Quality Managers Focus Group

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Discussion Topics

Sustaining & Growing Organizational Knowledge
The Quality Manager Community

APHL 2019 Quality Manager Focus Group Discussion
Common Themes and New Initiatives

Quality Manager Resources
Understanding Knowledge Management

What is Knowledge Management?

Knowledge Management (KM) is “the process of capturing, developing, sharing and effectively using organizational knowledge.”

IT’S ALL ABOUT YOU
Knowledge Management Strategies

How does your organization retain knowledge?

What’s the risk if your organization doesn’t do this?

Knowledge Retention & Growth

- CoP
- KR Workshop
- Job Shadow & X-training
- Electronic Networks
- Data Repositories
- Training Modules
- Toolkits & Checklists
- Interviews

Methods for quick transfer
Knowledge Management Strategies

Prioritize-- capture knowledge most at risk

- Does not have adequate back-up
- Holds a key decision-making role
- Support onboarding/succession planning- SMEs

At a minimum, capture

- Most useful procedures
- Key resources and location of critical information
- Progress of projects
- Key relationships and contacts (internal, external)
- Useful tools and templates to get the work done
- Routine work performed (ex. reports, budgets)
Knowledge Management Strategies

The “Golden Notebook”
Group Discussion

**Experts**
What questions should we ask you to capture important information you want to pass on? What would you want to be asked if you were planning to leave tomorrow?

**Nexperts**
What questions do we need to ask the experts? What do you need to know to grow to the next level?
KR Toolkit
Toolkit: Position Specific Tabs

**Laboratory Director**
- Best practices in operations, quality and QI, strategic planning, policy
- Key contacts

**Lab Manager, Scientist, Analyst**
- Best practices in operations
- Supplies, equipment
- Staff compliance, training, LIMS
- New tests, methods, equipment
- Logs, records, SOPs

**Biosafety Officer**
- General questions
- INTERNAL ops
- EXTERNAL sentinel clinical lab outreach

**Quality Managers (NEW)**
- Quality Management
- Quality Planning

**TB Program (Coming Soon)**

**Who else?**
Objective: To help identify the gaps and needs of quality managers and quality management programs, including general safety, at the public health laboratory. Focus Group feedback will be used to guide APHL in development of future resources, including training.
Group Discussion

What are your most difficult challenges in quality?

What can APHL do to support these challenges?
Some Common Themes

• Lack of funding streams to support quality
• Lack of a standardized job description- staff wear multiple hats
• Different structures and different levels of dedicated quality staff exist across organizations
• Leadership, messaging and engagement influence culture
• Investment in training and drills impact knowledge retention
• Quality needs to adapt for new technology- NGS
• Alignment and common vocabulary is needed with IT
• Better understanding of the costs associated with failures
• Better understanding on how to quantify and articulate impact of quality efforts
• CQI needs to be embedded into daily activities
• Quality and safety roles have a relationship and do not operate independently
New Initiatives

• Model Practices for Quality and Safety
• Standardized Job Description and Competencies
• QM Learning Ladder/Map
• Deep Dive from 2018 Training Needs Assessment
• Library of Practice Drills
• Sharing Tools/Resources

  Member Resource Center

• Data Collection
  Link to new Lab Profiles

• Connecting QMs
  APHL Annual Conference

Working Session
May 2019!
Resources

- Document Library: Member Resource Center (MRC) https://www.aphl.org/MRC/Pages/default.aspx
- Community of Practice: QA CoILABorate https://collaborate.aphl.org/home
- Peer-to-Peer Learning: Quality Manager Exchange Contact Tina Su: bertina.su@aphl.org
- Newsletter: Quality System News Bytes Contact Tina Su: bertina.su@aphl.org

Coming Soon:
Guidance document/tools for CLIA internal assessments
NGS Quality System Essentials resources
Verification/Validation Toolkit
Lab Profiles
Questions?

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Thank you!