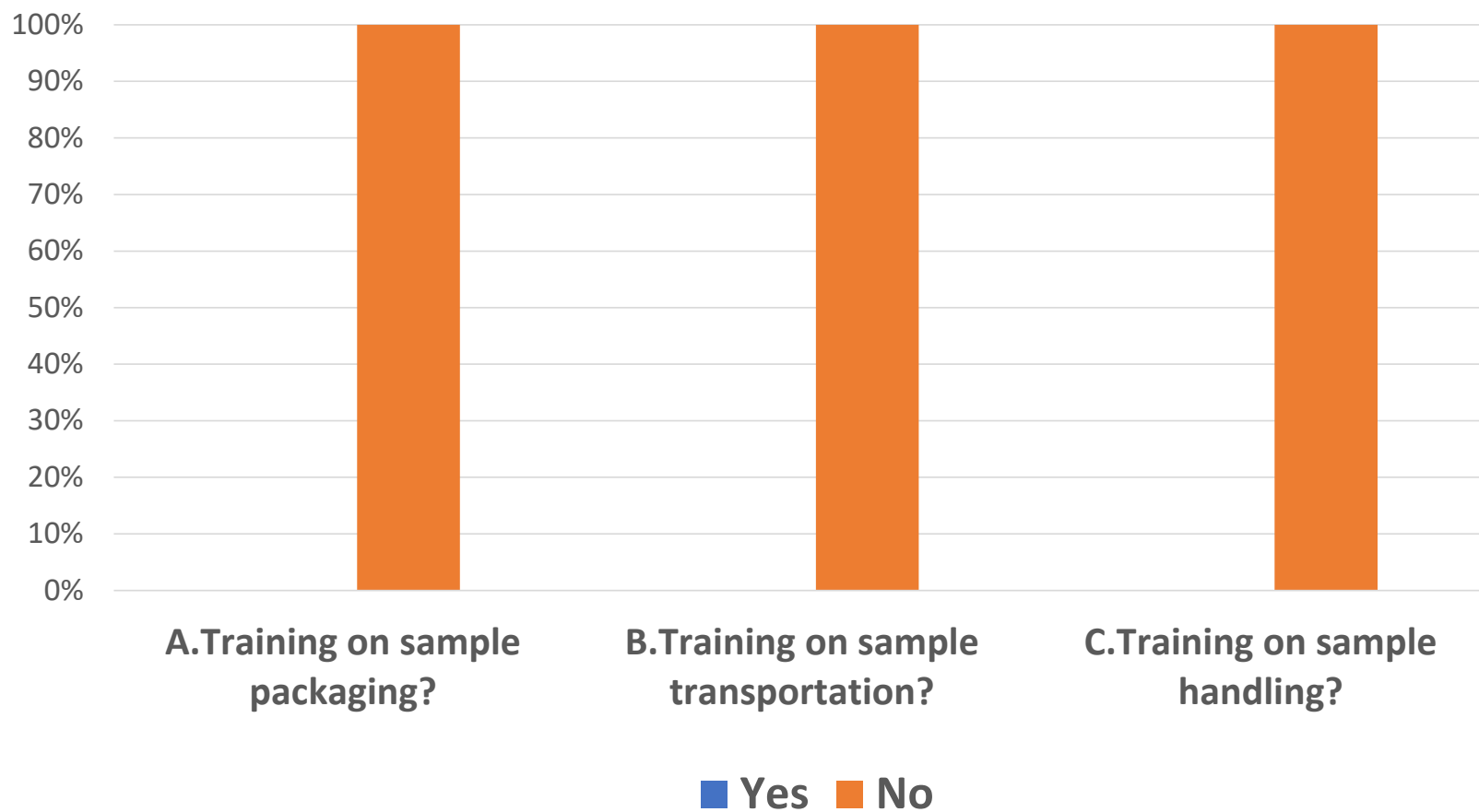
Frequency of shipping per month(average)



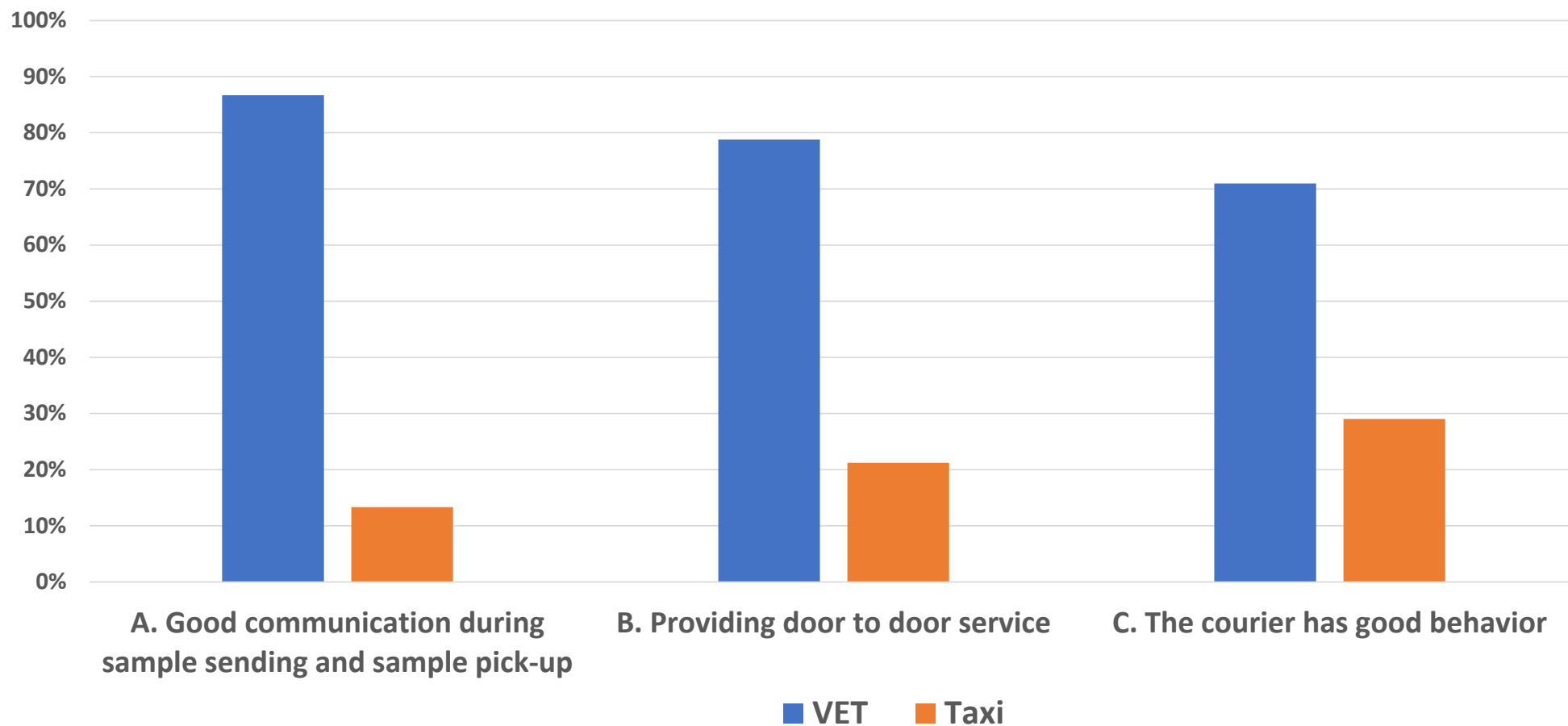
What are the transportation modes that had been used before the pilot phase?



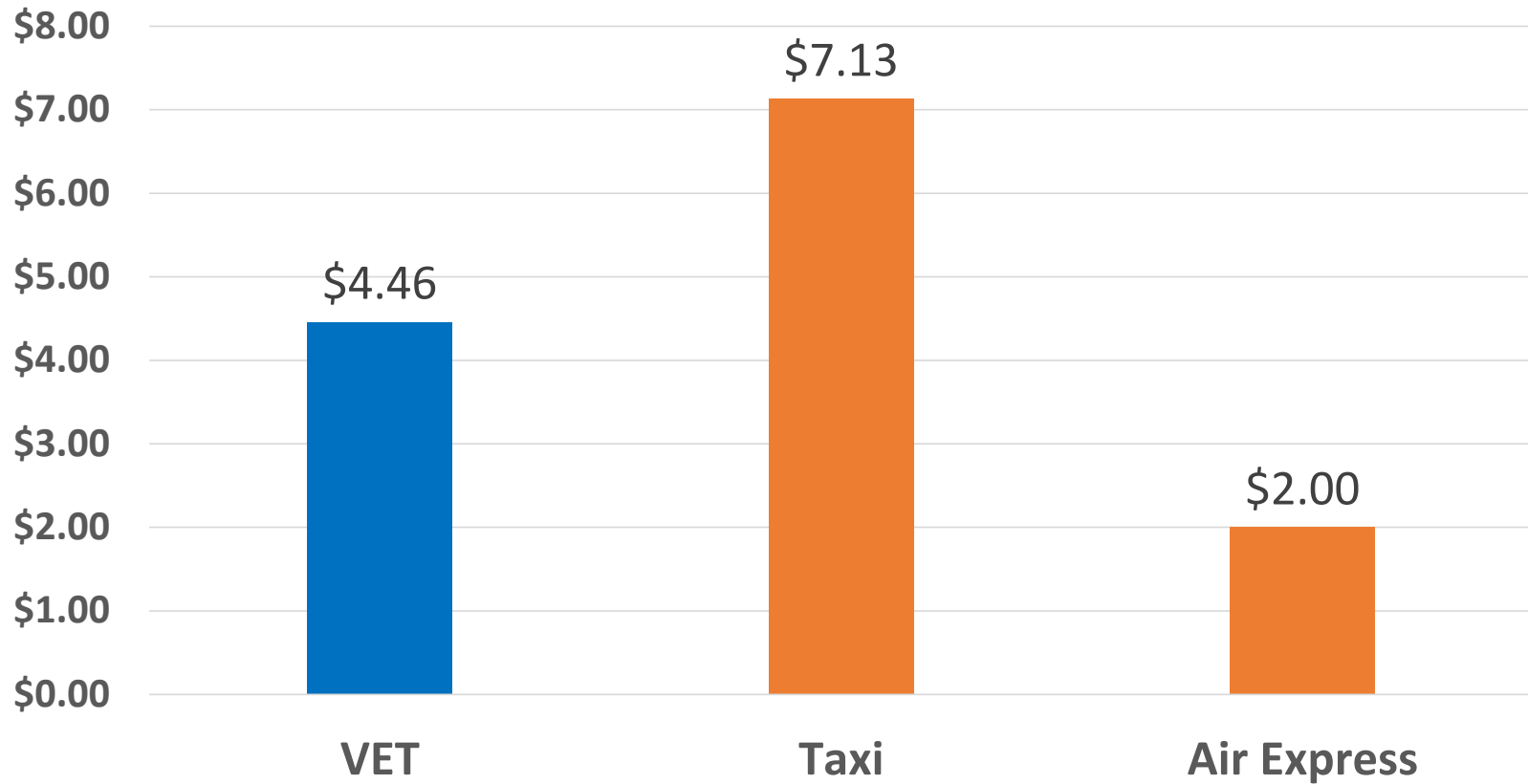
Did the courier staff get training?

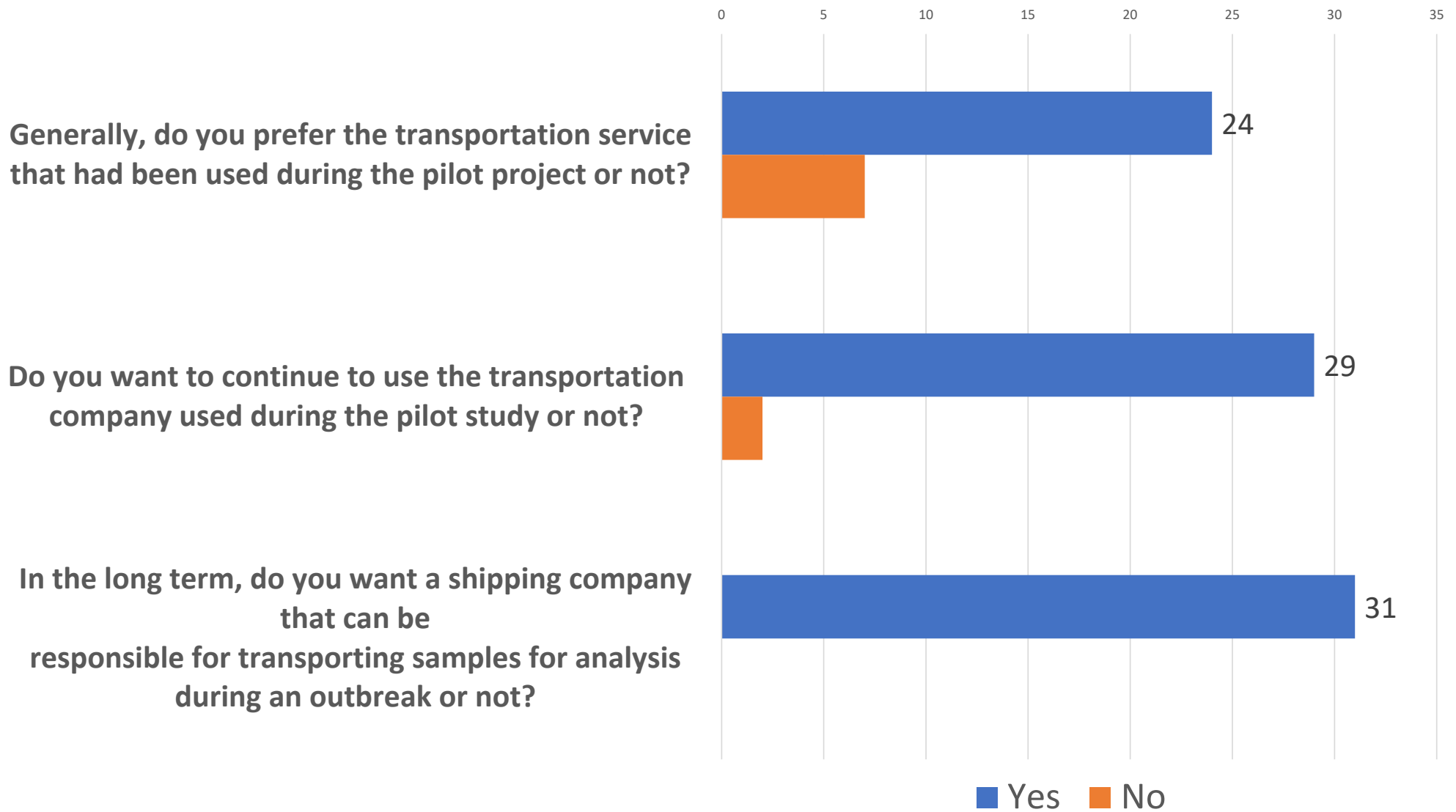


Between the service used in the past (Taxi) and the service used in the NTS pilot (VET) which one is better?

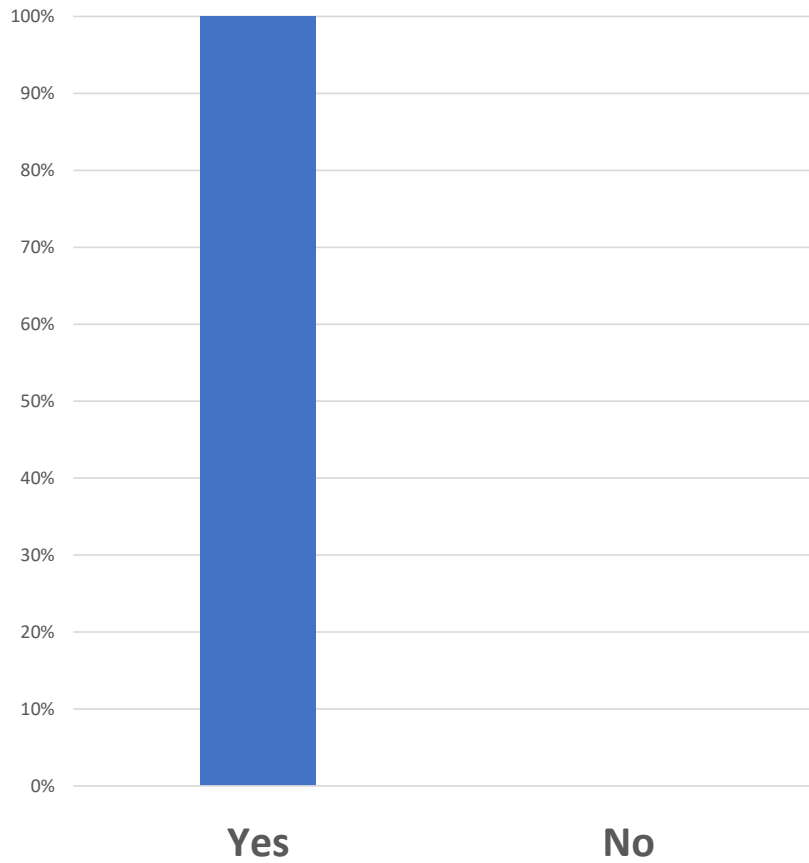


Average delivery fee per shipment in US\$

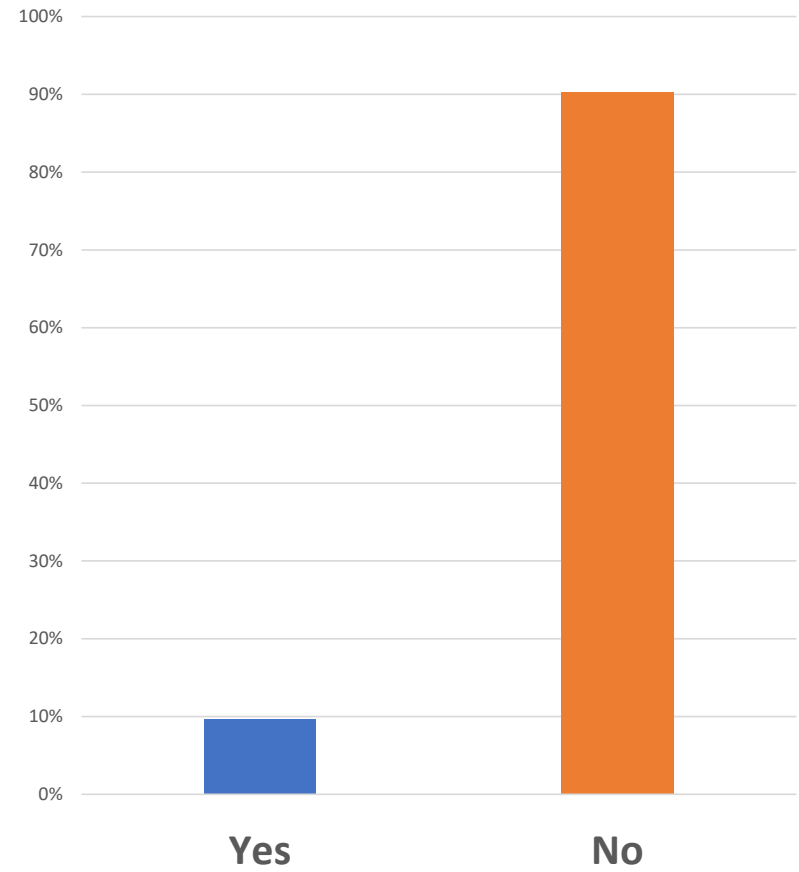




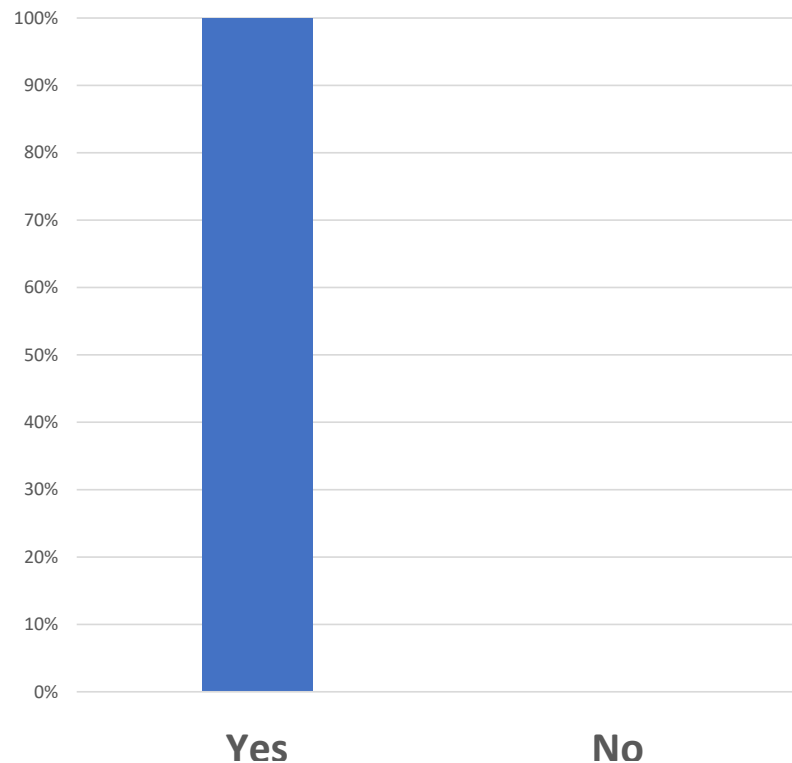
Is the VET tracking App beneficial for the user to keep track the sample during the transit



Is this VET tracking App used by the staff during the pilot



If we have a standardized transport service, would you like the vertical program to use this system or not?



Advantages of the standardized transportation service

- Biosafety and biosecurity are improved because the courier staff has been trained
- Connectivity between the lab is better because the system is standardized
- Reduce workload for lab staff to ship the samples
- Low price and save time

Is there anything you would like to improve the transportation service ?

- The schedule for collecting shipping must be discussed and agreed with lab manager.
- Bypass transportation procedure at the central level should be discussed to shorten the sample delivery to ref labs.
- Pay monthly, Not direct payment during sample pick up
- When generalizing the system at the national level, the fee should be negotiated
- Payment at day and night service should be the same fee
- Refresh regularly training for courier staff
- VET company should facilitate the staff to access the VET tracking App
- Lab staff lose some incentive provided by vertical program when sending sample, how to compensate this loss