



Information sheet

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Human Resources

Overview

Motivated, trained laboratory professionals are the bedrock of quality laboratory function. In developing the quality management approach, managers need to focus regular attention on every staff member to facilitate their development, well-being and motivation. Systems need to be in place to protect staff and provide medical care in the event of injury, laboratory exposures or illness. Staff need to know their roles and be provided with clear expectations of work required. They need to receive regular feedback about their performance and be provided with opportunities for professional development as appropriate/desired.

Staff orientation/induction

Every new staff member needs to be orientated by a more senior member of the laboratory. The orientation should include training in basic biosafety, the correct use of hand hygiene and personal protective equipment. See this worksheet for the orientation checklist- G_10_LQM_Ap_14.

The Code of Ethics statement for laboratory staff G_10_WS_11 must be provided and acknowledged by signing. Retain in the personnel file.

The staff member's personnel file (see below) should record the current immunisation status and any relevant existing health issues that may impact on employment. The orientation and biosafety checklists are signed by the staff member when complete and retained in the file.

It is recommended that the manager arranges to have an informal catch-up with the new staff member after 30 and 90 days to check on the person's well-being and satisfaction, identifying any barriers to performance or motivation (document this conversation in the Staff Personnel File).

Staff job description

It is essential for every type (cadre) of staff member to have an up-to-date job (position) description. Additional role descriptions are created for certain positions (e.g. Quality Officer). The job description should be explained to the staff member at orientation and added to the personnel file after signing by the staff member.

Annual performance appraisal

A 1 to 1 meeting that takes place annually. This meeting represents an opportunity to review the job description, work achievements and discuss the staff member's longer term goals and professional development wishes. Future training events or courses might be identified. Work challenges/concerns and service, operation or individual professional improvement areas discussed.

Personnel files

As required by the local hospital management, the laboratory manager should help ensure that there is an organised manual system for personnel files that are accessible to the laboratory manager. Training

completions, qualification certificates and correspondence are retained. The WHO LQMS Handbook lists the types of document held in the personnel file (see reference below).

Training and Competency Records

The laboratory needs to record the training that a staff member has completed. Generally, training is against standard operating procedures that lay out the methods to be followed.

Once a staff member is trained, there should be a short practical assessment to document competency – e.g. performance and reading of a Gram stain slide.

Continuing education and professional development

A continuing education program is organised for the professional development of staff by the lab manager, assisted where possible by external educators. Where relevant, all staff should participate in continuing education and regular professional development.

Attendance records are kept for all training events.

References

- WHO LQMS training modules – module 2, Personnel: includes personnel management, competency and training – 30 minutes duration [Register as external partner for free access to 5 existing training modules] <https://extranet.who.int/hslp/training/course/view.php?id=122>
- [SLMTA](#) Orientation checklist example – reproduced below
- WHO Laboratory Quality System stepwise tool: [Checklist Phase 1 - Personnel | Laboratory Quality Stepwise Implementation tool \(who.int\)](#)
- WHO Laboratory Quality System stepwise tool: <https://extranet.who.int/lqsi/content/develop-personnel-files-all-staff-members>.

