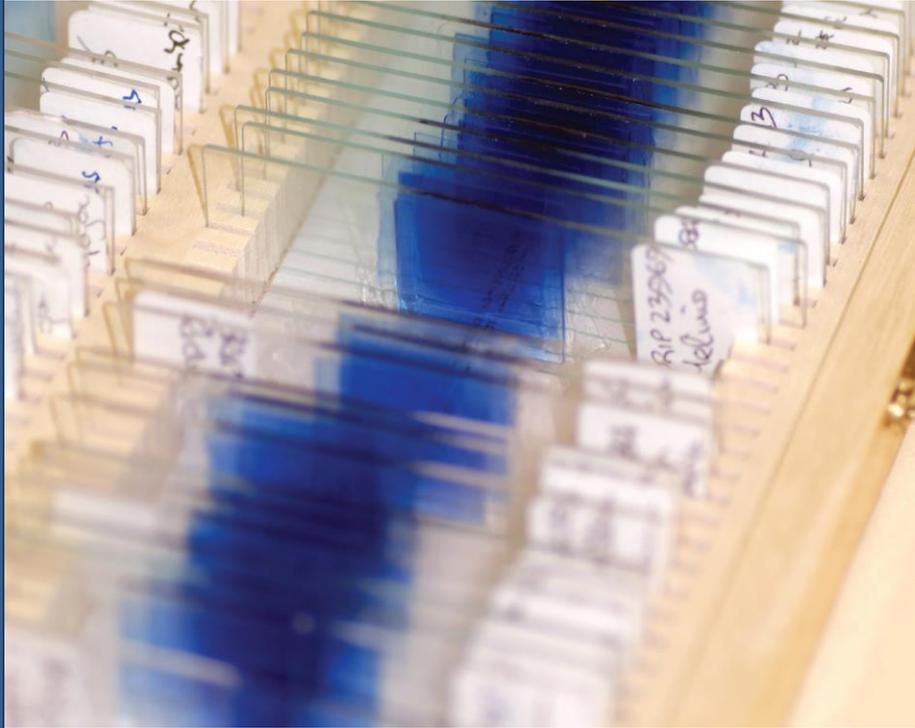


2015 Version

INTRODUCTION



SLMTA Trainer's Guide

Overview

INTRODUCTION

The introduction provides a big-picture overview by outlining the laboratory-strengthening components of the classroom training as well as those of the larger program. The linkages connecting the framework, classroom activities, and checklist are explained. Improvement projects supported by supervisory site visits stretch the program beyond the bounds of the class-room and support actual changes in laboratories. The two introductory activities set the transformative, positive tone for the training.

ACTIVITY TITLE	PURPOSE	DURATION
Envision your dream lab	Transforming the laboratory system begins as each participant envisions his or her dream laboratory - a clean, efficient, productive, service-oriented laboratory that produces accurate & reliable results. This activity sets the tone for the training; creating a shared vision for the future.	20 min
"My Lab" Key Message Puzzles	The desired outcome from each framework work area is summarized in a positive "My Lab... Message." These messages, pieced together with their own hands, focus attention on what can be achieved by performing the tasks outlined in the laboratory framework.	30 min
TOTAL ACTIVITY TIME:		50 min

Overview

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ACTIVITY **Envision Your Dream Laboratory** Introduction

PURPOSE:

Transforming the laboratory system begins as each participant envisions his or her dream laboratory - a clean, efficient, productive, service-oriented laboratory that produces accurate & reliable results. This activity sets the tone for the training; creating a shared vision for the future.

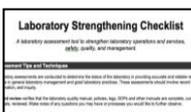
RESOURCES FOR FACILITATOR:

-  PowerPoint slides: Intro.2, Intro.3, and Intro.4
- Flipchart and markers

RESOURCES FOR PARTICIPANT:

- No materials required

This activity supports the following laboratory management tasks and SLIPTA checklist items

<p>Management Tasks</p> 	<p>1.11 Implement measures to motivate staff to improve quality of work and productivity (e.g., training, job rotation, employee of the month, thank-you letter, etc.)</p>
<p>Checklist Items</p> 	

This activity is related to the following activities:

	<p>Introduction: My Lab... Puzzles</p>
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ACTIVITY AT-A-GLANCE				
Step		Time	Resources	Key Points
1	Introduce the activity	1 min	Slide Intro.2 - Intro.3	
2	Conduct the Activity	4 min	Slide Intro.4	
3	Record and acknowledge all responses	10 min	Flipchart & Markers	
4	Debrief the activity	3 min		
5	Conclude the Activity	2 min		
	TOTAL TIME:	20 min		

PROCESS

Preparation

- None required

Step 1. Introduce the activity

1 min

- Project  Slide Intro.2 to Intro.3. Tell participants you will be asking them to envision their dream laboratory.
- Encourage them to use all their senses to envision this dream laboratory.
- Tell them that the “sky is the limit” for this activity. Encourage them to dream big!

Step 2. Conduct the Activity

4 min

- Project  Slide Intro.4. Instruct participants to close their eyes and actually picture this laboratory. Encourage them to:
 - ‘Visually’ picture the laboratory
 - ‘Feel’ how it would be to come to work every day in that laboratory
 - ‘Hear’ the sounds that would accompany this dream laboratory
 - Imagine how the day would flow
 - Imagine all the tasks being done in this dream environment
 - Imagine how the patients would feel
- Allow 2 minutes for this mental picture to develop.

Step 3. Record and acknowledge all responses

10 min

- Solicit participants’ input and record all the responses on the flipchart
- Acknowledge and review all responses. Suggested responses focus on:
- What the laboratorians would see in this setting, such as:
 - Workspace - clean, uncluttered, organized, well-lit, climate controlled
 - Equipment - well functioning, no old equipment sitting around
 - Staff - fully staffed, with smiling employees
- How the laboratorians would feel in this setting, such as:
 - Calm, unstressed, satisfied with job
 - Organized, in-control, versus running frantically around searching for tools/supplies needed to complete the tasks
 - Moving easily through the steps, such as in a dance
 - A sense of pride, professionalism, and accomplishment as tasks are completed smoothly & efficiently
- What the laboratorians would hear in this setting, such as:
 - Quiet, using non-verbal cues to accomplish well-organized tasks
 - Pleasant tone in interactions with other staff & patients
 - (If available, contrast calming, soothing music with cacophony)
- How patients would feel and their perceptions, such as:
 - Trustworthy, professional, respectful care is being provided

- Someone is listening to them
- Service is being provided in a timely fashion

Step 4. Debrief the activity 3 min

- Concede that we do not work in our dream lab just now
- State that there are some things that are in the participants' control and some things that are out of their control
- Emphasize that there are many things that were just envisioned that are in each participant's control
- Emphasize that this training is very prescriptive - like a doctor's prescription for what to do & what to take to get well.
- State that this laboratory management course will focus on actual tasks that can be performed in the participants' own labs to begin creating this 'dream' work environment that we all desire!
- Remind participants that their reality can go only as high as their ability to dream! They should fully engage their imagination.

Step 5. Conclude the Activity 2 min



- Link to *My lab... Puzzles* Activity. The positive statements around each key work area describe the desired outcomes for a quality laboratory.
- Link to the Framework Tasks. The tasks are what can be done to obtain the desired outcomes.
- Highlight or reiterate the key messages below.
- Make sure participants achieved objectives of the activity.

KEY MESSAGES

- Transforming health care begins with envisioning your dream laboratory. Each participant must see beyond his or her current reality and visualize the desired outcome, the end result.
- The laboratory manager must distinguish between items that are in his or her control and those items that are beyond that control.
- If an item is in the control of the laboratory manager, then improvement can be accomplished. Laboratory improvement is in the grasp of each participant.
- The focus of the laboratory is to provide patient care.

Can they:

- Envision a laboratory that operates smoothly and efficiently?
- Dream above and beyond the current reality toward an improved laboratory?
- Focus on the viewpoint of the patient.

ACTIVITY OBJECTIVES MET?

 **Connections and Applications**

Steps toward transformation of the health system - The ultimate goal is to transform the health system. This training focuses specifically on one sector of the health system - the laboratory system. There are six proposed steps to accomplish this transformation. Transformation begins by envisioning the end goal.

1. Create a shared vision
2. Create a learning organization
3. Define the current situation
4. Perform Root Cause Analysis
5. Design a strategy
6. Implement with Accountability

ACTIVITY "My Lab" Key Message Puzzles Introduction

PURPOSE

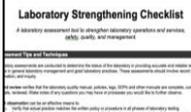
The desired outcome from each framework work area is summarized in a positive "My Lab... Message." These messages, pieced together with their own hands, focus attention on what can be achieved by performing the tasks outlined in the laboratory framework.

RESOURCES FOR FACILITATOR:

-  PowerPoint slides: Intro.5 to Intro.8
- Eleven blank puzzles
- Eleven envelopes

RESOURCES FOR PARTICIPANT:

- None

This activity supports the following laboratory management tasks and SLIPTA checklist items	
<p>Management Tasks</p> 	<p>1.11 Implement measures to motivate staff to improve quality of work and productivity (e.g., training, job rotation, employee of the month, thank-you letter, etc.)</p>
<p>Checklist Items</p> 	

This activity is related to the following activities:	
	<p>Introduction: Envision Your Dream Laboratory</p>

ACTIVITY AT-A-GLANCE				
Step		Time	Resources	Key Points
1	Introduce the activity	5 min	Slides Intro.5 - Intro.6	
2	Distribute puzzles to the groups	3 min	Key Message Puzzles	
3	Monitor the activity	15 min		
4	Wrap-up and debrief	7 min	Slides Intro.7 - Intro.8	
	TOTAL TIME:	30 min		

PROCESS

Preparation

- Create each puzzle by writing a key message (see list below), in bold colors, on a blank puzzle (one message per puzzle)
- Put each puzzle, scrambled, into an envelope for easy distribution

- **My lab** delivers service smoothly and efficiently
- **My lab** provides a clean, safe, and functional work environment
- **My lab** monitors inventory
- **My lab** maintains adequate supplies and reagents
- **My lab** maintains equipment to provide uninterrupted service
- **My lab** assures accurate and reliable testing processes
- **My lab** collects and cares for specimens properly
- **My lab** provides prompt, accurate, and validated test results
- **My lab** reports test results in a timely manner to promote client satisfaction
- **My lab** maintains documents and records
- Labs are vital

Step 1. Introduce the activity

5 min

- Project  Slide Intro.5 to Intro.6.
- Divide the participants into 11 teams. Inform participants of the duration for the activity (total 15 minutes)
- The goal of the activity is to piece together the puzzle to reveal a key message
- Key messages are the goals of each module, translated into positive statements. Remind participants that performing the tasks in the Framework can lead to this positive dream laboratory described in the previous activity.

Step 2. Distribute puzzles to the groups

3 min

- Distribute the puzzles to the groups.

Step 3. Monitor the activity

15 min

- Walk around to help participants who have difficulty. Some participants might be unfamiliar with putting a puzzle together.

Step 4. Wrap-up and debrief

7 min

- Ask each group to read out loud the key message from their puzzle. Have participants link each key message to its associated module.
- Refer participants to the Framework. Have participants read 1 or 2 associated tasks from the Framework. Remind participants that performance of these tasks will lead to fulfillment of the key message or goal of each module.
- Project  Slide Intro.7 to Intro.8. Reiterate the key messages.

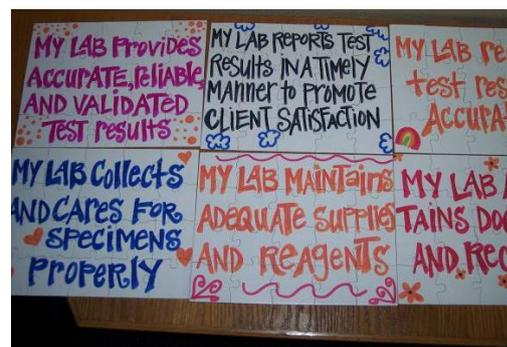
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KEY MESSAGES

- **My lab** delivers service smoothly and efficiently
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- **My lab** maintains documents and records
- Labs are vital

Can you:

- Relate each key message to the key area of work in the Laboratory Management Framework?

☑
SELF-ASSESSMENT



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Connections and Applications

- Display the completed puzzles either on the wall or on a table.
- Continue to reference these key messages throughout the course.