

Successful introduction of resident education in laboratory quality management

Michael A Noble MD FRCPC

Professor,

Department of Pathology and Laboratory Medicine

University of British Columbia

Vancouver BC

Chair – Program Office for Laboratory Quality Management

Chair – Clinical Microbiology Proficiency Testing Program



Introduction

- The world in which we practice has changed during the last 10 years
 - Patient safety
 - Quality of Care
 - Commissions and Inquiries into laboratory practices
 - Costs of Poor Quality
 - Quality Management
 - Accreditation
 - Lean and Six Sigma
- How much of this information do we share with our students and residents?

Solution 1



**UBC Certificate Course
Laboratory Quality Management**

POLQM

 Program Office for Laboratory Quality Management
Department of Pathology and Laboratory Medicine
The University of British Columbia

The banner features a collage of laboratory and office scenes. On the left, a laboratory with various equipment and a person working. On the right, a person in a lab coat working at a desk. The POLQM logo is a large blue 'Q' with 'POLQM' written vertically inside it. The UBC logo is a shield with a sun and the letters 'UBC'.

Annual since 2004
20 Weeks (Jan-June)
On-line – Interactive
Intensive study program
Certification
Suitable for :
Pathologists
Technologists
Residents
Health Administration

Solution 2

As part of residency academic half-day, an abbreviated survey course in four seminar hours covered the scope of Laboratory Quality Management

- History of Quality Management
- Quality Partnerships
- Standards and Guidelines
- The Quality Toolbox

History of Quality Management

- Walter Shewhart
- J Edwards Deming
- Phillip Crosby
- Belk and Sunderman -1947
- Clinical and Laboratory Standards Institute and the 12 Quality Essentials

Quality Partnerships

- Standards Development Bodies
- Proficiency Testing Providers
- Accreditation Bodies
- Equipment Manufacturers
- Reagent Suppliers
- Associations and Organizations
- ***The Public and the Media***

Standards and Guidelines

- ISO 9001:2008
- CLSI 12 Quality Essentials
- ISO 15189:2007
- The Continual Improvement Process

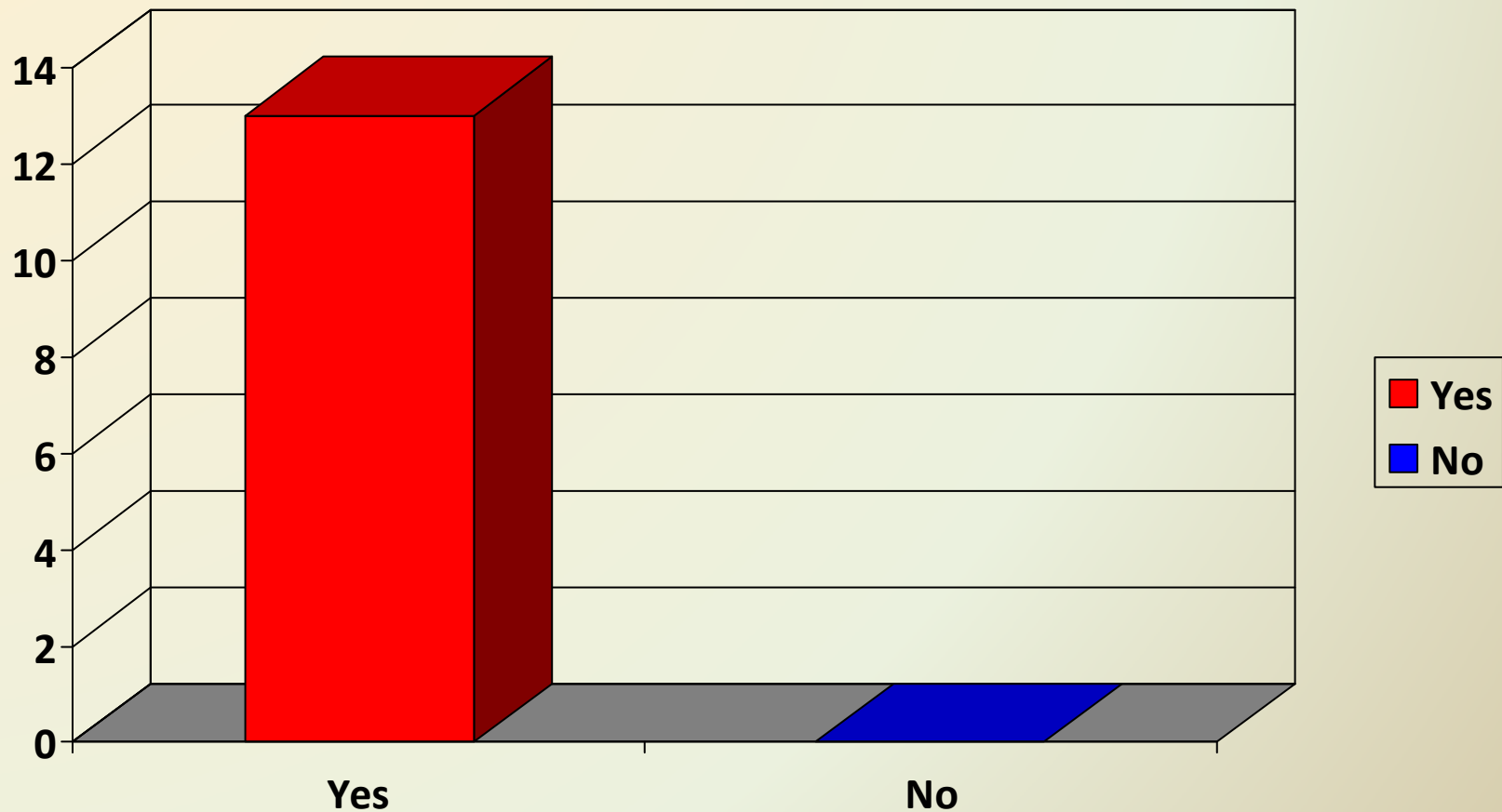
Quality Toolbox

- Proficiency Testing
- Accreditation
- The internal audit process.
- Toyota Quality System (LEAN)
- Motorola Quality System (Six Sigma)

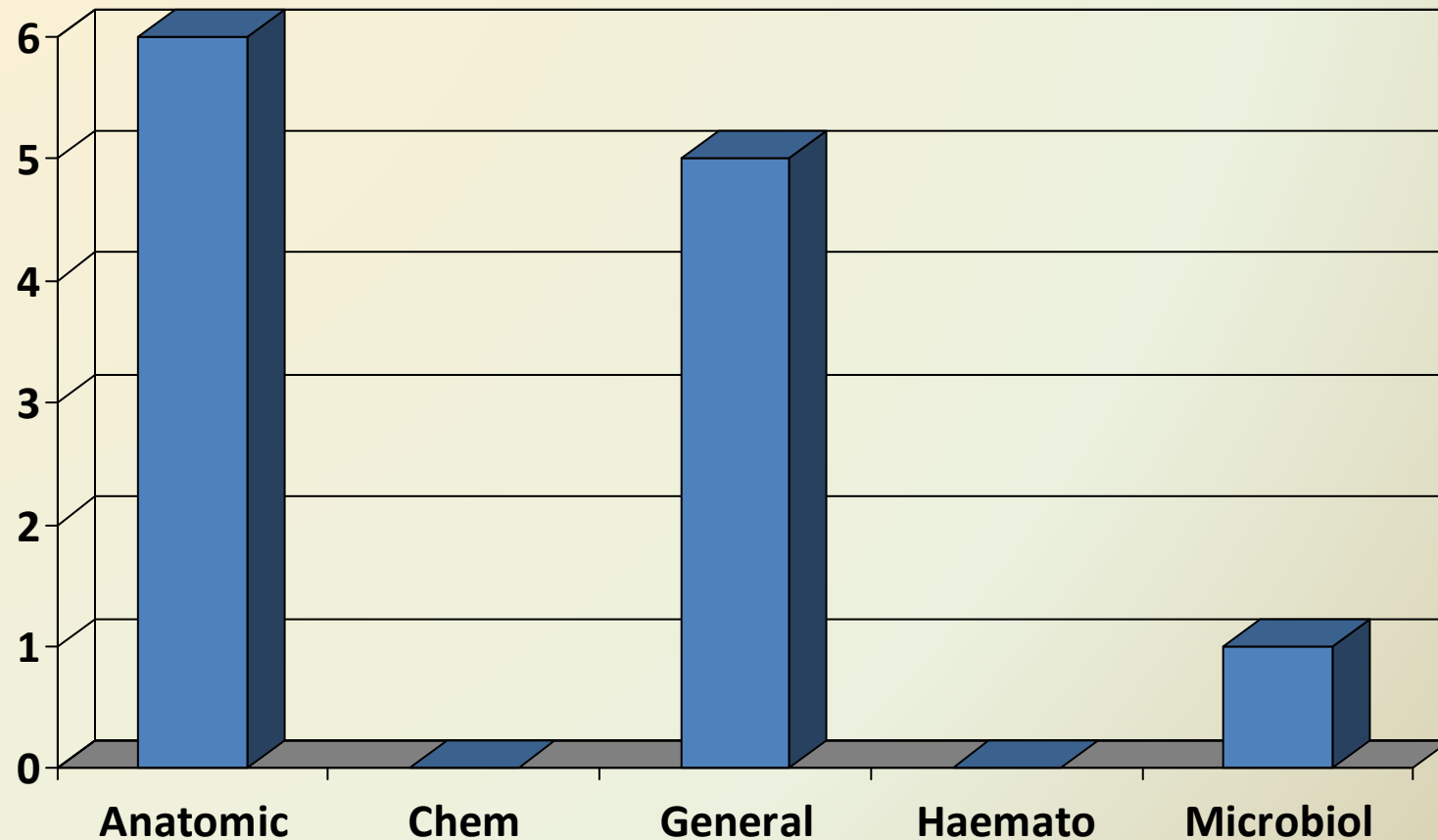
Survey Methodology

- Surveymonkey on-line survey
 - Anonymous and voluntary.
 - Circulated immediately after the fourth seminar
 - Demographics, knowledge, effectiveness
 - Relevance of information.
 - Opinion Questions based on 5 point Likert scales
- Of 24 course attendees, 13 responded to the survey.

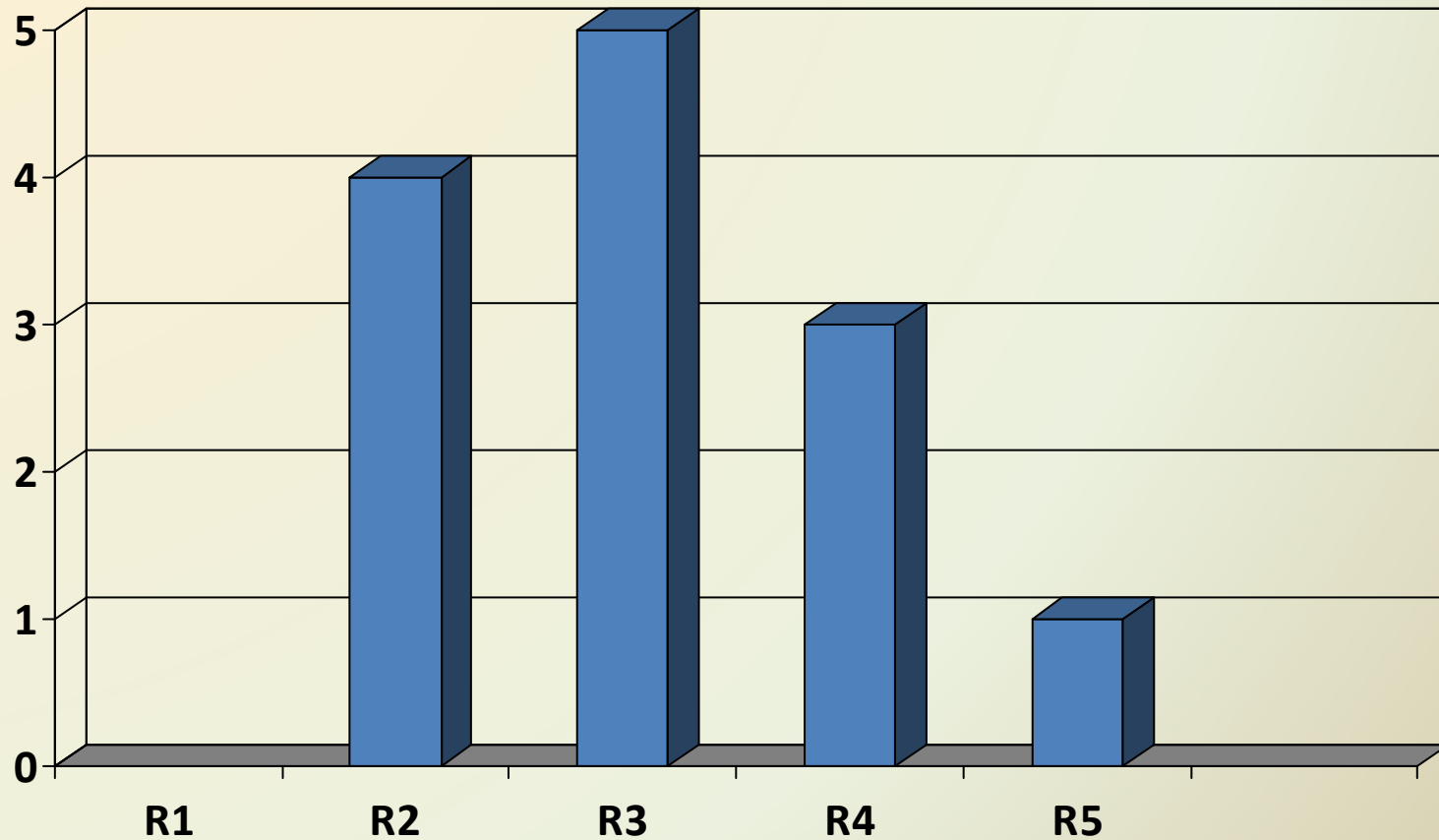
Are you currently a resident in the Department of Pathology and Laboratory Medicine?



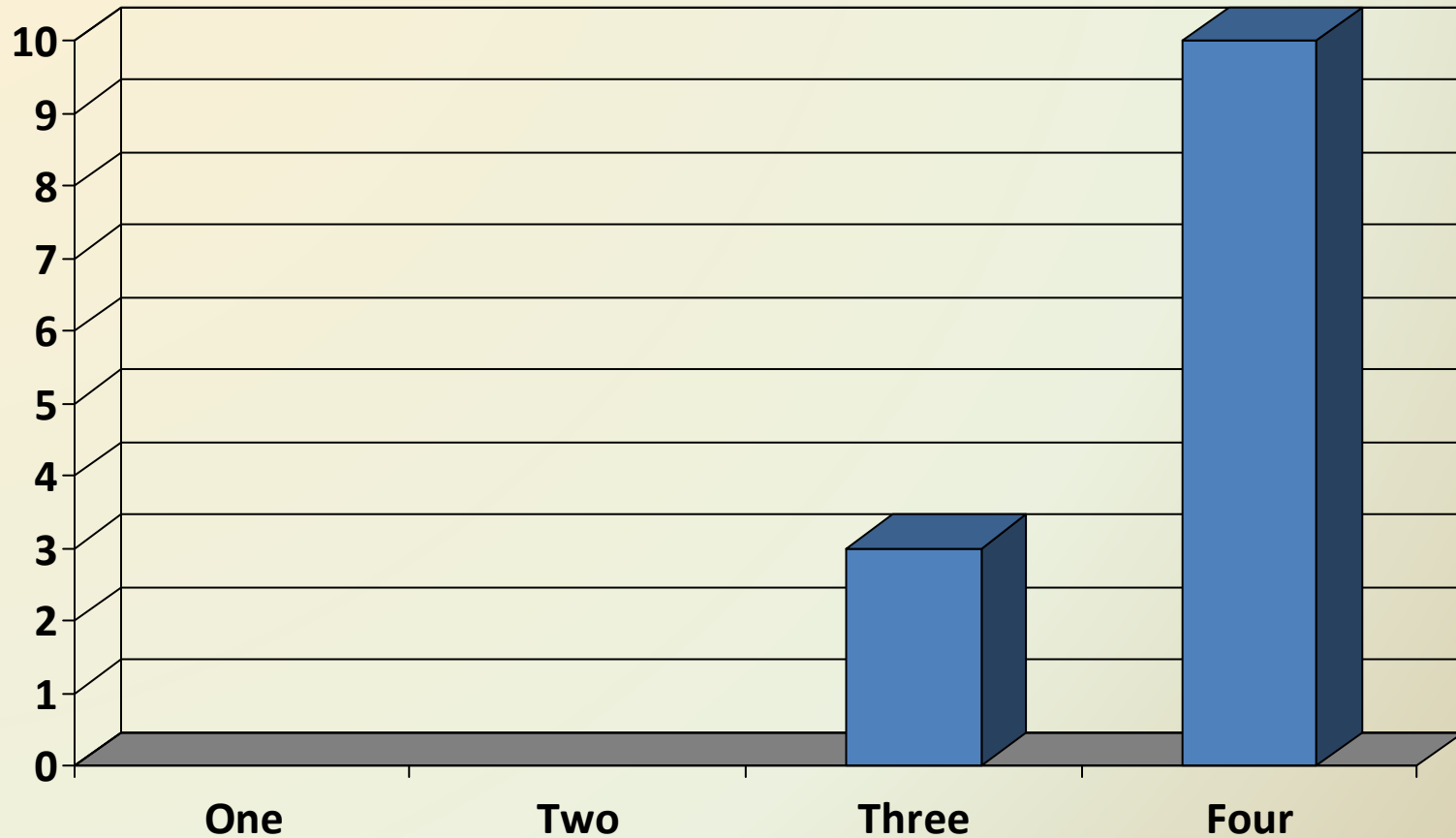
Which Discipline in Pathology and Laboratory Medicine are you studying?



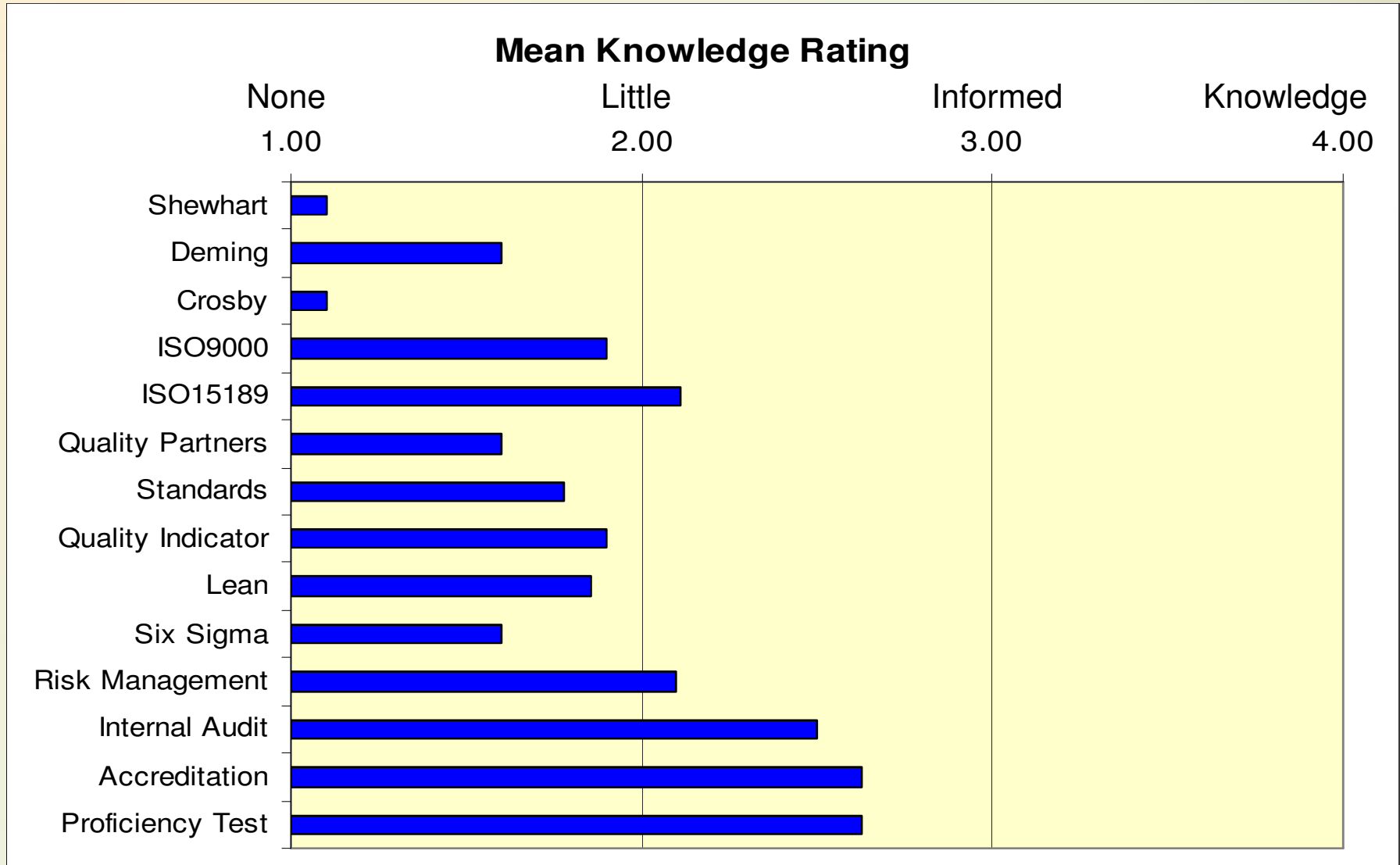
Year of Residency



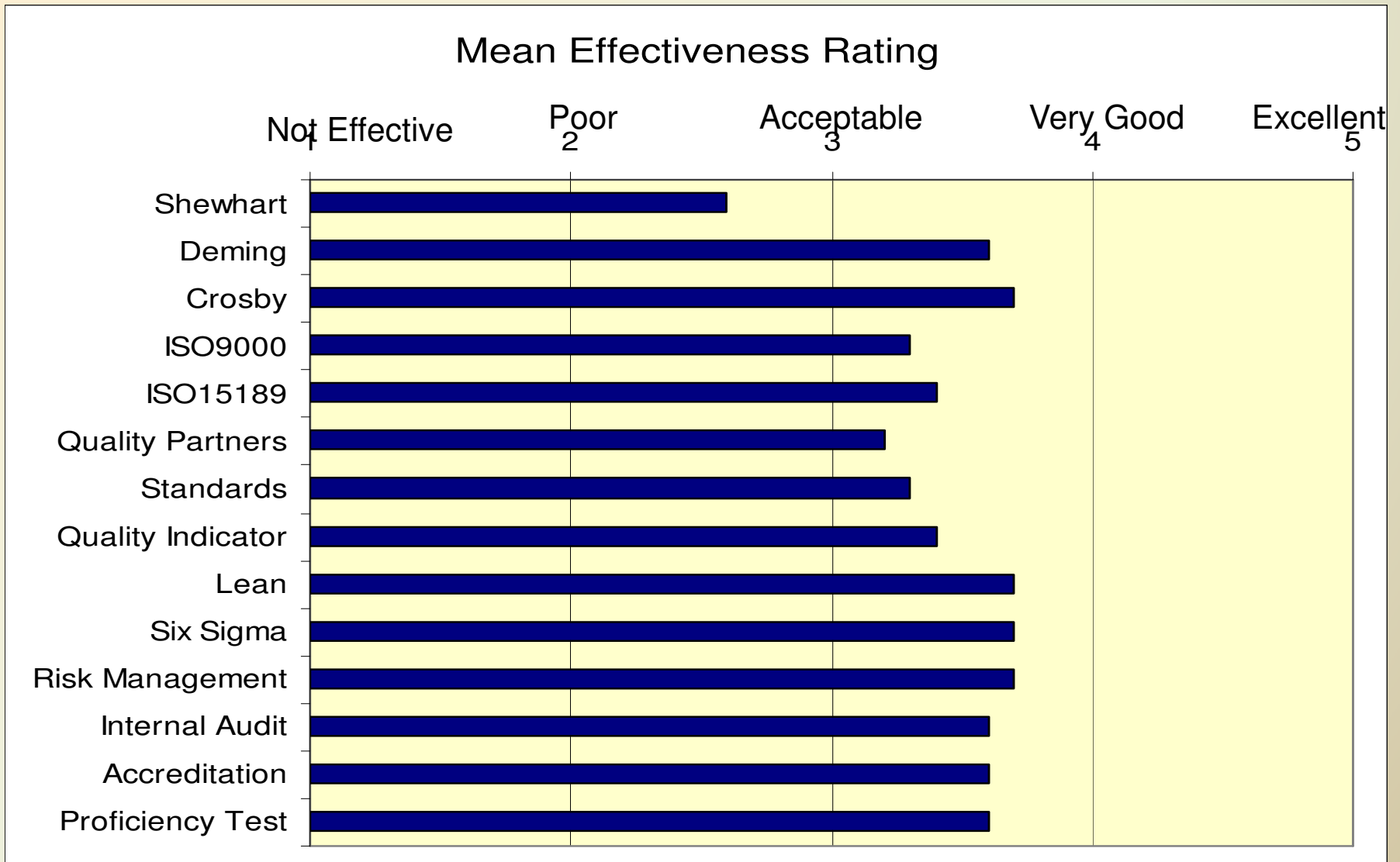
How Many Seminars did you attend?



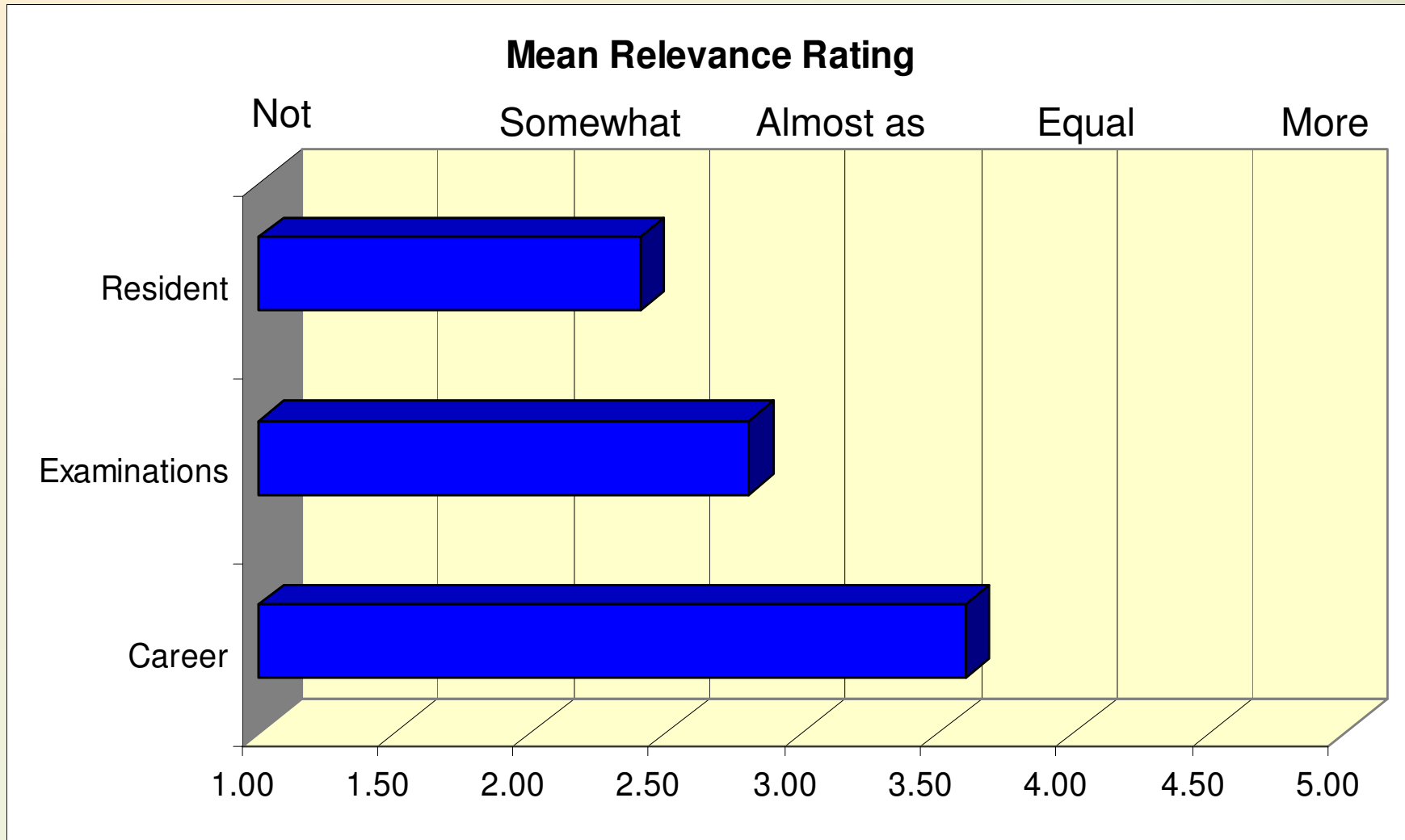
Knowledge Prior to Course



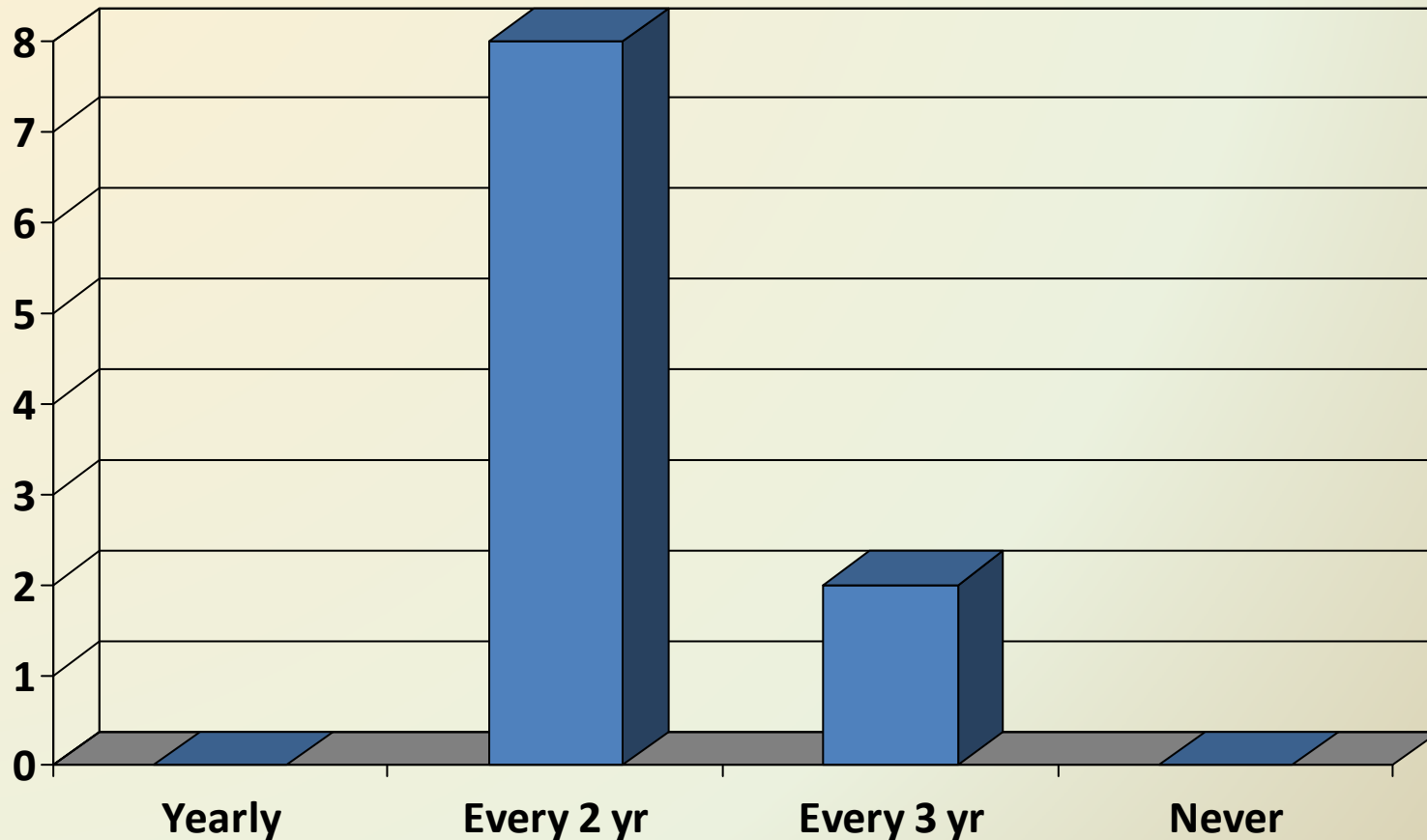
Effectiveness of the Seminar Series



How Relevant is Quality Management information to you and your future career?



How often would it be useful to repeat this series of presentations on Quality Management?



Observations and Interpretations

- Most residents know little about laboratory quality management issues.
- Most residents are receptive to receiving the information.
- Most residents recognize that laboratory quality management knowledge will be important for examination and future career.
- Many residents recognize that knowledge of management information may be as important to their career development as their discipline knowledge.

In conclusion...

Are you
providing your residents
with relevant
quality management information

?

Post script

PowerPoint files for Resident Course in
Laboratory Quality Management
are available at:

www.polqm.ca