

Better Procedure Documents!



Purpose

This one-day on-site workshop teaches laboratory staff how to write succinct laboratory procedures that provide clear instructions for how to perform the activities in a given work process.

Benefit

Unambiguous, easy-to-follow procedure instructions have been proven to shorten training time, increase staff competence, and help reduce errors— all of which improve laboratory quality, efficiency, and effectiveness, and enhance patient safety.

Activities

Note: The program *Better Work Processes – 2!* is a prerequisite for this workshop (see below).

I use lecture, discussion, and hands-on activities to teach participants how to construct procedure documents that contain instructions for how to perform a given task. We use your laboratory's own processes as starting points for identifying the procedures to be written. Templates suggested in a published guideline are adapted to design your laboratory's own procedures. Participants get hands-on practice in large and small group activities.

Follow-Up

Better Procedure Documents! can be combined with the following services:

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