THE REPUBLIC OF UGANDA
MINISTRY OF HEALTH

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

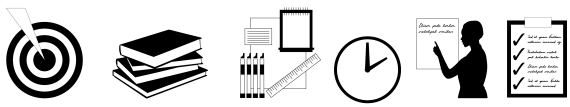
Laboratory Quality Management System (LQMS)

(Module 6)

Occurrence Management

Acknowledgements
This Module was prepared by Beatrice Orena

Part 6.0: Occurrence Management



PURPOSE: To provide the participants with both the rationale and the process for developing a program for monitoring and improving occurrence management.

LEARNING OBJECTIVE:

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

define the term “occurrence”;

describe the essential quality monitoring tools;

differentiate among preventive action, remedial action, and corrective action;

describe the relationships between preventive action and risk management practices;

define and describe root cause analysis.

MATERIALS:

1. PowerPoint slides or transparencies
2. Overhead projector or computer with an LCD projector
3. Prepared flipchart, white board, or chalk board
4. Paper cards, markers, and tape
5. Additional handouts as required.

TIMELINE: 90 Minutes

METHODOLOGY:

1. Lecture
2. Discussion
3. Exercise

ADVANCE PREPARATION:

1. Print Activities 6-1 and 6-2
2. Familiarize oneself with the slides
3. Read facilitators Notes and ISO 15189 Standard

FACILITATORS STEP-BY STEP INSTRUCTIONS:

1. Welcome and Introduction
2. Present module overview
3. Ask Questions in between the presentation to actively involve participants.
4. Continue the presentation
5. Recap presentation using the Assessment questions
6. Ask if there is any question.

FACILITATORS NOTES

Refer to the trainers notes attached
Refer to the trainer’s activity guide attached

SLIDE OF POWERPOINT PRESENTATION

SITUATION ANALYSIS/ EXERICES

1. Give the participants a copy of the following scenario and/or show it as a slide (Presentation 6, slide 4). Allow 2 minutes for them to read.
2. Ask the questions:
   How would you have found the source of the error?
   What are the likely consequences of these errors?

ASSESSMENT REVIEW

List the 5 most common errors occurring in your laboratory.

1. Why do they occur?
2. What remedial actions did you take to address the immediate consequences?
3. What measures could you put in place to correct the problem and prevent recurrence?
4. How did you document the problem and action?
5. Can you look at some of your common procedures to seek improvement and problem prevention?

REFERENCES

- CLSI – Standards, guidelines, and best practices for quality in medical testing
- WHO – Laboratory Quality Management System - Handbook
- ISO 15189 – Medical laboratories – Requirements for quality and competence