



Laboratory Quality Management System

Module 4: Personnel

Venue:

Presenter:

Date:

Learning Objectives

At the end of this module, participants will be able to:

Describe the role of personnel in the quality management system;

Develop a plan to verify employee competency;

Describe the steps involved in assessing and maintaining employee competency;

Explain a process to maintain personnel records.



Module Outline

- Role of personnel in QMS
- Staff motivation
- Personnel management

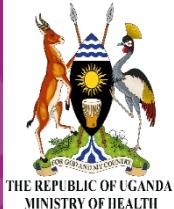


Activity 4-1: Overview of Personnel

Purpose:

Discuss the main elements of personnel management

Suggested time: 10 minutes



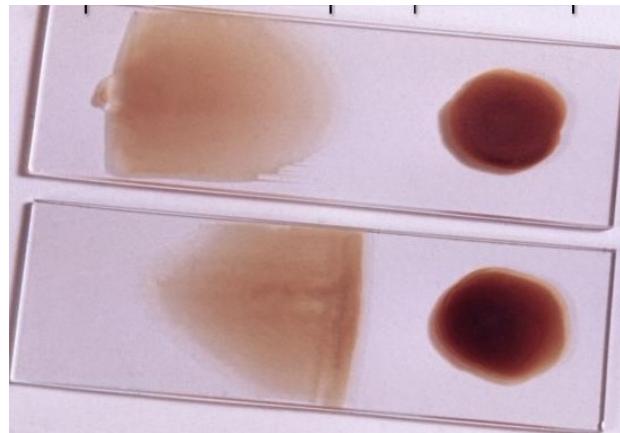
Scenario

“You are a laboratory manager. One of your two senior technologists has been temporarily re-assigned to another laboratory. Your other senior technologist is sick and the remaining two have not read malaria smears since their initial training several years ago. This morning you received 20 malaria smear requests. As you are unable to ensure accurate testing, you must notify test requestors that the testing will be delayed.”

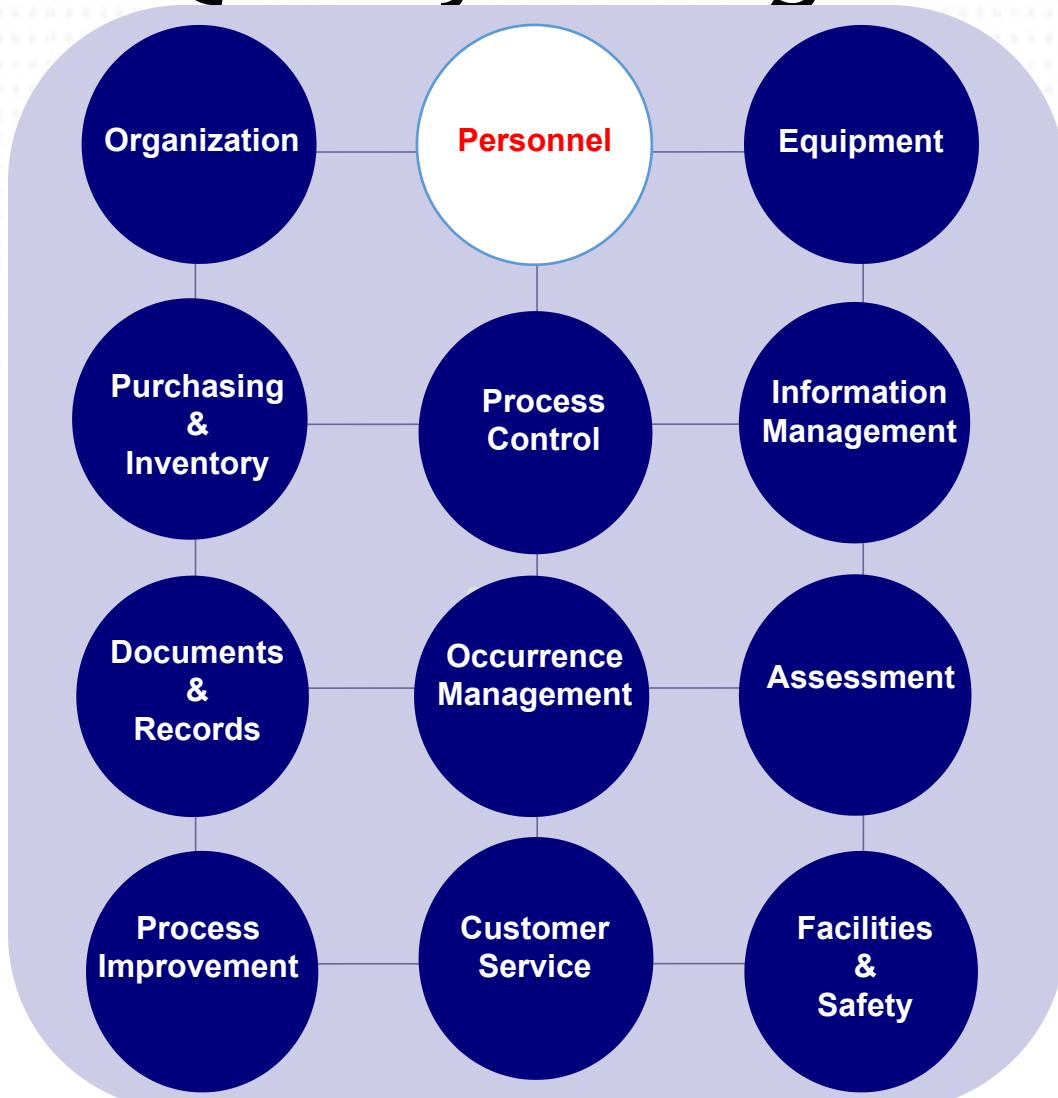


Scenario

As a manager, what should you have done to prevent this situation?



The Quality Management



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1. Personnel – Laboratory Staff

Role in QMS

- laboratory's greatest asset
- critical to quality
- partners in public health
- qualified professionals



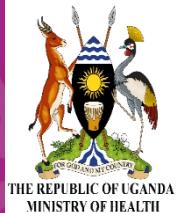
2. Importance of Motivation

Motivated employees are more committed to their work

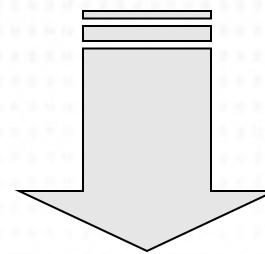
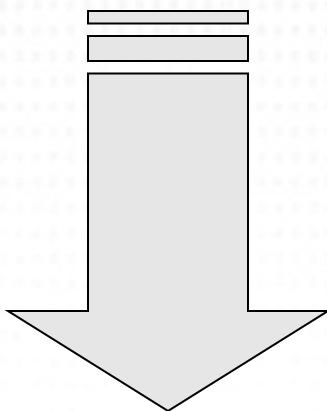
- ─ praise
- ─ recognition
- ─ bonuses
- ─ benefits
- ─ flexible time



3.



Qualified New Employee



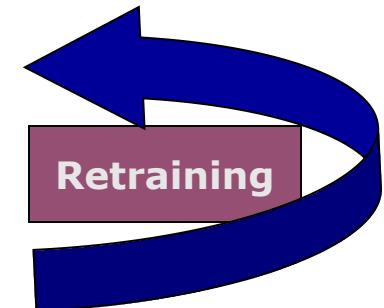
Job Description

Orientation

Task-specific Training

Competency Assessment

Competency Recognition



Orientation



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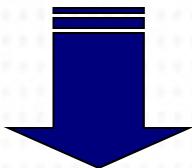
Job Descriptions

“Laboratory Management shall have job descriptions that define qualifications and duties for all personnel.”

ISO 15189:2012



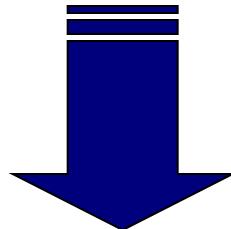
Job Description



Task-specific Training



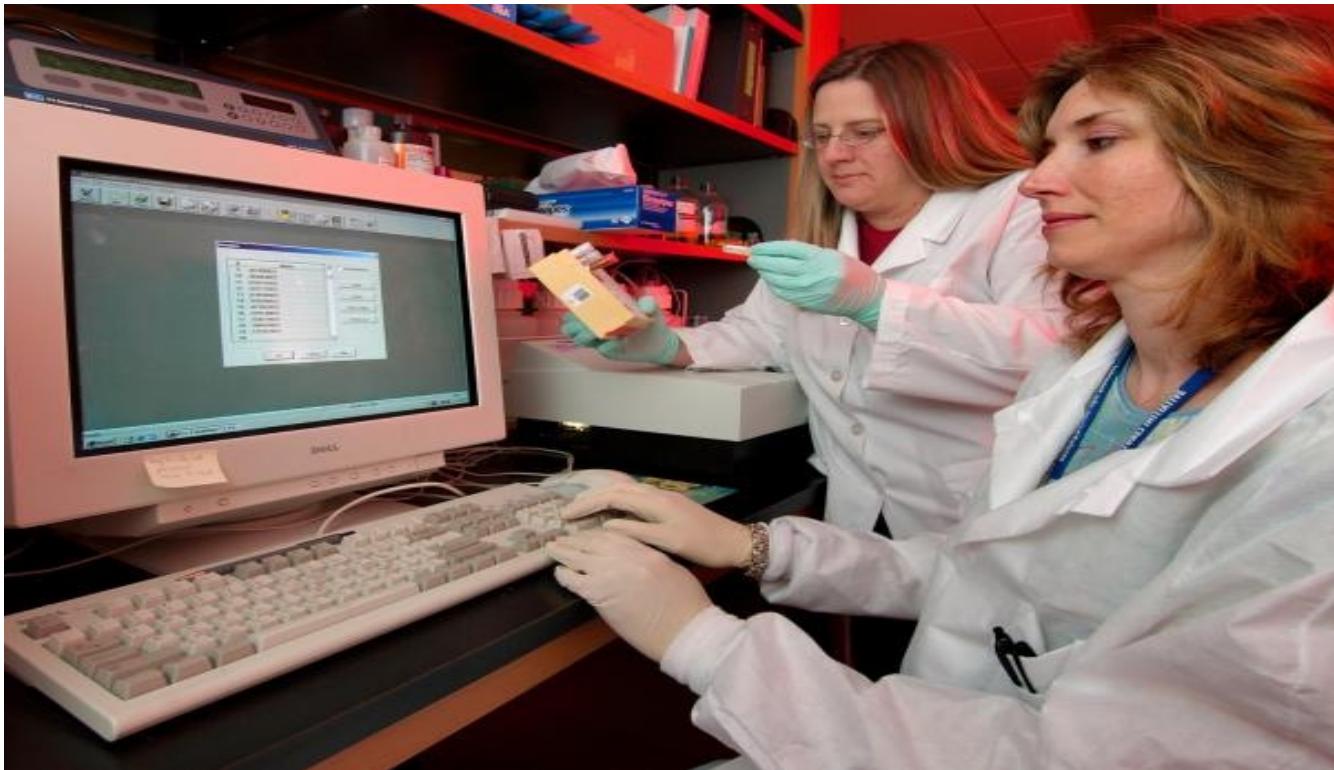
Competency Assessment



Competency Recognition



Training



Job specific training documentation

- use standard forms
- date and keep confidential



Competency Assessment Methods

- Direct Observation

- checklists

- Indirect Observations

- monitoring records
- re-testing
- case studies

Technologist Name		Technologist Title		
Procedure for Evaluation	Evaluation Date			Evaluator
Procedure item	Accept	Partial	No	Comment
Read procedure manual				
Equipment set up appropriately				
Work area neat				
Reagent preparation				
Perform task accurately				
Perform task timely				
Other: Specify				



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Competency assessment documentation

- use standard forms
- date and keep confidential

COMPETENCY ASSESSMENT			
ANALYST NAME _____	TITLE _____		
PERIOD _____ TO _____	DATE DUE _____		
METHOD/PROCEDURE _____			
READING OF PERTINENT PORTIONS OF THE PROCEDURE MANUALS	YES	NO	N/A
COMMENTS			
DIRECT OBSERVATION			
Safety policies followed			
Preparation of work area			
Work area neat and organized			
Follows policies, procedures and rules pertaining to assignment			
Preparation/handling of specimen			
Preparation/handling of reagents			
Preparation/handling of QC and maintenance activities			
Knowledge of criteria for acceptable specimen			
unacceptable			



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Continuing Education



Continuing Training Methods and Resources



ANTIMICROBIAL SUSCEPTIBILITY TESTING

MATERIALS AND METHODS

MODES AND MECHANISMS

Modes/Mechanisms

This module contains two sections:

1. A description of the modes of actions of the major classes of antimicrobial agents and the mechanisms by which bacteria become resistant to these agents.
2. A description of beta-lactamases and methods of detection.

INTERPRETATION

REPLAY INTRO

CDC



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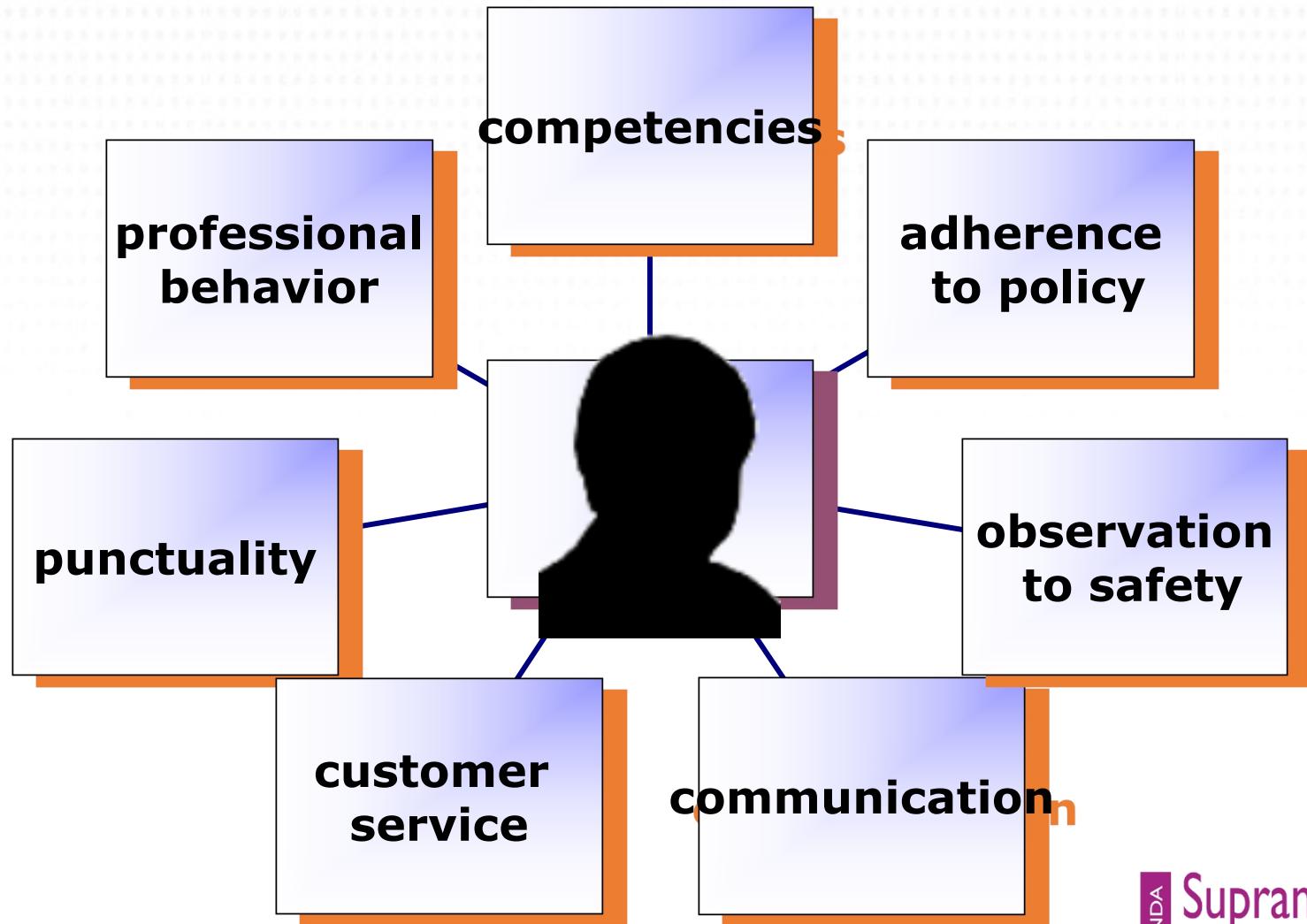
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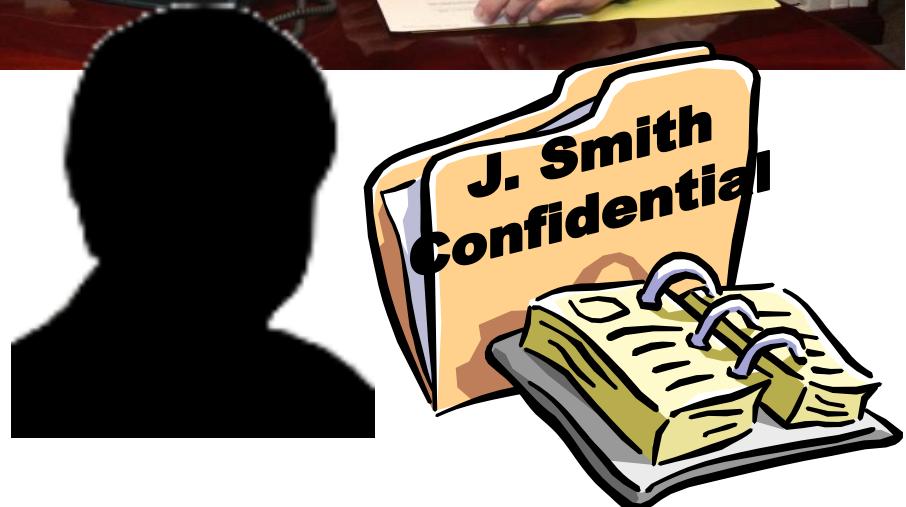
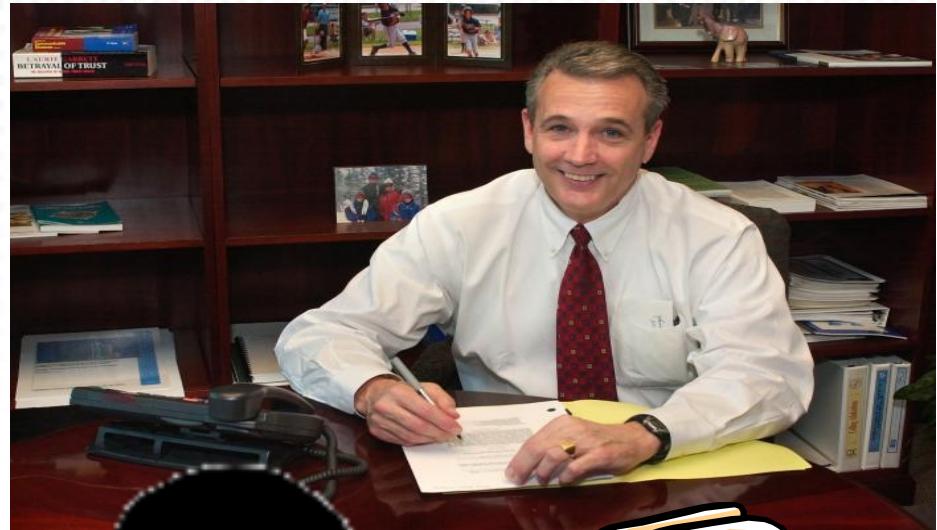
Performance Appraisal



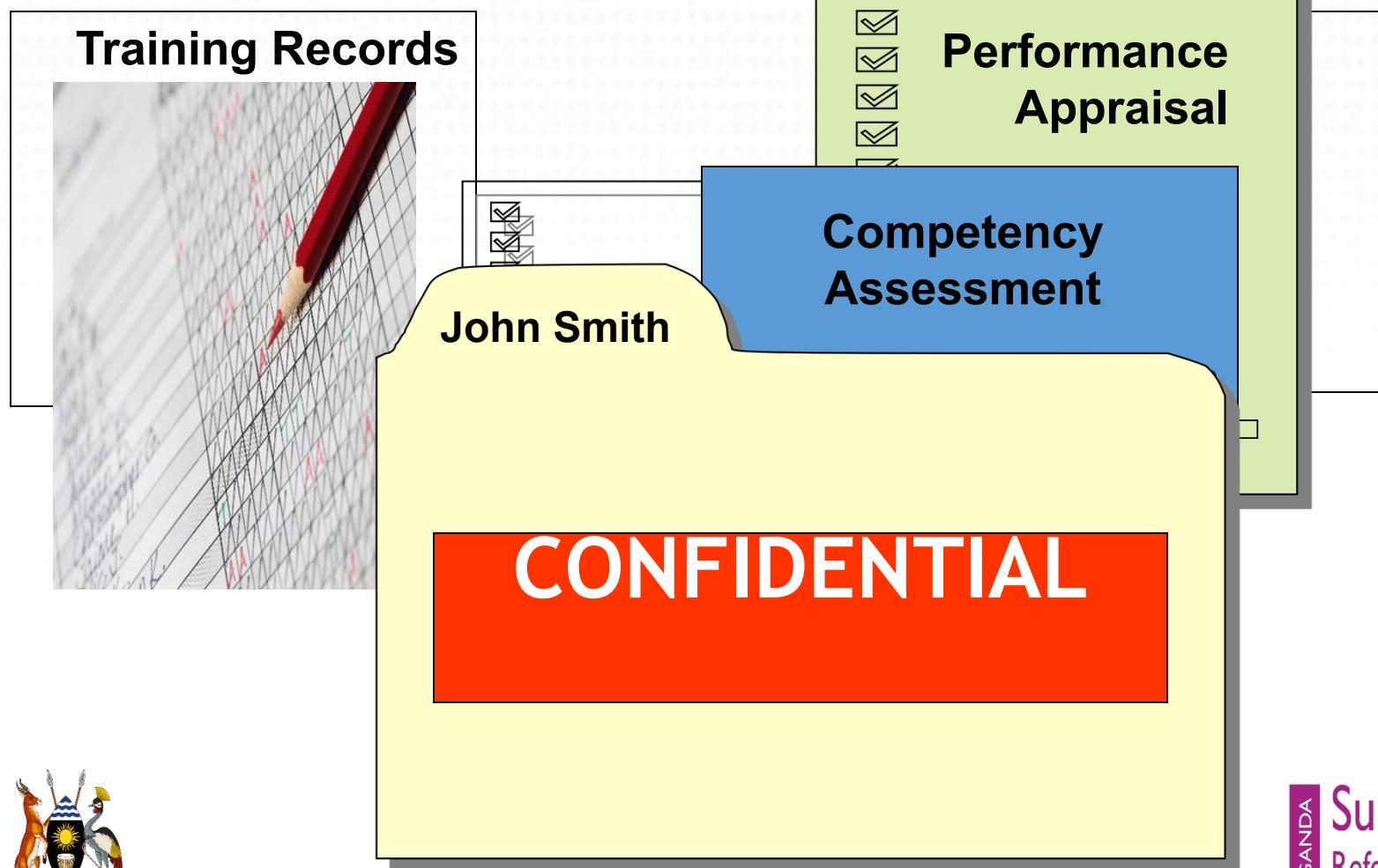
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Performance Appraisal Meetings

- formal
- regular
- constructive
- objective
- complete
- fair
- documented



Personnel Records



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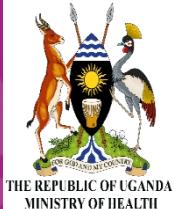
Assessment

1. Describe management's roles and responsibilities regarding personnel management.
2. Explain how you can verify an employee competency.
3. Identify potential sources of employee performance problems.
4. How do you maintain personnel records.
5. List at least 10 Personnel records to be included in the file.



Summary

- Personnel management is critical to success of a quality management system.
- Job descriptions should accurately describe tasks and authorities.
- Competency must be assessed.
- Training will help to assure competent staff.
- Methods for attracting and retaining personnel must be addressed.



Key Messages

- Personnel are the most important resource in the laboratory.
- Managers must create an environment that will fully support all laboratory personnel in order to maintain a high quality of laboratory performance.
- Continuing education is vital to personnel competency.



References

ISO 15189:2012 Medical Laboratories -
Requirements for Quality and Competence

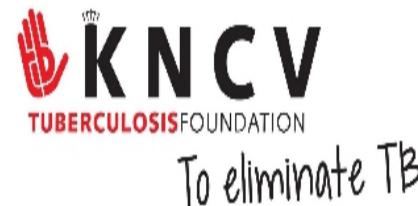
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Acknowledgement



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