

Invitation from ASQ San Gabriel Valley June 17, 2020 Virtual Meeting

DATE:

Wednesday,
June 17, 2020

This is a virtual/online meeting. Meeting information and instruction for how to join the meeting will be provided 24 hours before the event.

Time:

6:00 PM – 7:30 PM PDT

Cost: Free for ASQ members

To register for this online/virtual meeting, click [here](#).

Attendance at this meeting earns 0.5 RUs toward ASQ recertification.

NOTE: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the San Gabriel ASQ Section 0702, click [here](#).

For more information about our local Columbia Basin ASQ section and future upcoming events: www.asq614.org/

Using DMAIC to Improve the Competency Assessment Process: A Software Solution



Gurjot Kaur

City of Hope National Medical Center

The top deficiency cited by surveyors when inspecting medical laboratories is the competency assessment of testing personnel. The CLIA federal regulatory standards and ISO 15189: 2012 (5.1.6) require the laboratory to assess the competency of each employee to perform the assigned tasks according to established criteria following training. Similarly, the ISO 9001:2015 Competence (7.2) procedure provides guidelines that must be followed for the personnel of a business to be considered competent.

Regardless of industry, having a process that ensures employees are competent in their responsibilities is essential to maintaining quality. This case study demonstrates how DMAIC can be used to implement an electronic solution to improve the process of assessing employee competency.

In this virtual/online session, presenter Gurjot Kaur will share insights to help attendees:

- Strengthen understanding of the requirements for an effective competency assessment process
- Gain insight on federal, certifying agency, and accrediting body requirements for competency assessment
- Learn how the voice of the customer can be used to help drive initiatives
- Learn how the manual tracking and completion of assessments can be transitioned to an electronic method to facilitate standardized documentation, increased transparency, improved user understanding, and ease of user experience.

About the speaker: Complemented with six years of experience in grassroots community organizing across California, Gurjot Kaur has created a space for herself in the field of health administration at City of Hope National Medical Center as an administrative resident. Working with the Department of Pathology, Gurjot led a process improvement and change management initiative. She completed her Bachelor of Science at the University of California, Los Angeles and her Master in Health Administration at the University of Southern California. Gurjot was one of ten students in the nation to be awarded the Albert W. Dent Graduate Student Scholarship, establishing herself with the American College of Healthcare Executives. Having developed a lens for process improvement using DMAIC, Gurjot looks forward to applying her knowledge in her upcoming role as an Administrative Fellow at City of Hope.