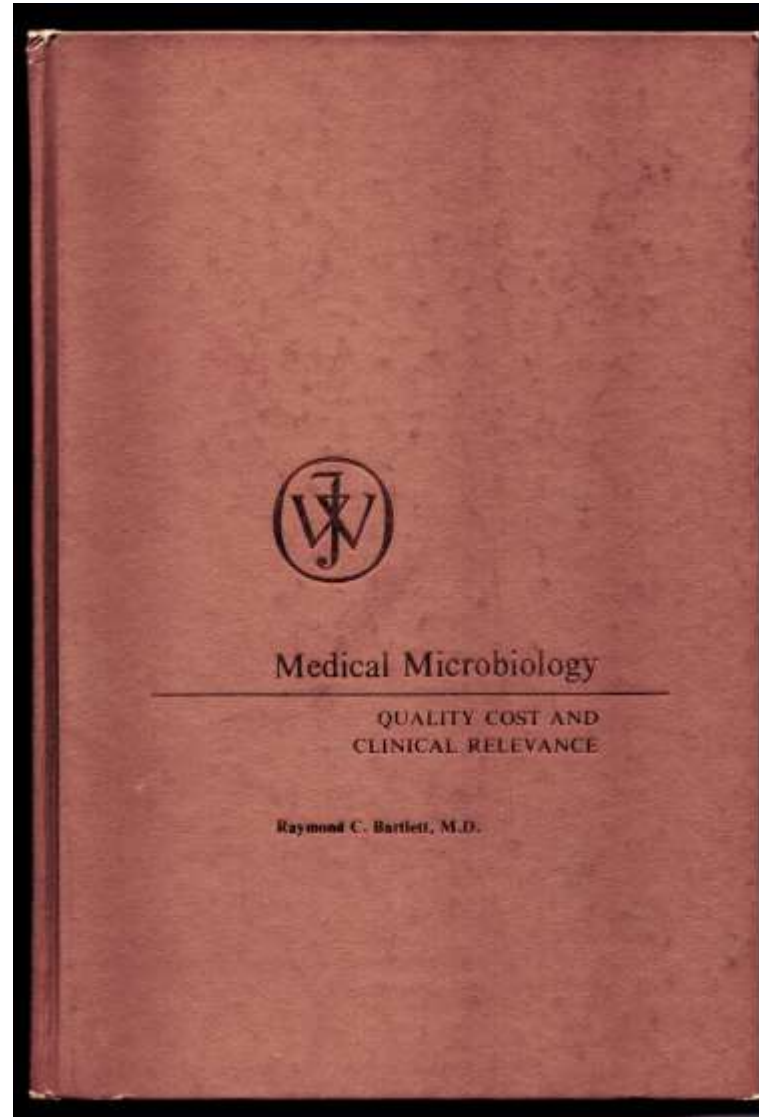


# Training in the Many Aspects of Medical Laboratory Quality

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# Background

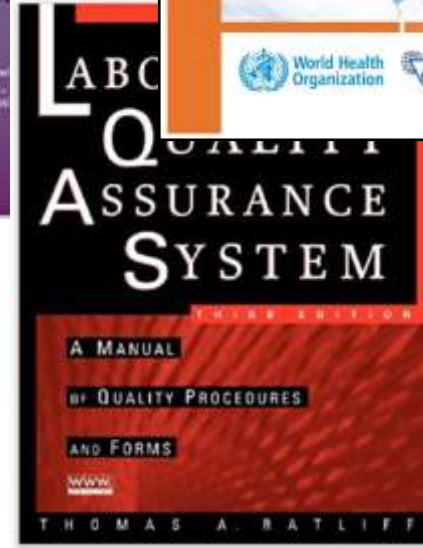
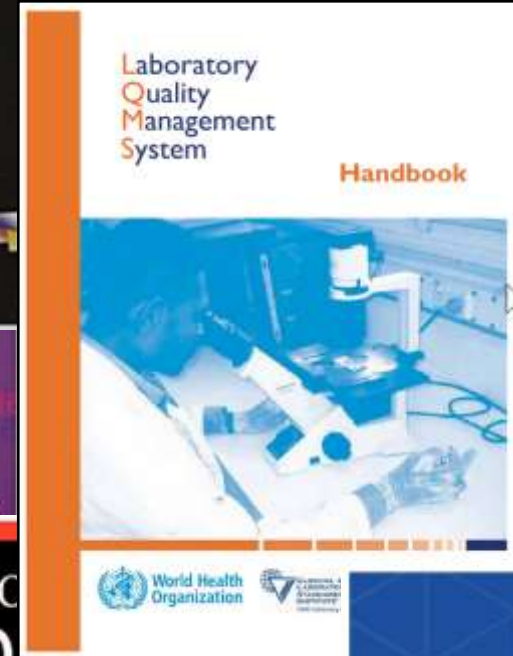
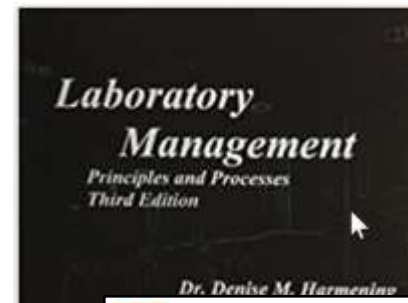
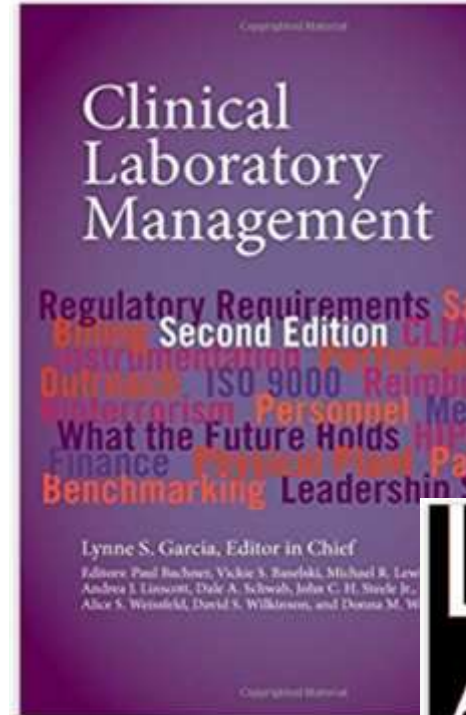
- In as much as Modern Quality has been a part of Medical Laboratory Management in for nearly 50 years, mostly the training has been informal and self-taught.



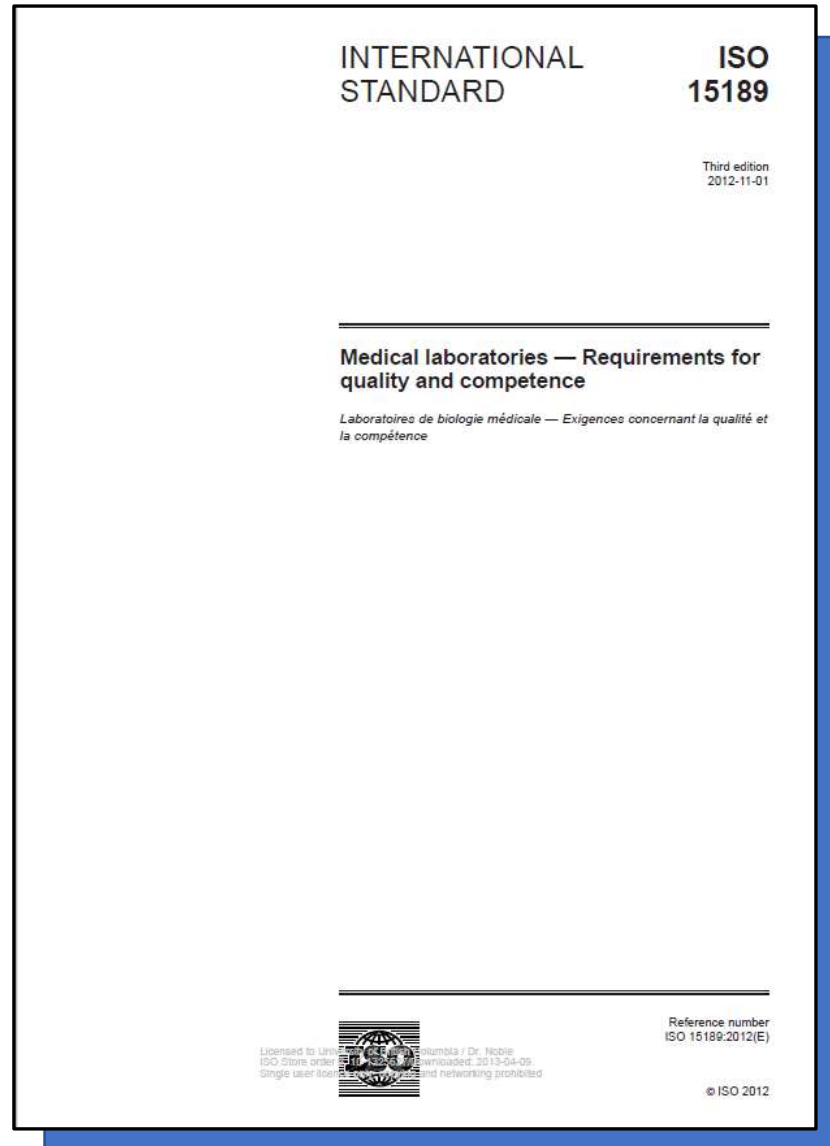
Raymond C Bartlett  
1974

# Going forward...

- Overtime while the amount of information increased, the training of modern Quality in Laboratory Management in Laboratory Medicine remained generally informal and in laboratory technology as minimal.



Introduction of ISO 15189:2003 as the basis for accreditation in many countries was an important impetus for change...



## 4.1.2.1: Management Commitment:

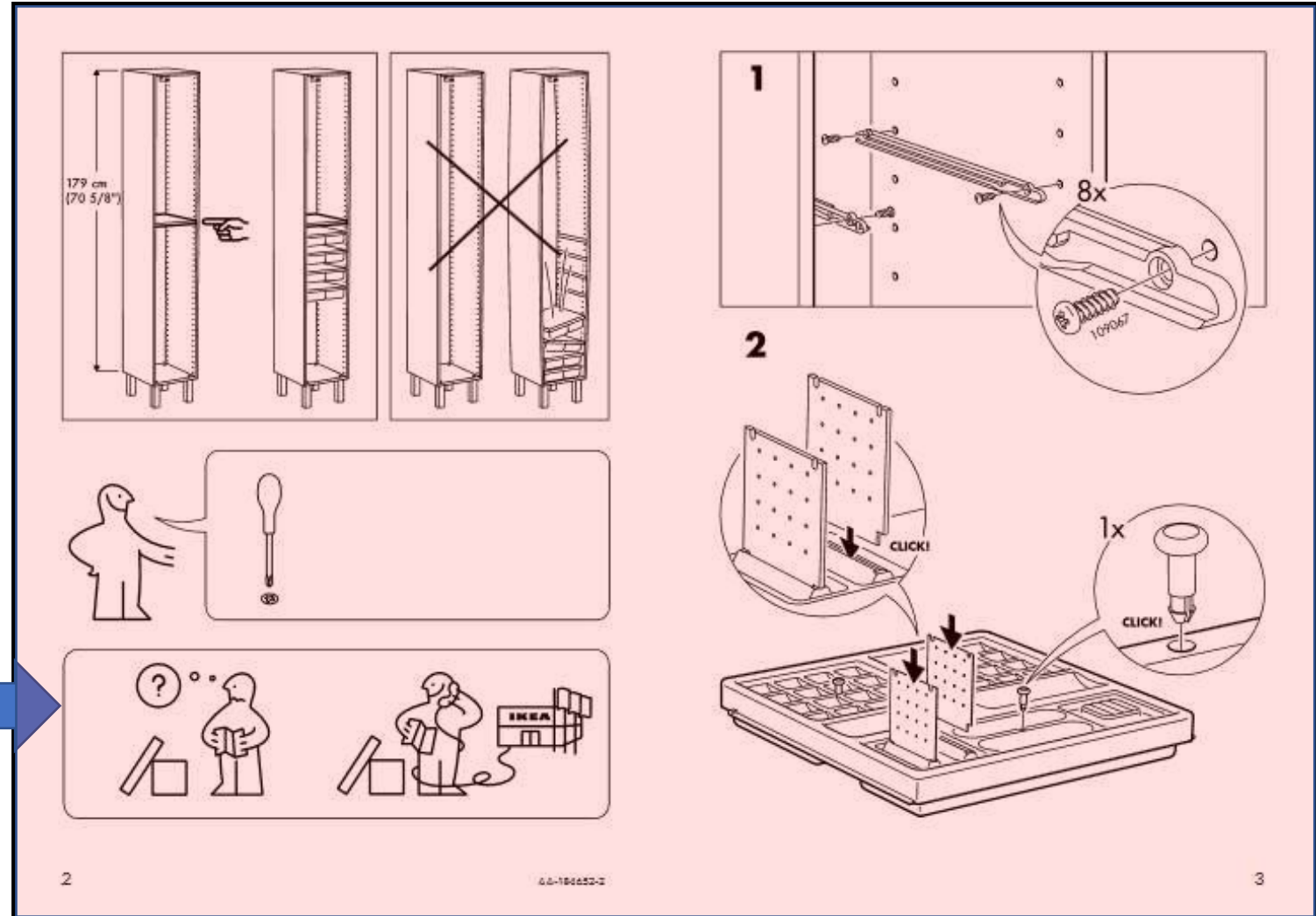
*appointing a quality manager, however named.*

**Laboratory management shall appoint a quality manager who shall have, irrespective of other responsibilities, delegated responsibility and authority that includes:**

- a) ensuring that processes needed for the quality management system are established, implemented, and maintained;*
- b) reporting to laboratory management, at the level at which decisions are made on laboratory policy, objectives, and resources, on the performance of the quality management system and any need for improvement;*
- c) ensuring the promotion of awareness of users' needs and requirements throughout the laboratory organization*

To many the information in the standard was like an IKEA plan...

Instructive  
but not  
particularly  
helpful



# A Course was born...

## UBC COURSE IN LABORATORY QUALITY MANAGEMENT

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21 weeks, On-line, VCOLE

Discussion, Assignments, Quiz, Examination

Focus on Interpretation,

Focus on ***Application*** and ***Innovation*** and ***Leadership***

Focus on ***Collaboration*** and ***Partnership***

# The course has found its audience

- About 400 participants since 2004
  - Many Canadians from across the country.
  - International from USA, Saudi Arabia and extended Middle East, Africa
  - Appointed Quality Managers, technologists, pathologists, trainees.
  - Success rate 95%
- In 2017: given over 2 cycles – January-May: Regular Audience
  - July – November: In conjunction with ITECH  
Quality Assurance Officers  
Zambia



# Monitor participant satisfaction

- On-line satisfaction surveys (anonymous)
- Each module and overall view
- Response rate 50-70%
- Satisfaction consistently greater than 85%

# Knowledge and Skills, “Qualitists” will need for the future

Major aspects required for professional development	Specific components
Management/ Leadership	<ol style="list-style-type: none"> <li>1. Vision and strategic plan development and deployment</li> <li>2. Communication skills</li> <li>3. General business skills, including accounting/finance and marketing</li> </ol>
Technical	<ol style="list-style-type: none"> <li>1. Integration of quality systems and technology/IT</li> <li>2. Knowledge management—retaining and applying quality—and process-related learnings</li> <li>3. Critical thinking and analysis—particularly handling big data</li> <li>4. Statistically based process improvement, including failure analysis, root cause, and preventive action</li> </ol>
People	<ol style="list-style-type: none"> <li>1. Culture development and adaptation</li> <li>2. Change management and employee development and coaching/mentoring skills</li> </ol>

EA Cudney & EM Keim

Journal for Quality and Participation, Jan 2017

ASQ

# Additional Trainings provided

- Proficiency Training Development Program
- Professional Development Course
- Participation with Departmental Academic Half Days programs\*

## \*Note:

*Royal College requirements for Medical Microbiology, Medical Biochemistry, Hematology and General Pathology state: "Completion, during their residency, of a scholarly research **or quality improvement project** demonstrating competence in study design, data collection and analysis and resulting in a peer-reviewed presentation or publication"*

*I trust that someone in the last 3 years has selected the "quality improvement project" option.*

# National and International Courses for Laboratory Quality Management

- (University of Wisconsin)
- Michener Institute (Ontario)
- Institute for Quality Management in Healthcare (Ontario)
- American Society for Quality
- Lab Quality Confab (Process Improvement Institute) Masterclass sessions
- National Association of Testing Authorities (Australia)
- Seeding Knowledge (Saudi Arabia)
- International Training and Education Center for Health (ITECH)