



Dr Patrick Bastiaensen
Dr Gaston Funes

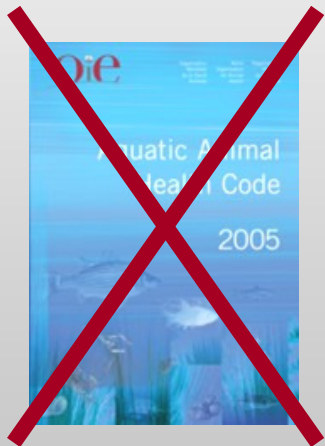
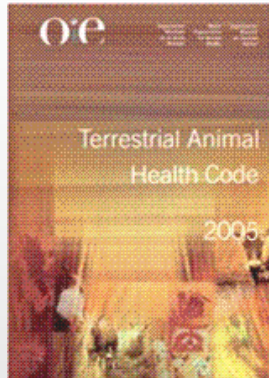


Qualidade dos Serviços Veterinários
Desempenho dos Serviços Veterinários
P.V.S

Primeiro curso de epidemiologia aplicada
PANAFTOSA, Rio de Janeiro, RJ (Brasil)
Março 2009

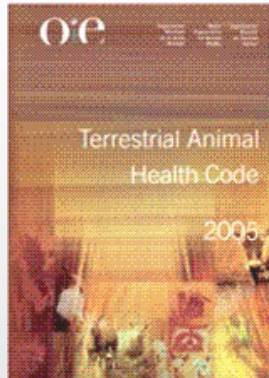


Referential : The Code ▲ ▼ Chapter 3.1.



- Art. 3.1.1. “....The quality of the Veterinary Services depends on a set of factors, which include **fundamental principles** of an **ethical, organisational and technical nature**. The Veterinary Services shall conform to these fundamental principles, regardless of the political, economic or social situation of their country.

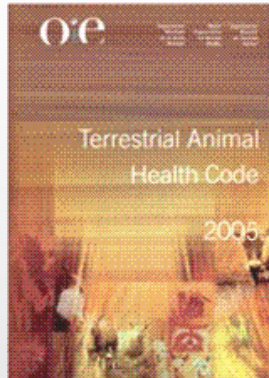
Compliance with these fundamental principles by the Veterinary Services of a Member Country is important to the establishment and maintenance of **confidence** in its **international veterinary certificates** by the Veterinary Services of other Member Countries...”



● Art. 3.1.2. Fundamental principles of quality

The Veterinary Services shall comply with the following principles to ensure the quality of their activities:

- 1. Professional judgement**
- 2. Independence**
- 3. Impartiality**
- 4. Integrity**
- 5. Objectivity**

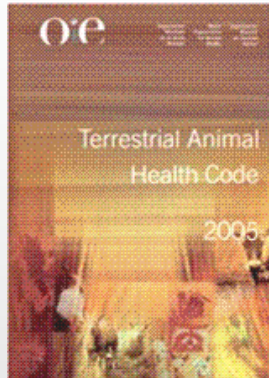


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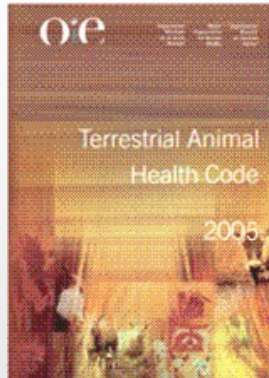
- 6. General organisation**
- 7. Quality policy**
- 8. Procedures and standards**
- 9. Information, complaints and appeals**
- 10. Documentation**
- 11. Self-evaluation**
- 12. Communication**
- 13. Human and financial resources**

Referential : The Code ▲ ▼ Chapter 3.1.



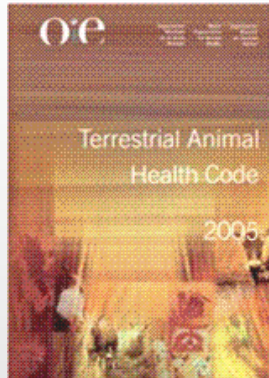
- **Art. 3.1.3.every Member Country should recognise the right of another Member Country to undertake, or request it to under-take, an evaluation of its Veterinary Services where the initiating Member Country is an actual or a prospective importer or exporter of commodities...**
- **Art. 3.1.4. A Member Country which intends to conduct an evaluation of another Member Country's Veterinary Services should give them notice in writing.**
- **Art. 3.1.5. Evaluation facilitated by OIE experts under the auspices of the OIE → PVS**

Referential : The Code ▲ ▼ Chapter 3.2.



- **Art. 3.2.2. In the evaluation of Veterinary Services, the following items may be considered, depending on the purpose of the evaluation:**
- **organisation, structure and authority of the Veterinary Services;**
- **human resources;**
- **material (including financial) resources;**
- **functional capabilities and legislative support;**
- **animal health and veterinary public health controls;**

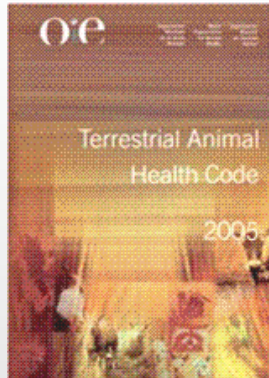
Referential : The Code ▲ ▼ Chapter 3.2.



- **Art. 3.2.2. In the evaluation of Veterinary Services, the following items may be considered, depending on the purpose of the evaluation:**
- **formal quality systems including quality policy;**
- **performance assessment and audit programmes;**
- **participation in OIE activities and compliance with OIE Members' obligations.**

To complement the evaluation of Veterinary Services, the organisational structure and functioning of the veterinary statutory body should also be considered.

Referential : The Code ▲ ▼ Chapter 3.2.



- **Example :**
- **Art. 3.2.9. Veterinary public health controls**
- **Food hygiene**
- **Zoonoses**
- **Chemical residue testing programmes**

Adequacy of controls over chemical residues in exported animals, animal products and feedstuffs should be demonstrated. Statistically-based surveillance and monitoring programmes for environmental and other chemical contaminants in animals, in animal-derived feedstuffs and in animal feedstuffs should be favourably noted. These programmes should be coordinated nationwide. Correlated results should be freely available on request to existing and prospective trading partner countries (...)

Implementation : the PVS tool



Performance of Veterinary Services™



Second
20

Second edition
2007

Organisation
Mondiale
de la Santé
Animale

World
Organisation
for Animal
Health

Organización
Mundial
de Sanidad
Animal



Tool for the Evaluation of Performance

OIE PVS TOOL



Human and
Financial
Resources

Technical
Authority and
Capability

Interaction
with
Stakeholders

Access
to
Markets

With provisional indicators

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Health

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Mundial
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Human and
Financial
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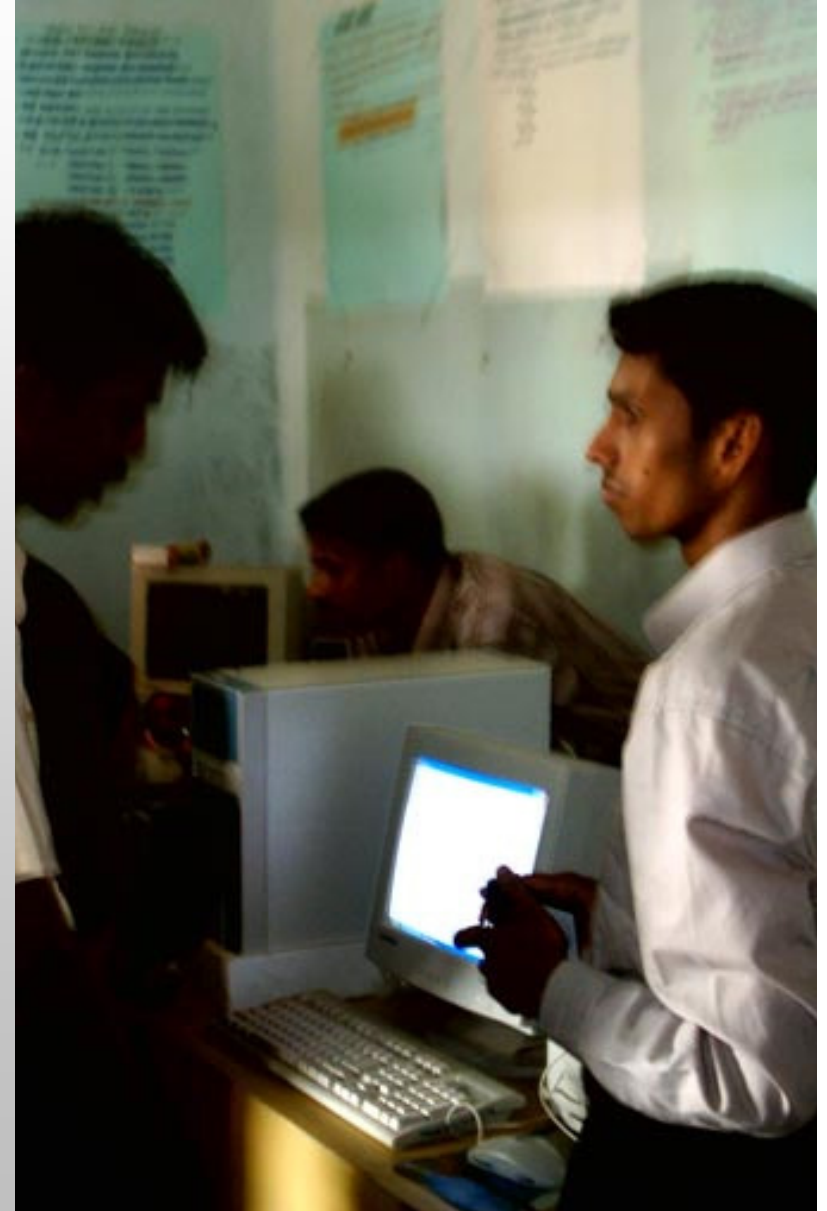
Access
to
Markets

Manual of the Assessor

Important basic principles



- **The assessment is requested by interested countries.**
- **Free of charge, except for local transport / domestic flights.**
- **The assessment encompasses both public and private veterinary services.**
- **There is no threshold for satisfactory / poor veterinary services.**
- **There is no comparison between countries.**



Important basic principles



- The draft report is peer-reviewed.
- The final report remains confidential until the country decides otherwise (in agreement with the OIE).
- PVS reports are limited to assessments of the current situation. If requested by the country under scrutiny, the PVS report can also include a gap analysis and can formulate recommendations (presented as an action plan)



Motivations


- **Trade prospects (e.g. export to neighbouring countries,...)**
- **Regional integration (e.g. ASEAN, EU, ...)**
- **Funding / investment prospects (e.g. government, donors, development banks, ...)**
- **Self-evaluation (e.g. internal auditing of veterinary services, institutional reform,...)**



Fundamental components (4)




- Human and financial resources
- Technical authority and capability
- Interaction with stakeholders
- Market access

Organisation Mondiale de la Santé Animale World Organisation for Animal Health Organización Mundial de Sanidad Animal 

Second edition
2007

OIE PVS TOOL

Tool for the Evaluation of Performance



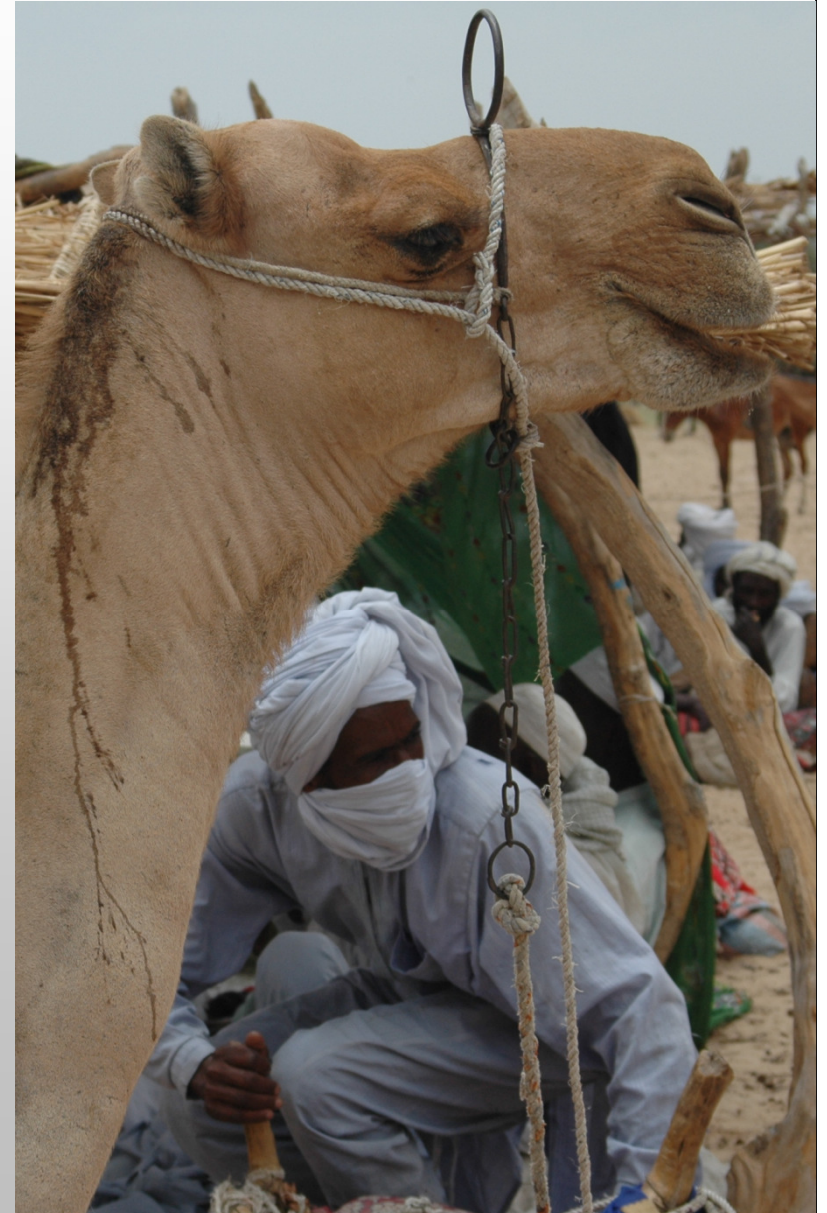
Human and Financial Resources Technical Authority and Capability Interaction with Stakeholders Access to Markets

Critical competencies (31) : example



Technical authority and capability

- **Laboratory disease diagnosis**
- **Risk analysis**
- **Quarantine and border security**
- **Epidemiological surveillance**
- **Early detection and emergency response**
- **Emerging issues**
- **Technical innovation**
- **Veterinary medicines and veterinary biologicals**



Critical competencies : example



Quarantine and border security

- A. Definition : *The authority and capability of the VS to prevent the entry and spread of diseases and other hazards of animals and animal products.*
- B. Levels of advancement



Critical competence

Quarantine and border security

- Level 1
- Level 2
- Level 3
- Level 4
- Level 5

The Veterinary Service cannot apply any type of quarantine and border security procedures for animals or animal products with their neighbouring countries or trading partners

The VS can establish and apply quarantine or border security procedures; however, these are generally based, neither on international standards, nor on a risk analysis.

The VS can establish and apply quarantine or border security procedures based on international standards, but the procedures do not systematically address illegal activities relating to the import of animals / animal products.

The VS can establish and apply quarantine or border security procedures which systematically address legal pathways and illegal activities.

The VS work with their neighbouring countries and trading partners to establish, apply and audit quarantine and border security procedures which systematically address all risks identified.

Number of border posts

The Veterinary Service cannot apply any type of quarantine and border security procedures for animals or animal products with their neighbouring countries or trading partners

AND

Documented evidence of quarantine measures taken

The VS can establish and apply quarantine or border security procedures; however, these are generally based, neither on international standards, nor on a risk analysis.

AND

Documented evidence of legislation complying with international standards

The VS can establish and apply quarantine or border security procedures based on international standards, but the procedures do not systematically address illegal activities relating to the import of animals / animal products.



**INDICATORS
(cumulative)**

The VS can establish and apply quarantine or border security procedures which systematically address legal pathways and illegal activities.

The VS work with their neighbouring countries and trading partners to establish, apply and audit quarantine and border security procedures which systematically address all risks identified.

Methodology : c

Month	Meat Insp. Cert. #	Particulars
<u>MEAT INSPECTION FEES - 200</u>		
JAN.	06/01 33853	1 w/blk @ \$1.32/Beast -
	12/01 33854	1 cow @ \$1.32/Beast -
	12/01 33854	1 cow @ \$1.32/Beast -
FEB.	02/02 33855	1 Steer @ \$1.32/Beast -
MAR.	02/03 33856	1 Bull @ \$1.32/Beast -
	02/03 33857	1 Steer @ \$1.32/Beast -
	05/03 33858	1 Steer @ \$1.32/Beast -
	16/03 33859	1 Steer @ \$1.32/Beast -
	21/03 33860	1 w/blk @ \$1.32/Beast -
	23/03 33861	1 w/blk @ \$1.32/Beast -
APR.	25/04 33862	1 Steer @ \$1.32/Beast -
MAY.	24/05 33863	1 Steer @ \$1.32/Beast -
	24/05 33864	2 Cow @ \$1.32/Beast -
JUNE.	07/06 33865	1 Steer @ \$1.32/Beast -
	14/06 33866	1 Steer @ \$1.32/Beast -
	19/06 33867	1 Cow @ \$1.32/Beast -
	19/06 33867	1 Steer @ \$1.32/Beast -
	28/06 33868	1 Cow @ \$1.32/Beast -

ANIMAL HEALTH AND PRODUCTION DIVISION NEW PRICE LIST FOR DRUGS AND EQUIPMENTS W.E.F. 11/05/07



DRUGS/EQUIPMENTS	UNIT OF SUPPLY	PRICE (\$) VIP	ALLO	REMARKS PRICE/ML PER TAB
1. ANTIBIOTICS, SULFONAMIDES				
PARENTAL				
Norocillin SA	100ml	11.00	S/A	12 cents per ml
Norocillin LA	100ml	13.00	S/A	15 cents per ml
Oxytet 200 LA	100ml	19.00	S/A	20 cents per ml
Trisoprim 480 INJ	100ml	20.15	S/A	21 cents per ml
Engemycin 100 (Oxytet 200 SA)	100ml	26.60	S/A	27 cents per ml
Excenel, RTU.	100ml	142.70	S/A	\$1.50 per ml
ORAL				
Moxylan Drops 15mls	15ml	6.80	S/A	Replaces amoxyl drops
Amoxicillin 200	1000tab	200.00	S/A	20 cents per tab
Amoxicillin 400	500tab	200.00	S/A	40 cents per tab
Oxymav 100 Powder	200g	21.00	S/A	\$5.25 per 50g
Sulphaquin	1ltr	48.50	S/A	\$5.00 per 100mls
Tricon Powder	2kg	148.20	S/A	\$7.45 per 100g
Trimazine Bolus	50tabs	38.00	S/A	80 cents per tab
Tylan Soluble CCD	100g	40.00	S/A	
Coccee Solution [discontinued]	5ltrs	117.80	S/A	\$2.36 per 100mls
INTRAMAMMARY				
Cepravin Lactating Cow 3g	each	6.25	S/A	
Cepravin Dry Cow 3g	each	4.50	S/A	
OTHERS				
Antiseptic Dusting Powder	3kg	119.20	S/A	\$4.00 per 100g
Apex Ear Drops 15ml	each	6.55	S/A	
Tricin Eye & Ear Ointment 4g	each	6.50	S/A	
Panalog Ointment	15mls	11.10	S/A	
Utozyme Pessaries 10's	pkt.	49.50	S/A	\$5.00 per tab
Canaural Compositum	15mls	14.60	S/A	
ANTI FUNGAL AGENTS				
Canestan Cream 20g	each	5.00		N.L.A
Metrogyl Tabs	21 tabs	3.00	6/9	N.L.A
2. ALIMENTARY SYSTEM				
ANTISPASMODIC				
Buscopan	100mls	67.50	S/A	68 cents per ml
Laxatives, Puragatives, Lubricants				
Liquid Paraffin	500mls	9.50	S/A	\$2.00 per 100-mls
MGS04	kg	5.50	S/A	

t	- 269 kg.	
t	- 110 kg.	
	- 112 kg.	
	- 241 kg.	\$11.88.
	- 253 kg.	
	- 229 kg.	
	- 282 kg.	
	- 130 kg.	
	- 47 kg.	
	1673 kg	
	- 280 kg.	
	- 220 kg.	
	- 163 kg.	
	- 234 kg.	
	- 184 kg.	

69 kg.

Methodology : documentary review



DEPARTMENT OF VETERINARY SERVICES ANIMAL HEALTH LABORATORY SPECIMEN SUBMISSION REPORT

ACCESSION No 664/07

SUBMITTERS REFERENCE

SUBMITTER

NAME

William M.

ADDRESS

PHONE No. OFFICE

HOME

OWNER

NAME

Leylands

ADDRESS

COUNTY

HERD No. (IF APPLICABLE)

SPECIMENS

40x Blood

1

DATE SENT

9/10/07

DATE RECEIVED

9/10/07

FIRST INTERIM

SECOND INTERIM

THIRD INTERIM

DATE FINAL

SUBMITTER CATEGORY

SPECIES

Porcine

SEX

AGE

BREED

MONTH OF GESTATION

HERD OR FLOCK DATA

N.A.

No. at RISK

No. AFFECTED

No. DEAD

ANIMAL IDENT.

PREVIOUS ACCESSION NOS.

V.I.O.
Initials

EXAMINATIONS

RBT.

HISTORY (INCLUDE CLINICAL FINDINGS, NUTRITIONAL STATUS, NECROPSY)

A HANDBOOK

FOR

MEAT IN

IN

HOLD FOR
QUARANTINE

2pkgs x 1kg chicken sausage,
corned beef hash.

21/08/07

Stell

2ctns Noodles.

21/08/07

Stell

2pkg x 1kg lawn seeds

28/08/07

Tit

1pkg Dried Shrimps

25/08/07

Lea

2x 450g Honey, 1x 250g Honey

25/08/07

Ash

3btl's Honey, 2btl's Blotion, 3btl's Jam.

29/08/07

Ane

2pkts Raw Meat.

09/09/07

S

2pkgs Cooked Prawns.

28/08/07

S

1pkg Beef meat

31/08/07

St



Methodology : interviews



Methodology : contemplation



Methodology : observation



ear tags for transport

Methodology : approaches



- Roughly based on ISO 19011 auditing principles (management systems)
- Thorough, but not confrontational
- Courteous, but not complacent



ear tags for transport

Methodology : approaches (2)



- **Assessment of relationship between the veterinary authority and private sector, stakeholders and farmers is critical**



**AIR
FREIGHT**

REVENUE & CUSTOMS
AUTHORITY
CUSTOMS DIVISION





- Ministry / State Department**
- National administration offices**
- Local government offices**
- Border inspection posts**
- Veterinary clinics / offices**
- Veterinary council / associations**
- Laboratories**
- Farms (all types)**
- Consumers (council)**
- Abattoirs & butcheries**
- Processing plants**
- Universities**
- Technical colleges**





Decision makers / high officials

Public sector veterinarians

Private veterinary surgeons

Industry vets and managers

Farmers

Laboratory technicians

Veterinary inspectors abattoirs

Veterinary inspectors B.I.P.

Consumers

Stakeholders

Extension workers

Veterinary para-professionals

Teachers/lecturers in vet. science

Vendors of vet. pharmaceuticals

Pharmaceutical industry managers



Methodology : group discussions



Methodology : group discussions



Methodology : group discussions with stakeholders



Methodology : approaches (3)



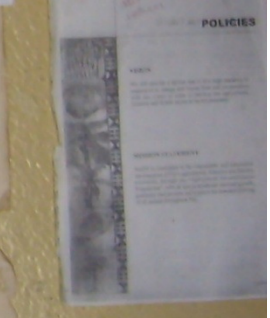
- Attempt to triangulate information
- Attempt to have proportionate samples from the various components
- Attempt to select sites and installations to visit without bias
- Attempt to allocate at least 50% of the time to field visits and interviews with farmers and other stakeholders



Methodology : look at the walls



DOG UR	HEAT UR	SHEEP	GOATS	HONEY
1. Dog	1. Dog	1. Dog	1. Dog	1. Dog
2. Dog	2. Dog	2. Dog	2. Dog	2. Dog
3. Dog	3. Dog	3. Dog	3. Dog	3. Dog
4. Dog	4. Dog	4. Dog	4. Dog	4. Dog
5. Dog	5. Dog	5. Dog	5. Dog	5. Dog
6. Dog	6. Dog	6. Dog	6. Dog	6. Dog
7. Dog	7. Dog	7. Dog	7. Dog	7. Dog
8. Dog	8. Dog	8. Dog	8. Dog	8. Dog
9. Dog	9. Dog	9. Dog	9. Dog	9. Dog
10. Dog	10. Dog	10. Dog	10. Dog	10. Dog
11. Dog	11. Dog	11. Dog	11. Dog	11. Dog
12. Dog	12. Dog	12. Dog	12. Dog	12. Dog
13. Dog	13. Dog	13. Dog	13. Dog	13. Dog
14. Dog	14. Dog	14. Dog	14. Dog	14. Dog
15. Dog	15. Dog	15. Dog	15. Dog	15. Dog
16. Dog	16. Dog	16. Dog	16. Dog	16. Dog
17. Dog	17. Dog	17. Dog	17. Dog	17. Dog
18. Dog	18. Dog	18. Dog	18. Dog	18. Dog
19. Dog	19. Dog	19. Dog	19. Dog	19. Dog
20. Dog	20. Dog	20. Dog	20. Dog	20. Dog



Methodology : verify



Methodology : verify



Methodology : verify





...some have their own methods...



...some have their own methods...

ປະເພດ	ເຊກປສດ	ອາຍຸສັດ	ວິທີໃຊ້	ໄລຍະຄຸ້ມກັນ
ເຕົ້າໂຮມເລືອດ ງົວຄວາຍ	ງົວ ຄວາຍ	6 ເດືອນຂຶ້ນໄປ	ສັກ 3 ເຊເຊ (ຫຼືບໜັງເນົ້າ) ສັກ 3 ເຊເຊ (ຫຼືບໜັງເນົ້າມັນ)	6 ເດືອນ(ເນົ້າ) 1 ປີ(ເນົ້າມັນ)
ໃສ່ບວມ	ງົວ, ຄວາຍ ແກະ, ແບ້	6 ເດືອນຂຶ້ນໄປ 3 ເດືອນຂຶ້ນໄປ	ສັກ 3 ເຊເຊ (ຫຼືບໜັງ)	1 ປີ
ໄຂ້ເລືອດດໍາ	ງົວ, ຄວາຍ ແກະ, ແບ້	6 ເດືອນຂຶ້ນໄປ 3 ເດືອນຂຶ້ນໄປ	ສັກ 1 ເຊເຊ (ຫຼືບໜັງ)	1 ປີ
ເຕົ້າໂຮມເລືອດ ໝູ	ໝູ	3 ເດືອນຂຶ້ນໄປ	ສັກ 3 ເຊເຊ (ຫຼືບໜັງ)	6 ເດືອນ
ຫ້ອງເບັງ	ແກະ, ແບ້	3 ເດືອນຂຶ້ນໄປ	ສັກ 5 ເຊເຊ (ຫຼືບໜັງ)	1 ປີ
ອະຫິວາສັດປີກ	ສັດປີກທົ່ວໄປ	6 ອາທິດຂຶ້ນໄປ	ສັກ 1 ເຊເຊ (ຫຼືບໜັງ)	3 ເດືອນ
ນິວຄາເຊິນ ອາຍຸອ່ອນ	ໂກນ້ອຍ	0 - 7 ມື້	ແກ້ວ 100 ເອັມປະສົມນ້ຳ ກັນ 10 ເຊເຊ (ຢອດດັງ, ຕາ 2 - 4 ຢອດ)	8 ອາທິດ
ນິວຄາເຊິນ ອາຍຸແກ່	ໂກ່ໃຫຍ່	6 ອາທິດຂຶ້ນໄປ	ແກ້ວ 100 ເອັມປະສົມນ້ຳ ກັນ 50 ເຊເຊ ສັກ 0,5 ເຊ ເຊ ກ້ອນຊີ້ນ	1 ປີ
ອະຫິວາເປັດ	ເປັດ	3 ອາທິດຂຶ້ນໄປ	ແກ້ວ 50 ເອັມ ປະສົມນ້ຳກັນ 50 ເຊເຊ 1 ເຊເຊ ກ້ອນຊີ້ນ	6 ເດືອນ
ຫຼອດລົມອັກເສບ	ໂກນ້ອຍ	15 ມື້	ແກ້ວ 50 ເອັມປະສົມນ້ຳກັນ 5 ເຊເຊ ຢອດ ດັງ ຕາ (2-4 ຢອດ)	6 ເດືອນ
ໝາກສຸກສັດປີກ	ສັດປີກທົ່ວໄປ	6 ອາທິດ 10 ມື້ (ໂກລາດ)	ແກ້ວ 100 ເອັມປະສົມນ້ຳ 10 ເຊເຊ ແທງພິນປີກບາງ 2- 3 ເທື່ອ	1 ປີ
ອະຫິວາໝູ	ໝູ	3 ເດືອນ ຂຶ້ນໄປ	ແກ້ວ 10 ເອັມ ປະສົມນ້ຳ ກັນ 10 ເຊເຊ ສັກ 1 ເຊເຊ ກ້ອນຊີ້ນ	1 ປີ
ວີ	ໝາ	3 ເດືອນ ຂຶ້ນໄປ	ແກ້ວ 1 ເອັມ ປະສົມນ້ຳກັນ 3 ເຊເຊ ສັກ 3 ເຊເຊ ກ້ອນຊີ້ນ	1 ປີ

ຂໍ້ແນະນຳທົ່ວໄປ

1. ວັກຊີນ ຈາກເຊື້ອໄວຣັສ 1
2. ວັກຊີນ ນິວຄາເຊິນອາຍຸອ່ອນ 3
3. ວັກຊີນ ນິວຄາເຊິນອາຍຸແກ່ 6
4. ວັກຊີນ ອາຫິວາເປັດ 9
5. ວັກຊີນ ອາຫິວາໝູ 11
6. ວັກຊີນ ຫຼອດລົມອັກເສບ 13
7. ວັກຊີນ ໝາກສຸກເປັດ 15
8. ວັກຊີນວີ 17

Viral Vaccines

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- Newcastle ' M ' Vaccine	6
- Duck Plague Vaccine	9
- Swine Fiver Vaccine	11
- Infectious Bronchitis Vaccine	13
- fowl Pox Vaccine	15
- Rabies vaccine	17

Constraints :



- Language constraints
- Cultural constraints (gender)

ວັກຊີນ ນິວຄາເຊີນອາຍຸແກ່	6
ວັກຊີນ ອາທິວາເປັດ	9
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Constraints :



- Language constraints
- Cultural constraints (gender)
- Political constraints (hierarchy, bureaucracy, transparency, openness)
- Mobility constraints
- Time constraints





- **Mobility constraints**

- **Time constraints**



The assessment : experiences



I.1. Professional and Technical competence of the personnel

- *The capability of the VS to efficiently carry out their veterinary and technical functions; measured by the academic qualifications of their personnel in veterinary, other professional and technical positions.*

Staffing, level of qualification,...



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