

Sir Ganga Ram Hospital
Department of Biochemistry

Name of the course: “Total Laboratory Quality Management & Internal Auditor - ISO 15189:2012”

Type of Course: Certificate course

Introduction: This is a specialized training program for all sections of medical testing laboratories (Biochemistry, Genetic Medicine, Hematology, Histopathology & Cytopathology and Microbiology) (as per ISO 15189:2012)

Duration : 1 month

No. of candidates : 2 candidates

Eligibility:

- MD/DNB in Biochemistry/ Genetics/ Microbiology/ Pathology
- DCP (Diploma Clinical Pathology)
- PhD in Biochemistry/ Biotechnology/ Genetics/ Microbiology

Selection Process : Interested candidates are required to submit their CV along with the application form (available on link provided). All the applications will be screened and the shortlisted candidates will be called for interview.

Course fees : Rs. 10,000/-

Objective of the course: To train the candidates in Total Quality Management of all sections of medical testing laboratories.

Faculty :

Course Advisors: Dr. S.P.Byotra
Director, Clinical Laboratory Services

Dr. Kusum Verma
Dean, GRIPMER

Course Director: Dr. Seema Bhargava
Chairperson, Deptt. of Biochemistry

Course Coordinators: Dr. Sunita Bhalla
Chairperson, Deptt. of Pathology

Dr. Chand Wattal
Chairperson, Deptt of Microbiology

Dr. Jyoti Kotwal
Chairperson, Deptt. of Hematology

Dr. Ratna Puri
Chairperson, Institute of Genetic Medicine

Dr. Anjali Manocha
Sr. Consultant, Deptt. of Biochemistry

Dr. Mamta Kankra
Sr. Consultant, Deptt. of Biochemistry
Quality Manager, Clinical Lab. Services

Dr. Parul Singla
Consultant, Deptt. of Biochemistry

Dr. Manushri Sharma
Assoc. Consultant, Deptt. of Biochemistry

Course content :

1. Overview of Good Laboratory Practices
2. ISO 15189 and NABL 112

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3. How to write Quality Documents (e.g Quality Manual, Mandatory Procedures, Primary Sample Collection Manual)
4. How to maintain documentation and the trail of Policy-Procedure-Record
5. How to write an SOP [Standard Operating Procedure]
6. Root cause analysis and Corrective and Preventive Actions
7. Addressing Complaints/Feedbacks
8. Assuring customer satisfaction
9. Risk Management
10. Continual Improvement and Key Quality Indicators
11. How to conduct Internal Audit and MRM
12. Ethics and Confidentiality
13. Patients Rights and Responsibilities
14. Personnel- Training and Competency Assessment
15. Lab Safety and Occupational Hazards
16. Primary Sample Collection Facility- Requirements and Management
17. Internal Quality Control [IQC] and External Quality Assessment [EQA]-Review and resolution of outliers
18. Specific training in each section of clinical laboratory services on how to handle IQC and EQAS in the respective sections (Biochemistry, Genetics, Histopathology and Cytology, Haematology and Clinical Pathology, Microbiology)
19. Basic statistical procedures for Quality Control
20. Sigma Calculation & review
21. Report Attributes and Review of Results
22. Biological Waste Management
23. Hospital Infection Control
24. Laboratory Information System
25. Co-ordination between Laboratory and Clinicians
26. Overview of NABH Standards for Clinical Laboratory Services
27. Seminars and journal clubs by candidate
28. Inventory Management
29. Equipment Records (IQ/OQ/PQ)

Schedule :

Mornings (9 am -1 pm) :

1. Department of Biochemistry: 1 month

Afternoons (2 -5 pm):

2. Department of Histopathology & Cytology: 1 week
3. Department of Haematology: 1 week
4. Institute of Genetic Medicine: 4 days (1 day/ Biochemical Genetic / Cytogenetic / HLA Genetic/ Molecular Genetic)
5. Department of Microbiology: 1 week

Exit Exam : 2 hours' written exam with MCQs and short questions