

Report

CERTIFICATE COURSE IN LABORATORY QUALITY MANAGEMENT AND ASSURANCE

The training session was being held at Bayon Meeting Room, NIPH, Phnom Penh, from June 17 - 21, 2019 with **28 participants**. The welcome and opening remark Dr. SAU Sokunna-Deputy Director of DHS followed by group photo. The session started with some messages from Dr.ONG Siew Kim-ITECH Cambodia Coordinator and Dr. Micheal NOBLE-Trainer from UBC.

- Dr. Sokunna stated about opportunity of lab manager and quality officer received in service training such as this good course and hope all participants keep contact by group or team, for example: zoom call, to help each other.
- Dr. Kim encourage the participants ask questions during the course if not well understand. Dr. Kim also mentioned about 7 habits training that could combined with this lab quality management course, to help improve lab quality at work place and for their own life.
- Each lesson presented and explained by Dr. NOBLE continued by group discussion and slide presentations (assignments) as stated in agenda.

1- PDSA/PDCA: make a plan and history of cycle and quality of 2 people: W. Edward Deming and Walter Shewhart.

- First question to ask: what should we do to improve our lab?
- From this above question we could find Topics to do and make plan.
- Last step is record and documented
- But the 2 famous people above did not stated about: error, trial, success/not, documented, useful/un-useful...

Now working on updating ISO15189 for 2022.

➤ Assignment for PDSA: 2 labs/each group

Create plan by introduce PDSA for better lab improvement.

2- Vision, Mission, Objective and Goal:

- Each lab talk about improvement of each labs within last 2 years.
- To reach objective, break down objective in small goals
- To reach goal, we have to find @ risk and benefit
@ Opportunities
- To find risk and benefit: use PDSA to help
- To find opportunities: COMMITMENT, SET UP SMALL GOAL-do PDSA and find risk and benefit, COMPLETE: implement-trial, root cause analysis, corrective action and recycle PSDA.
- Remember: increase opportunities to reach goals
Increase potential to reach objectives
- To increase potential is to make goal success!
- Vision: what we aspire but should aware to supported organization (Hospital and MoH policies)

- Mission: What is your objective? (Why we are here and why you are there?). Determine purpose for existing by management level!
- Purpose:
 - Motivation, determination, commitment
 - Reason for which something is done/created or exists.
- Assignment for Vision, Mission, Goal and Objective: 2 labs/each group
Tell us one thing that you want to do to assure your lab could reach goal/goals of your mission.
- Dr. Kim: Mission should cover all section and avoid limit and change very often.
Do small thing today to reach small goal for mission and reach vision!
- Dr. Noble:
 - Culture of each countries with goal and objective translation. It should be inverse. Please ignored!
 - Should set time for Mission (5-10 years) with optimistic and do PDSA
 - Mission statement is very objective, what we could do with measurement.

3- Organization chart, Structure Mapping

- Before making organization chart need:
 - Job description
 - Qualification of staff: function of staff
- Divide table /report and chart by “who report to who!”
- Ask question: Who close the Occurrence Report/Non conformity/Opportunity for Improvement
- Who do that job first, who do that job after?
- Poor chart made poor quality, change live document made quality improve
- Assignment for Organization chart and function chart: 2 labs/each group
Depict organization chart and function chart

4- Management Report

- Management Review: example annual review of Dr. Noble (www.cmpt.ca)
- Every year management level should review: around 15 points
 - Policies
 - Staff work place movement
 - Equipment change and facilities/environment
 - Change in risk
 - Change in non-conformity and opportunity for improvement
 - All change need quality indicator, and by QI reflection each lab improvement
 - When problem occur, determine and do corrective action, see effective of CA by see on problem occur repeat/not?
 - Preventive action: Fire, Hose Leak, Cord...
 - Safety: Biosafety and Bio risk management
 - Customer service, satisfaction, complaint...
- MR will tell us how improved in which place/thing. Contact: mnoble@mail.ubc.ca
- Improve education: meeting, workshop, puzzle word related to quality at work place, online course...

➤ Assignment for Management review: 2 labs/each group

Chose 3 activities help improve education at your work place.

- Learning by Pedogogy (children) and Androgogy (adult). Adult motivate to learn always successful.

5- Week summary (message from Dr. Noble)

- Study on plan step by step to complete plan
- Considering risk in planning and development
- Setting goal and objective
- Since we start in these 3 sessions, 24 points to do, but we can do week by week. Every week always have errors occurred. Never have week with no errors, thus we spend time learn from errors by study from errors to make opportunities avoiding repeat the same errors.
- Quality is not mean no error, but to reduce the same repeat errors, note in OFIs to make opportunity to remember those errors, study from them, make errors decreased and repeat OFIs.
- Most errors occur at pre-examination stage,
- Errors at examination stage: should see IQC, Reagent, Result Translation from machine/worksheet to customers
- Lab quality is large scope and more than test and Report!!
- Quality Monitoring Tool: Quality control (IQC) and Proficiency testing (EQA)
- Risk Management: could make opportunity to find errors before do corrective action, (could use MEFA); spend 2-3 minutes to prevent risk to save long-term impact.
- Remember risk-benefit: is still think of Customers first!!
- Take care our staff, they will take care our customers!!
- Take care staff by:
 - Safety
 - Moral (loyalty)
 - Continue improvement
 - Compensate
 - Training
- What we debt from customer?
 - Reliable
 - Clearly Information, timely
 - Accurate information
 - Relevance clinical diagnostic
- Before customer always come first, but now our staff always come first!
CUSTOMER IS OUR FRIENDS!
- Quiz and evaluation, Question and answer

Result

- Key message: share what you learn to your colleagues after return your lab.
- Certificate provide
- Birthday Dr. Noble celebrity and gift with Group photo