



Pacific Paramedical Training Centre **Health & Safety and Quality Management Systems Course**

1 July – 26 July 2019

This training course will be delivered over four weeks at the Pacific Paramedical Training Centre, based at the Wellington Hospital campus in Wellington, New Zealand to medical laboratory personnel in a leadership or quality capacity who work in Pacific Island Medical Laboratories.

Aim:

A comprehensive theoretical component and a series of case scenarios are provided to students. The purpose of the training is to provide a holistic and practical approach to quality management in a medical laboratory setting, together with workplace health and safety laboratory issues. Students will be equipped with sufficient knowledge to be able to confidently lead their team with the ISO 15189 requirements and enable their laboratory to function efficiently in providing a continuous service in its delivery of quality diagnostic test results to clinicians and healthcare communities.

Course Content and Objectives:

This course provides students with the following:

Quality management component:

- Overview of Quality Management Systems and associated laboratory guidelines ie ISO 15189 standards
- Laboratory Director, laboratory manager, quality manager and organisational role discussions.
- Setting policies, aims and objectives for Pacific island laboratory services.
- Developing a quality statement, devising a quality plan, performance indicators and organisational goals or responsibilities.
- Practical and interactive workshops on organisation charts, template documents, title page, document formats, formulating policies, creating designated S.O.P manuals, etc. are included in the course.
- Quality Manual, structure and contents; contents of personnel, health & safety manuals; department Standard operating procedure (SOP) essentials will be discussed.
- Documentation control and preparation, including outtakes, copies, draft SOP's, obsolete documents, worksheets; record keeping, result reporting and presentation.
- Establishing Human Resource and Personnel policies, Staff training records, Continuous Professional development programmes, induction records.
- Equipment management and associated maintenance requirements.
- Monitoring and evaluation of new work, new methods and diagnostic tests.
- Job descriptions, orientation, skill listing exercises, rosters and staff management.
- Quality improvement projects, Customer service feedback, dealing with complaints.

Health and Safety component:

- Implementing a Laboratory Health and Safety programme,
- Hazard identification, risk assessment, laboratory premises and design aspects, biohazard waste and disposal of contaminated material, disinfection and sterilisation.
- Personal protection; code of conduct, Equipment risk factors
- Staff health and medical surveillance; Occupational health issues
- Chemical and dangerous goods storage including Material Data Safety Sheets
- Laboratory emergency planning; and laboratory biosecurity concepts
- Major Incident Response, Emergency planning.

Group discussions in all of the above processes are carried out in terms of the document required. Auditing and review processes for LQMS and agenda for management review meetings are discussed. Tours of Wellington Hospital Laboratories and NZBS are organised for all participants.