Module: Quality Assurance for Counsellors

Allow 30 minutes if presenting this module as part of a full day training

This module describes the necessary quality assurance processes that must take place at any point-of-care testing site. It is intended for front-line HIV test counsellors to help them understand and support quality assurance processes.

If you are presenting all of the training modules in a single training, consider ending your quality assurance presentation after slide 5 (which overviews the roles of all of the parties involved in quality assurance). Encourage trainees to review this unit in full, on another day.

All of the required quality assurance templates for your site are available at https://hivtestingontario.ca/poc/quality-assurance-templates/.

The Training Slides (30 minutes)

Present the slide deck (quality_control.pptx) to your trainee group, or have an individual trainee read and review it. If you are presenting the slides, points to consider while presenting are available in the notes section of the slide.

Follow-up Discussion with Trainees

If you are not presenting this material to a group, you should sit down with your trainee(s) to review this material and anything they do not understand. Make sure to invite questions, and ensure that they know and understand the following:

- Quality assurance is a vital part of their job. Without quality assurance processes in place and functioning, POC testing sites can not operate in Ontario

- Name the Quality Assurance Lead at your site. The trainee should know who is responsible for Quality Assurance reporting and who to tell if they notice something amiss.

- Ensuring that they are well trained is part of your responsibility as a site. Both these modules and the shadowing of other counsellors that they do is part of their learning. The Ministry recommends that trainees read at least 25 tests before they are expected to read tests alone (such as at an off-site outreach program.)

- Explain to the trainee that you will be ordering a Certification Testing Panel for them, and that you will keep records of this testing. Let them know when the Certification test will happen.

- Review who orders supplies at your site and where different supplies (such as quality controls) are stored. Walk them through the process of receiving a kit shipment

- Make sure trainees know where to find the kit lot number (components of the kit also have lot numbers, make sure they are looking at the right thing

- Show them the temperature gauge in the storage area and make sure they know what it should read

- Show them the daily log and talk about how completing this log fits into the process of testing at your site (i.e. Do you complete the log immediately after the test? Who is responsible for entering confirmatory test results from the Public Health Lab?)

- If you anticipate that the trainee will ever be responsible for positive/negative quality control testing, show them the supplies and let them practice using the bulb pipettes with water or tea. The first time they do QC testing make sure another more experienced staff person is with them to oversee the process and ensure the QC log is completed and stored correctly.

- Show the trainee your site's incident log and review when to use it. Let them know who they need to contact in case of an incident.

- If the trainee will be involved in ordering kits from the Inventory Management portal (www.HIVPOCT.ca), they will need an additional orientation to this tool and the information required when ordering. This should be done in a separate training session.

- Proficiency Testing is an important part of maintaining your site's accreditation and all active counsellors should be part of it. Make sure all counsellors understand PT testing, and how it is different from regular positive/negative control testing that happens routinely at your site, and certification testing, only for new counsellors. There have been some challenges with the proper submission of PT testing in recent months.

Testing Knowledge

A brief quiz is available for this content.

Answers

1 e) [all]	6 e) [b) and c)]	11 b)
2 c)	7 d) [all}	12 a)
3 b)	8 d)	13 b)
4 f) [a) and d)]	9 d)	14 e) [all]
5 a)	10 b)	