

Better Work Processes – 1!



Purpose

This onsite program helps your laboratory to understand the sequential nature of clinical laboratory and anatomic pathology work activities and document them in process flowcharts and work instructions.

Benefit

When your laboratory staff members have a common understanding of the proper sequence of activities in a given work process and their respective responsibilities in that process, efficiency and effectiveness are improved, errors are reduced, and laboratory quality and patient safety are enhanced.

Activities

First, we discuss a work process selected by your laboratory that is new, or has caused patient safety problems or inspection citations, or that simply needs improvement. Then I lead a process flowcharting session that culminates in a documented process and list of needed procedures. The stimulating discussion that will arise in this session pinpoints areas for improvement and barriers to success that are incorporated into an action plan.

Follow-Up

Better Work Processes – 1! can be combined with the following services:

- Better Work Processes – 2! **[See Website for Descriptions]**
- Better Procedure Documents! **[See Website for Descriptions]**

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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