

# Training on Proficiency Testing Scheme GeneXpert DTS

Module 15: Communication with Participants,  
Reporting results and handling discordant  
results

**Venue**  
**Facilitator's name**  
**Date**

# Introduction

Communication aides the basis of decision-making and planning, for a proficiency testing scheme

# Objectives

By the end of this module participants should be able to:

- Understand the different scenarios when to communicate to participants
- Understand how to handle discordant results and appeals

# Module Outline

- Commination scenarios
- Reporting results
- Handling unsatisfactory results
- Handling discordant results and appeals

# Participation in the Genexpert scheme

Two (2) rounds per year

☁️ February and August

# Communication with: Relevance

- 🚌 To meet Participant needs
- 🚌 Essential for PT provider improve on aspects especially during customer survey
- 🚌 Gaining clarity on key issues regarding reporting, pt schemes available, enrollment
- 🚌 Improve participation
- 🚌 Implementing change eg transition from paper based system to an online.
- 🚌 Timely interventions



# Scenarios of communication

- ☁ Enrollment stage
- ☁ Beginning of each round
- ☁ During the round
- ☁ End of each round

# Scenarios of communication: Enrollment stage

- ☁️ Send out enrollment forms to participants at the beginning of every year to enroll in the different PT scheme ie Gene expert, microscopy, culture, LPA , DST and SARS- Cov-2
- ☁️ Send out enrollment certificates for approval to participants in the schemes applied for



# Scenarios of communication: Beginning of the round

- ☁ Inform participants on the PT shipping date to the different testing sites
- ☁ Share the different forms to be used in the particular scheme and these include:
  - Instruction to participants
  - Result reporting form
  - Online reporting guidelines

# Scenarios of communication: During the round

- ☁ Confirmation for receipt of the Pt materials
- ☁ Inform on delays in transit
- ☁ Facilities that have not received panels
- ☁ Send out two reminders to facilities that have not submitted results before the deadline

# Scenarios of communication: End of each round

☁️ Share participant result and round reports

☁️ Share non conformity forms for facilities that score <80%

# Reporting results

## Principle

☁️ 80% consensus of the participant result

## Timelines are

1. Determined at the beginning of each round
2. Communicated to participants at the beginning of each round

# Reporting results: access

## Email

☁ Emailed to facility using the PT email  
pt@ntrl.or.ug

## Online (<https://srlugpt.com/>)

☁ Facility user name and password  
provide

☁ Able to download the reports at the  
testing site

# Exercise

- 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



# Handling unsatisfactory results

- Testing sites with unsatisfactory results < 80% are required to do root cause analysis and come up with corrective actions
- Can then share the finding with the PT provider

# Handling unsatisfactory results

Planned support supervision , technical assistance and training in areas of

- ☁️ Technique; adoption, adherence and revision of the standard operating procedures
- ☁️ Result analysis
- ☁️ Result reporting
- ☁️ Trouble shooting
- ☁️ Implementation of corrective action

# Discordant/ appeals

In scenarios where the participants are not conversant with the result provided they are encouraged to appeal formally by communicating to the PT provided

- In a specified period of time and
- Feedback provided

# Assessment

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

# Summary

It is essential to plan ,schedule and maintain clear communication lines in the GeneXpert DTS PT scheme for timely interventions, conformance to the ISO17043 Standard requirements, customer satisfaction, quality PT provision and service delivery.

# 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 Guide 35, *Reference materials – General and statistical principles for certification*
- Guide 34, ISO Guide 35 and ISO 13528 (homogeneity and stability)
- ISO/IEC Guide 98-3, *Uncertainty of measurement – Part 3: Guide to the expression of uncertainty in measurement* (GUM:1995)
- ISO/IEC 17011:2004, *Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies*
- ISO/IEC 17025, *General requirements for the competence of testing and calibration laboratories*





# Acknowledgments

