MODULE 2

Work Area Management

SLMTA Participant's Manual

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NOTE: Print this document single-sided and in color if possible.

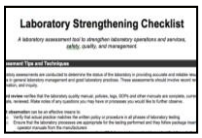
ACTIVITY SUMMARY SHEET

ACTIVITY Laboratory Safety Demonstrations **Module 2**

PURPOSE:

Safety concerns may be overlooked in the bustle of day-to-day laboratory activities. Two interactive and light-hearted demonstrations sensitize participants to the importance of safety.

This activity supports the following laboratory management tasks and accreditation preparedness checklist items

Management Tasks 	2.3 Monitor staff adherence to safety rules & practices 2.4 Ensure appropriate physical work environment for testing
Checklist Items 	12.4 Is the physical work environment appropriate for testing? 12.7 Is the work area clean and free of leakage & spills, and are disinfection procedures conducted and documented? 12.15 Is standard safety equipment available and in use in the laboratory? 12.16 Is personal protective equipment (PPE) easily accessible at the workstation and utilized appropriately and consistently? 12.17 Are laboratory personnel offered appropriate vaccination//preventive measures?

KEY MESSAGES

- Laboratory Safety affects all the key stakeholders:
  - The patient, affecting his/her direct safety, plus the safety and integrity of the patient's sample
  - The individual laboratorian, and the entire laboratory & hospital staff
  - The community-at-large
- Laboratory Safety is everyone's concern … and everyone's responsibility!

Can you:

- Think of and become sensitized to improper safety practices in all daily laboratory routines?
- Create a safe environment for laboratorians, patients, and the community?

SELF-ASSESSMENT

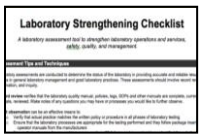
ACTIVITY SUMMARY SHEET

ACTIVITY	Assessing Safety Incidents	Module 2

PURPOSE:

Unsafe structures and practices impact the productivity and efficiency of laboratories. Through role-plays, participants learn to assess, document, correct, and follow-up safety incidents.

This activity supports the following laboratory management tasks and accreditation preparedness checklist items

Management Tasks 	2.1 Assess any reported incidence or abnormalities 2.3 Monitor staff adherence to safety rules & practices 2.6 Ensure Safety Manual with safety procedures for laboratory functions and possible emergencies is accessible to and reviewed by all staff
Checklist Items 	2.2 Review of Quality and Technical Records Does the laboratory supervisor routinely perform a documented review of all quality and technical records? 10.1 Are all laboratory-documented occurrence reports indicating the root cause of the problem(s) and corrective & preventive actions taken to prevent recurrence? 10.2 Is non-conforming work reviewed and submitted for troubleshooting and cause analysis? 11.2 Are quality indicators (TAT, rejected specimens, stock outs, etc.) selected, tracked, and reviewed regularly to monitor laboratory performance and identify potential quality improvement activities? 11.3 Are the outcomes of internal and external audits, PT, customer feedback and all other information derived from the tracking of quality indicators used to improve lab performance? 11.4 Is the outcome of the action taken checked and monitored to determine the effectiveness of improved quality of lab performance? 12.7 Is the work area clean and free of leakage & spills, and are disinfection procedures conducted and documented? 12.15 Is standard safety equipment available and in use in the laboratory? 12.19 Are occupational injuries, medical screening or illnesses documented in the safety occurrence log? 12.20 Are drivers/couriers and cleaners working with the laboratory trained in Biosafety practices relevant to their job tasks?

KEY MESSAGES

- Safety incidents cost the laboratory in terms of employee injury/illness, loss of money, and loss in productivity. Our first goal is to prevent any safety incidents. However, if and when safety incidents do occur, we must assess the risk, seek a solution, and follow-up appropriately.
- Assessing and documenting safety incidents, and implementing appropriate corrective actions are important responsibilities of laboratory management.
- Corrective actions are dictated by the nature of the incident. Corrective actions may be simple or complex. The actions required may be in the form of providing instructions or may require a system change.

Can you:

- Assess a safety incident?
- Complete an occurrence report form, focusing on accurate assessment, immediate action/s, and a proposed corrective action/s?
- Follow-up and assess the effectiveness of the corrective action?

SELF-ASSESSMENT

For this activity, you will need:

- ❑ Worksheet: Occurrence Report Form (201)

Occurrence Report Form[201]

DATE OF OCCURRENCE __*10-10-20XX*____ DATE OF REPORT____*10-10-20XX*_____

TIME OF OCCURRENCE ___*09:30*___ Requires immediate attention by manager X Yes __No

PERSONNEL REPORTING OCCURRENCE____*M.Y. Self* _____

PATIENT'S NAME_____*Not Applicable*_____ PATIENT ID____*Not Applicable*_____
(IF APPLICABLE) (IF APPLICABLE)P

PATIENT'S CLINICIAN _____*Not Applicable* _____

LOCATION OF OCCURRENCE _____*Laboratory Work Bench* _____

BRIEF DESCRIPTION OF OCCURRENCE _____

_____

_____

_____

_____

IMMEDIATE ACTION TAKEN (If any) _____

_____

CORRECTIVE ACTION PLAN _____

_____

_____

_____

FOLLOW-UP ACTION _____

_____

_____

_____

SIGNATURE OF REVIEWER _____ DATE _____

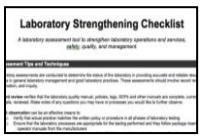
CLINIC DIRECTOR _____ DATE _____

ACTIVITY SUMMARY SHEET

ACTIVITY	Conducting a Safety Audit	Module 2

PURPOSE:

Safety is a primary concern for laboratory operations. In this activity, participants are introduced to conducting an assessment of facility and personal safety using the Laboratory Strengthening Checklist and reviewing laboratory photographs.

This activity supports the following laboratory management tasks and accreditation preparedness checklist items	
Management Tasks 	2.3 Monitor staff adherence to safety rules & practices 2.4 Ensure appropriate physical work environment for testing 2.5 Ensure that safety equipment is accessible and readily available (e.g., place safety equipment such as sharp box and PPE close to work station to encourage use) 2.6 Ensure Safety Manual with safety procedures for laboratory functions and possible emergencies is accessible to and reviewed by all staff 2.7 Ensure reagents and chemicals are stored properly 2.8 Ensure that waste is properly disposed
Checklist Items 	1.4 Laboratory Policies and Standard Operating Procedures Are policies and standard operating procedures (SOPs) for laboratory functions current, available and approved by authorized personnel? (Identification and Control of Nonconformities, Internal Audits, Accommodation and Environmental Conditions, Laboratory Safety or Safety Manual) 2.2 Review of Quality and Technical Records Does the laboratory supervisor routinely perform a documented review of all quality and technical records? 2.3 Annual Review of Quality Management Systems Does the laboratory management annually perform a review of all quality systems at a management review meeting? 2.5 Communications System on Laboratory Operations Does the laboratory communicate with upper management regularly regarding personnel, facility, and operational needs? 6.1 Internal Audits Are internal audits conducted at intervals as defined in the quality manual and do these audits address areas important to patient care? 6.2 Audit Recommendations and Action Plan & Follow up Are recommendations for corrective/preventive actions made based on audit findings; is an action plan developed with clear timelines and documented follow-up? 7.11 Storage Area Are storage areas set up and monitored appropriately? 11.3 Are the outcomes of internal and external audits, PT, customer feedback and all other information derived from the tracking of quality indicators used to improve lab performance? 12.14 Are safety inspections or audits conducted regularly and documented? Entire Section 12.0 – Facilities and Safety - covered by this activity

KEY MESSAGES

- Safety in the laboratory is not optional.
- There are many safety practices that are in the control of the laboratorians.
- Safety is everyone's responsibility.
- The laboratory supervisor or manager must assess the facility and safety practices for compliance with standards and guidelines. The checklist is a tool for this assessment.
- Corrective Action is imperative as a follow-up to an assessment with the checklist.

SELF-ASSESSMENT

Can you:

- Use the checklist to perform a safety assessment?
- Determine appropriate corrective actions for deficiencies noted during the assessment with the checklist?
- Institute improvement projects for safety deficiencies that require a systemic approach?

For this activity, you will need:

- ❑ Laboratory Accreditation Preparedness Checklist (001)
- ❑ Worksheet: Photo Audit Answer Sheet (205)

Photo Audit Answer Sheet[205]

Laboratory Safety Assessment Safe versus Unsafe	Checklist Item #	Corrective Action, if indicated
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

Laboratory Safety Assessment Safe versus Unsafe	Checklist Item #	Corrective Action, if indicated
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		

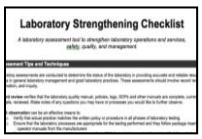
ACTIVITY SUMMARY SHEET

ACTIVITY What did we see on the Site Visits? **Module 2**

PURPOSE:

Knowledge of good laboratory safety practices does not always result in the implementation of these practices. This activity uses actual site visit photos to highlight and discuss why these unsafe practices persist despite knowledge to the contrary.

This activity supports the following laboratory management tasks and accreditation preparedness checklist items

Management Tasks 	2.3 Monitor staff adherence to safety rules & practices 2.4. Ensure appropriate physical work environment for testing 2.5 Ensure that safety equipment is accessible and readily available (e.g., place safety equipment such as sharp box and PPE close to work station to encourage use) 2.6 Ensure Safety Manual with safety procedures for laboratory functions and possible emergencies is accessible to and reviewed by all staff 2.7 Ensure reagents and chemicals are stored properly 2.8 Ensure that waste is properly disposed
Checklist Items 	Entire Section 12.0 – Facilities and Safety - covered by this activity

KEY MESSAGES

- Proper waste disposal relies on a clearly defined policy, a well designed and organized workspace, and accountability / oversight by laboratory management.
- A workspace requires physical organization. The design must be carefully thought out to reflect the way people actually work in the environment.
- A workspace requires visual organization. Visual cues that clearly communicate quickly and easily are required.

Can you:

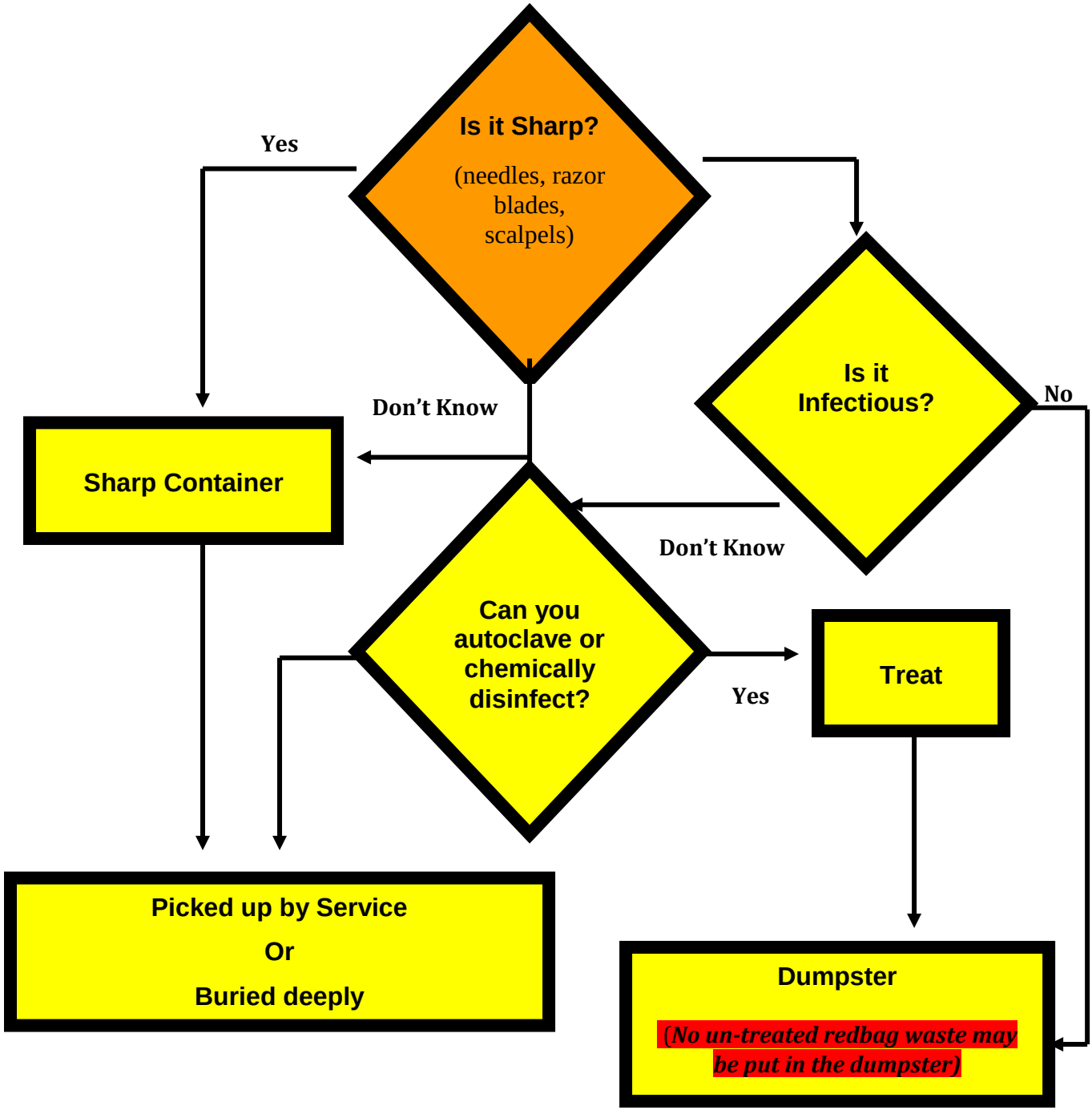
- Articulate the lab policy for safe waste disposal?
- Spot unsafe practices in waste disposal?
- Create a workplace that is organized physically and visually to promote not only safe waste disposal, but safety in all laboratory practices?

SELF-ASSESSMENT

For this activity, you will need:

- ❑ Job Aid: Waste Disposal Decision Tree (206)

Waste Disposal Decision Tree[206]



University of Wisconsin – Milwaukee, Department of University Safety & Assurances, www.safety.umw.edu, May, 2006