



New Mexico Department of Health Scientific Laboratory Division Training Program

Presented by:

Gary Oty

Office of Quality, Safety, Security, and Emergency Preparedness

Training much evolved from 2004

- Not a formal QI project
- Grew from:
 - Need to present required recurrent trainings
 - Decision to present certain annual trainings to all staff vs. training as new employee only
 - Biological, chemical, radiological, physical hazards are present in facility, and staff need to aware/informed
 - Desire to make these trainings time-efficient and appropriate for duties of all staff

To 2010

- Old facility with limited space that could be used for trainings
- To 2009 email sent to staff with attachments to read, quizzes to complete and return
 - Follow up with staff members scoring less than 100% on quiz
- 2010 saw a hybrid of email and classroom-based training; needed many sessions as Library/Conference Room space was limited

Also: Plans Binder

- Management decided that all staff members would read the Security Plan, Emergency Response Plan, Chemical Hygiene Plan, and Biosafety Plan at each annual revision
 - So: plans revised in Document Control System, copies placed throughout facility (and electronic copies on shared network drive), all staff read and sign, copies of signature pages retained

Position-Specific Trainings

- Recognized need for graduated training based on staff member's duties
- 2009 – Biosafety/Bloodborne Pathogen, Chemical Safety, and Radiological Safety trainings were modified into “Functional” and “Awareness” levels
- General Safety, Security, and Emergency Preparedness trainings did not change

Fall 2010: New Facility

- Dedicated training rooms
- Management decided to initiate 100% classroom-based trainings
 - Safety Officer, Security Officer, Biosafety Officer, Chemical Safety Officer, Radiation Safety Officer presented by lecture, presentation, or video with handout materials
 - All trainings have associated quiz completed at end of session, reviewed/corrected to 100% before class is dismissed

General Procedure

- Announce to staff
- Sign-up sheets to control class size
- Completed quizzes with a score of 100% retained as proof of attendance/understanding
- SMEs follow up with staff members unable to attend scheduled sessions, provide training; quiz at 100% still required

Additions

- 2012
 - HIPAA review by Deputy Director; no quiz
- 2013
 - All staff required to attend APHL Ethics webinar
- 2014
 - Ethics review by Laboratory Director; no quiz
- 2014
 - Select staff required to read COOP and EOC SOP; email confirmation of read/understand retained

New Employees

- 30 day checklist includes:
 - Read/sign SP, ERP, CHP (A or F), BSP (A or F)
 - If required: read/understand COOP, EOC SOP
 - HIPAA training via NMDOH online course
 - Ethics training from Laboratory Director
 - ...and much more

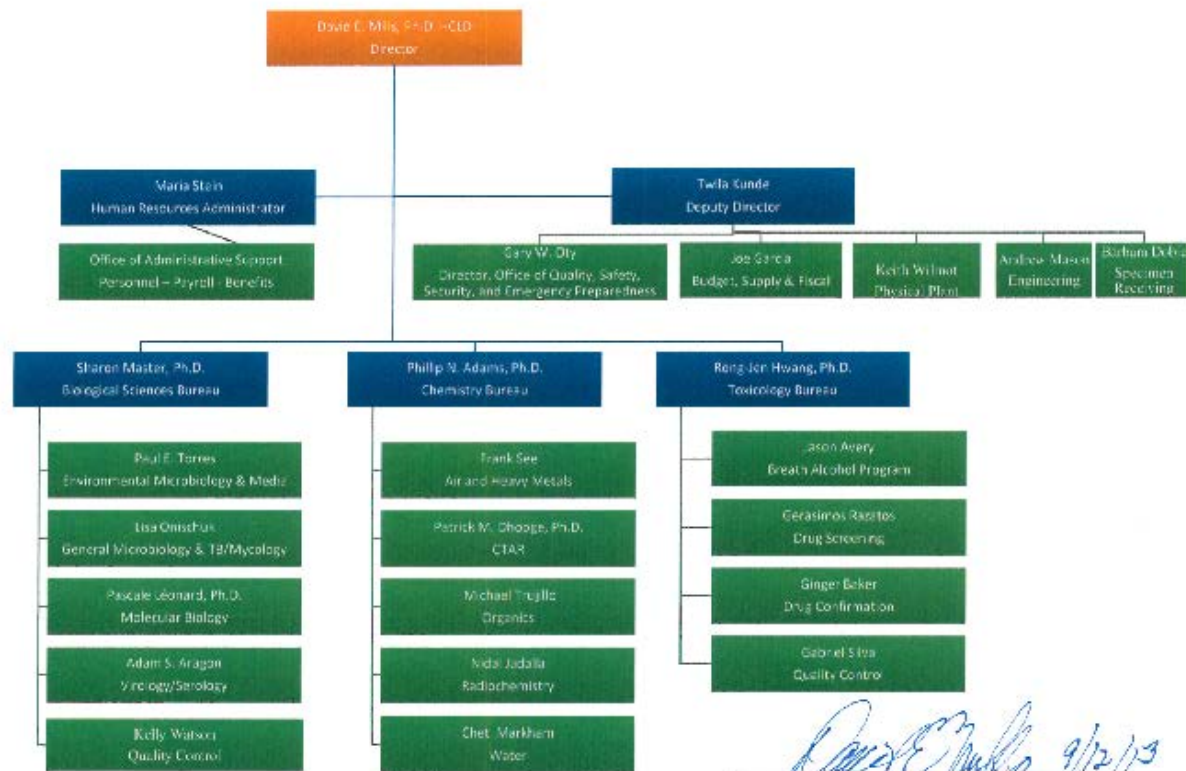
Other Trainings

- May require read/sign
 - 3 Bureau-specific Quality Assurance Plans
- May be self-study
 - Division 6.2 packaging/shipping recertification
- May be hands-on
 - Respirator fit testing/PAPR, BSC, BSL-3, decon
- May be classroom with quiz (100% required)
 - Annual site-specific Select Agent training
- ...just like your lab

Current Process for Annual Lab-Wide Required Trainings

- October/November
 - SMEs revise COOP, EOC SOP, SP, ERP, CHP, BSP; all go through DCS revision process
 - SMEs revise SSEP, Chem/Rad, Biosafety/BBP, HIPAA, Ethics trainings and applicable quizzes
- December
 - Revised plans placed throughout lab and on network drive as read only
 - All staff required to read/sign, binder “owner” signs, copy of signature sheet retained

Current Process...



Dwight C. Miller 9/12/13

Location of Manuals		NMSL / SLD
Number	Owner	Location
1	Laboratory Director	Laboratory Director's office
2	Deputy Director	Deputy Director's Office
3	Administrative Services Office	HR Administrator's Office
4	QSSEP Director	QSSEP Director's office
5	Emergency Manager	Emergency Manager's Office
6	Budget, Fiscal	Supervisor's Office
7	Physical Plant	Supervisor's Office
8	Specimen Receiving	Supervisor's Office
9	Supply	Supply/Stockroom Office
10	Biological Sciences Bureau Chief	Bureau Chiefs Office
11	Environmental Microbiology	Supervisor's Office
12	Media Preparation	Supervisor's Office
13	General Microbiology	Supervisor's Office
14	General Microbiology - TB/Mycology	Line Supervisor's
15	Molecular Biology	Supervisor's Office
16	Virology/Serology	Supervisor's Office
17	Chemistry Bureau Chief	Bureau Chiefs Office
18	Air and Heavy Metals	Supervisor's Office
19	Chemical Threat Analytical Response	Supervisor's Office
20	Organic Chemistry	Supervisor's Office
21	Radiochemistry	Supervisor's Office
22	Water Chemistry	Supervisor's Office
23	Toxicology Bureau Chief	Bureau Chiefs Office
24	Drug Screening	Supervisor's Office
25	Breath Alcohol	Supervisor's Office
26	Drug Confirmation	Supervisor's Office
27	Information Systems	Information Systems
28	Guard Office	

Organizational Unit	Security Plan	Emergency Response Plan	Chemical Hygiene Plan	Biosafety Plan	COOP and EOC SOP
Director	X	X	Functional	Functional	X
Deputy Director	X	X	Functional	Functional	X
Office of Administrative Support	X	X	Awareness	Awareness	Supervisor only
Office of Quality, Safety, Security, and Emergency Preparedness	X	X	Functional	Functional	Supervisor EM/Security Officer AH/Safety Officer
Engineering	X	X	Functional	Functional	X
Budget and Fiscal	X	X	Awareness	Awareness	Supervisor, Line Supervisor only
Supply	X	X	Functional	Functional	Not required
Physical Plant	X	X	Functional	Functional	Supervisor only
Specimen Receiving	X	X	Functional	Functional	Supervisor only
Biological Sciences Bureau Chief	X	X	Functional	Functional	X

Organizational Unit	Security Plan	Emergency Response Plan	Chemical Hygiene Plan	Biosafety Plan	COOP and EOC SOP
Environmental Microbiology and Media	X	X	Functional	Functional	Supervisors only
General Microbiology and TB/Mycology	X	X	Functional	Functional	Supervisor, Line Supervisors only
Molecular Biology	X	X	Functional	Functional	Supervisor, Line Supervisor only
Virology/Serology	X	X	Functional	Functional	Supervisor, Line Supervisor only
Biological Sciences Bureau Quality Assurance Manager	X	X	Functional	Functional	X
Chemistry Bureau Chief	X	X	Functional	Awareness	X
Air and Heavy Metals	X	X	Functional	Awareness	Supervisor, Line Supervisor only
Chemical Threat Analytical Response	X	X	Functional	Functional	Supervisor only
Organic Chemistry	X	X	Functional	Awareness	Supervisor, Line Supervisors only
Radiochemistry	X	X	Functional	Awareness	Supervisor only

Organizational Unit	Security Plan	Emergency Response Plan	Chemical Hygiene Plan	Biosafety Plan	COOP and EOC SOP
Water Chemistry	X	X	Functional	Awareness	Supervisor and Line Supervisor only
Toxicology Bureau Chief	X	X	Functional	Functional	X
Breath Alcohol Program	X	X	Functional	Functional	Supervisor only
Drug Confirmation	X	X	Functional	Functional	Supervisor, Line Supervisors only
Drug Screening	X	X	Functional	Functional	Supervisor, Line Supervisor only
Toxicology Bureau Quality Assurance Manager	X	X	Functional	Functional	X
Information Technology	X	X	Awareness	Awareness	N/A

Current Process...

- January
 - Annual trainings
 - Classroom setting with SME instructor
 - Multiple sessions
 - SSEP, Bio A and F, Chem A and F, Rad A (Rad F given separately by RSO); quizzes required
 - HIPAA, Ethics; lecture only

Organizational Unit	Safety, Security, and Emergency Preparedness	HIPAA	Laboratory Ethics	Chemical Safety	Bloodborne Pathogens/Biological Safety	Radiation Safety
Director	X	X	X	Functional	Functional	Awareness
Deputy Director	X	X	X	Functional	Functional	Awareness
Office of Administrative Support	X	X	X	Awareness	Awareness	Awareness
Office of Quality, Safety, Security, and Emergency Preparedness	X	X	X	Functional	Functional	Awareness
Engineering	X	X	X	Functional	Functional	Awareness
Budget and Fiscal	X	X	X	Awareness	Awareness	Awareness
Supply	X	X	X	Functional	Functional	Awareness
Physical Plant	X	X	X	Functional	Functional	Awareness
Specimen Receiving	X	X	X	Functional	Functional	Awareness

Organizational Unit	Safety, Security, and Emergency Preparedness	HIPAA	Laboratory Ethics	Chemical Safety	Bloodborne Pathogens/Biological Safety	Radiation Safety
Biological Sciences Bureau Chief	X	X	X	Functional	Functional	Awareness
Environmental Microbiology and Media	X	X	X	Functional	Functional	Awareness
General Microbiology and TB/Mycology	X	X	X	Functional	Functional	Awareness
Molecular Biology	X	X	X	Functional	Functional	Awareness
Virology/Serology	X	X	X	Functional	Functional	Awareness
Biological Sciences Bureau Quality Assurance Manager	X	X	X	Functional	Functional	Awareness
Chemistry Bureau Chief	X	X	X	Functional	Awareness	Awareness
Air and Heavy Metals	X	X	X	Functional	Awareness	Awareness
Chemical Threat Analytical Response	X	X	X	Functional	Functional	Awareness

Organizational Unit	Safety, Security, and Emergency Preparedness	HIPAA	Laboratory Ethics	Chemical Safety	Bloodborne Pathogens/Biological Safety	Radiation Safety
Organic Chemistry	X	X	X	Functional	Awareness	Awareness
Radiochemistry	X	X	X	Functional	Awareness	Functional
Water Chemistry	X	X	X	Functional	Awareness	Awareness
Toxicology Bureau Chief	X	X	X	Functional	Functional	Awareness
Breath Alcohol Program	X	X	X	Functional	Functional	Awareness
Drug Confirmation	X	X	X	Functional	Functional	Awareness
Drug Screening	X	X	X	Functional	Functional	Awareness
Toxicology Bureau Quality Assurance Manager	X	X	X	Functional	Functional	Awareness
Information Technology	X	X	X	Awareness	Awareness	Awareness

Staff Response

- Once past the “Why do we have to do all this training in the first place?” question staff have indicated they appreciate the classroom setting vs. doing it by email or self-study

Impact

- All required trainings are being completed in a routine, timely, and efficient manner

Costs/Barriers

- Time...
 - Generous deadlines to revise and prepare
 - Printing and distributing revised plans spread over a number of days
 - Facilitating classroom trainings over a two week period takes multiple staff members
- Printing...
 - In-house printing and copying of plans, handouts, quizzes (we do recycle)

Next Steps

- No major needs identified
- Would be nice to inject some variability in the presentations and quizzes
- Department of Health LMS may be used for some trainings; internal consensus is that most trainings benefit from a classroom setting (Chem, Rad, Bio especially)



Thank You

Any Questions?