

FACILITATOR GUIDE

Training on Proficiency Testing Scheme (GeneXpert DTS)

Module: 15 - Communication with participants and handling discordernts

Acknowledgements

This Module was prepared by SRL-Uganda training team.

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Part 15.0: Communication with Participants and handling discordant results and appeals



OBJECTIVE: To acquaint and refresh participants with the required knowledge on the relevance of communicating to participants, different scenarios when to communicate and how to handle discordant results and appeals.

MATERIALS:

1. Handouts,
2. Slides
3. Computer
4. Over head projector
5. Flip chart
6. Markers and pens
7. Note books

TIMELINE: 45 Minutes

METHODOLOGY:

1. Lecture
2. Discussion

ADVANCE PREPARATION:

1. Printing notes,
2. Familiarize oneself with the slides

FACILITATORS STEP-BY STEP INSTRUCTIONS:

1. Welcome and Introduction
2. Present module overview
3. Ask question about module expectations
4. Distribute handouts
5. Start the presentation
6. Recap presentation using discussion questions
7. Ask if there is any question.

FACILITATORS NOTES

1. Make sure you go slow with the presentation.
2. Clearly describe with examples the different scenarios when communicating with participants starting from the enrollment stage to the time when we report feedback reports
3. Further describe how unsatisfactory results are handled,
4. Describe how appeal can be addressed if received from participants.

5. Encourage some of the participants to answer some of the questions that may arise during the presentation as this may create active participation from most of the class.

SLIDE OF POWERPOINT PRESENTATION



THE REPUBLIC OF UGANDA
MINISTRY OF HEALTH

UGANDA
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Reference Laboratory
Timely Accurate Diagnostics for a TB-Free Africa

Training on Proficiency Testing Scheme GeneXpert DTS

Module : Communication with Participants,
Reporting results and handling discordant results

Venue

Facilitator's name

Date

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SITUATION ANALYSIS/ EXERCISES

- Laboratory x is a fully functional site in your laboratory network that participate in the two round of 2020. In 2021 the laboratory informs the PT provider that they have never received their results and yet they received the panel tested and returned results.

Identify the communication gaps in the above scenario

ASSESSMENT REVIEW

1. Why is it essential to communicate with participants in the GeneXpert DTS PT scheme?

REFERENCES

- ISO 13528:2005, *Statistical methods for use in proficiency testing by interlaboratory comparisons*
- ISO Guide 34, *General requirements for the competence of reference material producers*
- ISO 17043:2010 Standard