



Information sheet

Document: G_10_Info_4_A Author: C Allen Authorised: W Porau, 1/9/22 Review: 1/9/24

Staff Meetings

Why:

- Laboratory changes and improvements require all staff to be well informed in order for them to work well as a team
- Clear and frequent communication is an essential part of the approach to Quality Management

When:

- Regular staff meetings should occur when most staff can attend – at least every 2 weeks is a good idea. These may be sectional meetings for larger laboratories.

How:

- Place a whiteboard in the meeting room so that staff can record issues that require discussion at the next meeting
- Ensure that the action list from the previous meeting is receiving attention and send reminders to staff responsible for actions as required
- The meeting is chaired by the Laboratory or Section Manager with minutes recorded by the chair or a designated staff member
- Include all agenda items as below
- Ensure that the minutes are prepared as soon as possible after the meeting – the lab/section manager needs to check them especially to ensure that the action list is correct. Put the printed (draft) minutes onto the meeting whiteboard in a labelled place.
- File corrected/accepted minutes of past meetings in a designated meeting folder-retain for 4 years

Standard meeting agenda: (Aim for a maximum of 60 minutes)

1. Attendance record and apologies
2. Minutes of the last meeting – record who nominates their acceptance as a true record. Record corrections by hand ready to correct errors.
3. Business arising – follow through every active action from prior minutes and record
4. Routine agendas
 - a. Laboratory testing updates/changes/new SOPs
 - b. Internal quality control result review - Quality officer

- c. External quality assurance testing review - Quality officer
 - d. Non-conformances - 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.
 - e. 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. Education segment – 5-10 minutes maximum - presentation by a staff member; 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 e.g. 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 e.g. 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 e.g. 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 e.g. achieve reduction of complaints from clinician within 4 weeks.

T—Time-bound Deadline of the action e.g. 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.

Reference: WHO Laboratory Quality Stepwise Implementation

Tool <https://extranet.who.int/lqsi/content/start-organizing-regular-weekly-staff-meetings>