

7. Key Stakeholders

The Malawi LIMS is a multi-stakeholder national health information system. Its successful operation depends on collaboration between government, laboratories, technical teams, implementing partners and development partners.

The current LIMS documentation identifies the following major stakeholder groups.

7.1 Ministry of Health

The Ministry of Health is a central stakeholder in the national LIMS ecosystem.

The Ministry has an interest in:

- National laboratory information
- Health system planning
- Laboratory performance
- Disease surveillance
- National reporting
- Digital health interoperability
- System sustainability
- Policy and strategic direction

7.2 National Reference Laboratories

National reference laboratories contribute to the implementation and use of LIMS for laboratory testing, quality management, specialized testing, national surveillance, and technical laboratory functions.

7.3 District Health Offices

District Health Offices are important stakeholders in the implementation and monitoring of laboratory services at district level.

They benefit from information on:

- Laboratory performance
- Testing volumes
- Result availability
- Turnaround time
- Facility performance
- Reporting completeness

7.4 Laboratory Personnel

Laboratory personnel are the primary operational users of facility-level LIMS functionality.

This includes personnel involved in:

- Patient and sample processing
- Laboratory testing
- Result entry
- Result verification
- Result authorization
- Quality control
- Laboratory management

7.5 Software Developers

Developers are responsible for designing, developing, maintaining, and enhancing the software components of the LIMS ecosystem.

Their responsibilities may include:

- Application development
- Database development
- API development
- System integration
- Analyzer interfaces
- Bug fixing
- Testing
- Deployment
- System enhancements

7.6 Quality Assurance Teams

Quality assurance teams contribute to ensuring that laboratory processes and the information system support appropriate quality standards.

Their involvement includes areas such as:

- Quality control
- Data quality
- Process monitoring
- System validation
- Testing
- Performance monitoring

7.7 Implementing Partners

Implementing partners contribute technical, operational, and program support to the national LIMS ecosystem.

Their role may include:

- System implementation
- Technical assistance
- Training
- Infrastructure support
- Software development
- Integration
- Monitoring and evaluation

7.8 Donor Organizations

Donor organizations provide financial and technical support that contributes to the implementation, expansion, and sustainability of laboratory information systems. CDC is the major donor for the LIMS

7.9 System Administrators

System administrators maintain the operational configuration of LIMS.

The current documentation identifies administrator functions, including management of:

- Users
- Roles
- Facilities
- Test catalogues
- Machines
- Printers
- Synchronization
- Reference data

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