

Better Competence Assessment!



Purpose

This one-day on-site workshop teaches laboratory staff how to develop materials for assessing the competence of new employees after initial training and also for all employees in their assigned work processes.

Benefit

This model for initial and ongoing competence assessment is based on real-time performance of your laboratory's staff in their actual work processes and meets all CLIA and JCAHO requirements for staff competence assessment.

Activities

I use lecture, discussion, and hands-on activities to teach participants how to construct tools for assessing the initial competence of new laboratory employees before they work independently. These same tools can also be used to assess ongoing competence of all laboratory staff in their assigned work processes. Participants get hands-on practice time to complete the competence assessment tools templates.

Follow-Up

Better Competence Assessment! can be combined with the following services:

- Better Work Processes – 1! [See Website for Description]
- Better Work Processes – 2! [See Website for Description]
- Better Training! [See Website for Description]

Lucia Berte has many years' experience as a laboratory and quality manager, laboratory and blood bank assessor, trainer, presenter, and consultant. She has clients and speaking engagements in several countries and serves as a volunteer on several national and international committees that develop laboratory quality management guidelines and standards.

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