

**Event:****On-site Training Management Review WORKSHOP**

- **Venue:** Tonle Basac II, Meeting room, Phnom Penh
- **Date:** December 24- 27, 2018

Date	Time	Activities	Trainer
Day 1: Dec 24	8.00am - 8.30am	Registration	BMLS/I-TECH
	8.30am-9.00am	Introduction to Management Review program	Dr ONG Siew Kim
	8.30am – 9.00am	Welcome by WHO	Dr. KORNI Natacha
		Opening remark	Pharm SAM Sopheap Chief, BMLS/DHS
	9.00am - 9.15am	Photo Session	
	9.15am – 9.30am	Pre-test 15 mins. Ground Rules (trainers/ participants) Lab presentation	BMLS
	9.30am – 10.15am	Management Review lecture	Dr. ONG Siew Kim
	10.00am- 10.15am	Break	
	10.15am-12.00pm	Organization chart, tests volume (patient, tests), staffing (duty roster and responsibilities)	All
	12.00pm -1.30pm	Lunch	
	1.30pm – 3.00pm	Internal audits; Customer feedback; Risk assessment; External organization Audit (baseline audit); Inter-laboratory comparison (PT/EQA)	All
	3.00pm-3.15pm	Break	
	3.15pm-4.45pm	Quality indicators (2018), TAT, Sample Rejection, Critical results reporting, temperature charts, blood culture contamination	All
4.45pm-5.00pm	De Brief; what we are going to do things differently?	Dr. ONG Siew Kim	
Day 2: Dec 25	8.00am- 8.15am	Attendance	ITECH
	8.15am-8.45am	Re-cap Day 1	Mr. OU Kimsan
	8.45am-10.00am	Review of requests, suitability of procedures and samples requirements (e.g. Specimen rejection)	All
	10.00am-10.15am	Break	
	10.15am-12.00pm	Equipment issues: Method verification; Health and safety environment	All
	12.00pm -1.30pm	Lunch	
	1.30pm-3.00pm	Performance of suppliers; Recommendations for improvement;	All

		Information Technology; staff feedback	
	3.00pm-3.15pm	Break	
	3.15pm-4.45pm	SOP MR	Dr. ONG Siew Kim
	4.45pm-5.00pm	Debrief	Dr. ONG Siew Kim
Day 3: Dec 26	8.00am- 8.15am	Attendance	ITECH
	8.15am-8.45am	Re-cap Day 2	Pharm. SAM Sopheap
	8.45am-10.00am	Lab presentation & discussion	All
	10.00am-10.15am	Break	
	10.15am -12.00pm	Lab presentation & discussion	All
	12.00pm -1.30pm	Lunch	
	1.30pm- 2.00pm	Lab presentation & discussion	All
	2.30pm -3.00pm	Break	
	3.00pm-4.45pm	Lab presentation discussion	All
	4.45pm-5.00pm	Debrief	Dr ONG Siew Kim
Day 4: Dec 27	8.00am- 8.15am	Attendance	ITECH
	8.15am-8.30am	Overall Projects Status	Dr ONG Siew Kim
	8.15am-10.00am	Presentations of MR to hospital directors Preah Kossamak HL Preah Andoung HL Khmer-Soviet FHL National Ped HL Kratie PHL Sihanoukville PHL Svay Rieng PHL	20 minutes ppt Q&A 10 mins
	10.00am-10.15am	Break	
	10.15am-- 12.00pm	Prey Veng PHL Kampot PHL Takeo PHL Kg Cham PHL Kandal PHL	20 minutes ppt Q&A 10 mins
	12.00pm -1.30pm	Lunch	
	1.30pm- 3.00pm	<i>Continued from above</i>	20 minutes ppt Q&A 10 mins
	3.00pm-3.15pm	Break	
	3.15pm-4.45pm	<i>Continued from above</i>	20 minutes ppt Q&A 10 mins
	4.45pm-5.00pm	Post-test and evaluation Evaluation and summary of workshop	Dr Sokunna