



Staff Meetings

Why:

- Clear and frequent communication is essential for implementing a Quality Management System
- Lab. changes & improvements require all staff to be informed & work well together as a team

When:

- Monthly staff meetings should be held when all staff are present. When possible, a Fleming Fund scientific and/or medical mentor will attend along with the FF site coordinator

How:

- Place a whiteboard in the lab. for staff to record additional issues for discussion at the next staff meeting
- Before the staff meeting the Lab manager should prepare an agenda with the 7 items below on the Fleming Fund template for meeting agendas and placed this in a marked place on the whiteboard 48 hrs prior to meeting
- The meeting is chaired by the Lab. Manager with minutes recorded by the chair or another designated staff member
- Record the minutes on the FF meeting minute template by the next day and affix the printed (draft) minutes to the whiteboard in a marked place on the board
- File the corrected/accepted minutes of past meetings in a designated staff meeting folder.
- Correct the computer file and also email the minutes to the FF coordinator Shan Huang shan.huang@burnet.edu.au and the lab. FF mentors.

Standard meeting agenda :

(Aim for a maximum of 45 minutes for the entire meeting)

1. Attendance record and apologies
2. Minutes of the last meeting – check for errors and record who nominates their acceptance as a true record. Record corrections by hand onto the printed minutes ready to file same.
3. Business arising from the minutes – follow through about each item
4. Routine agendas
 - a. FF program update
 - b. Laboratory testing updates/changes
 - c. Internal quality Control result review - Quality officer
 - d. External quality assurance testing review - Quality officer
 - e. Nonconformances - things that went wrong are also known as nonconformities. These may include complaints received, accidents, equipment/facility defects, staffing issues, errors in documents, reagent supply issues. List and discuss each item.
 - f. Safety issues – Biosafety officer and staff

5. Agendas listed on the whiteboard – work through each one
6. Question round (opportunity for each staff member to ask questions)
7. Further education segment – 5-10 minutes maximum - presentation by a staff member and/or FF mentor; might reference a recent case or laboratory result of interest

Meeting actions:

Meetings are only valuable if they lead to efficient action to deal with issues arising.

When an agenda has an agreed action that is necessary to resolve an issue, then this action should be translated into '**SMART**' action points in the minutes.

e.g. This Clinician complaint of missing test results -

S—Specific Describe exactly the action that needs to be done eg Contact Clinician for complaint details

M—Measurable Formulate the action in a way that it can be checked (measured) whether it has been carried out eg record number of occasions Dr notifies laboratory of missing results over a defined time.

A—Agreed Mention the person(s) who will carry out the action eg name of staff member to contact the clinician, record the details, investigate the complaint, determine possible causes and liaise with the Lab Manager to discuss the investigation results.

R—Realistic Formulate a realistic action. An action which is not realistic will never be carried out eg achieve reduction of complaints from clinician within 4 weeks.

T—Time-bound Deadline of the action eg Contact Clinician by Friday this week with a view to Resolution within 4 weeks.

An example of an action plan to record in the meeting minutes for an item could be:

01.01.2020- Lab Technician, Joe Kangapu to contact Dr at PNG Clinic to obtain details, investigate complaint, notify Lab Manager of findings and suggest possible solutions before the next meeting date in 4 weeks.

References:

- FF Lab. staff meeting agenda template
- FF Lab. staff meeting minutes template
- WHO Laboratory Quality Stepwise Implementation Tool <https://extranet.who.int/lqsi/content/start-organizing-regular-weekly-staff-meetings>