Activity 1.1 – Components of Quality Assurance:

Purpose: Maintaining quality at a testing site will result in accurate and reliable test results, which are essential to all aspects of a client’s care and treatment. In this activity, participants will define terminology associated with quality assurance.

**RESOURCES FOR FACILITATOR:**

* PowerPoint slides: 4-8
* Flipchart
* Markers
* Flash cards (Option 1) or Posters (Option 2)

**RESOURCES FOR PARTICIPANTS**

* **NA**

**Option 1: Flash Cards**

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| **Step** | **Detailed Description** | **Resources** | **Time** |
| 1 | Introduce the activity:   * Inform the participants that they will review different terminologies associated with quality assurance * Inform the participants that they will be working as a group |  | 2 min |
| 2 | INSTRUCTIONS   * Divide the participants into two groups * Group 1 – Provide each person in this group with flash cards that has TERMINOLOGIES only * Group 2 – Provide each person in this group with flash cards that has DEFINITIONS only * Inform the participants to find the exact match for each of the terminology and definitions. * One person from Group 1 has to find the person in Group 2 who has the matching definition to the terminology given to them. If they are successful in finding the correct match, than group 1 receives 5 points. * Next a person from Group 2 has to find the terminology to the definition assigned to them. If correct, group 2 also receives 5 points. * Each group has 40 seconds to choose the matching definition and/or terminology. * If one group cannot find the matching definition or terminology then the other group is given the opportunity to find it and steal the points from the other group * Alternate with each group until everyone has received a chance to find their match. * Re-group and discuss any outstanding concerns |  | 3 min |
| 3 | Conduct the activity:   * Facilitate the activity for accuracy * Monitor the activity for time * Monitor score for each group on the flipchart | Flash cards  Flipchart for Scoring | 25 min |
| 4 | Debrief the activity:   * Review PowerPoint slides 4 to 8 * Answer any remaining questions and/or concerns from participants. | PowerPoint Slides 4-8  PPT Teaching Guide | 10 min |
| **Total Time** | | | 40 min |

Option 2: Display Posters around Classroom

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| **Step** | **Detailed Description** | **Resources** | **Time** |
| 1 | Introduce the activity:   * Inform the participants that they will review different terminologies associated with quality assurance * Inform the participants that they will be working as a group |  | 2 min |
| 2 | INSTRUCTIONS   * If classroom set up allows, display posters with the QA terminology and definitions in the classroom (Note: that some of the posters can be hidden to make the activity more fun.) * Divide the participants into two groups * Group 1 – Each person in this group will identify the correct DEFINITIONS to the TERMINOLOGIES chosen * Group 2 – Each person in this group will identify the correct TERMINOLOGIES to the DEFINITIONS chosen * Inform the participants to find the exact match for each of the terminology and definitions. * Ask one volunteer from Group 1 to choose a terminology and find the matching definition to the terminology chosen. If they are successful in finding the correct match, then group 1 receives 5 points. * Ask one volunteer from Group 2 to choose a definition and find the matching terminology to the definition chosen. If correct, group 2 also receives 5 points. * Each group has 40 seconds to choose the matching definition and/or terminology. * If one group cannot find the matching definition or terminology then the other group is given the opportunity to find it and steal the points from the other group * Alternate with each group until everyone has received a chance to find their match. * Re-group and discuss any outstanding concerns |  | 3 min |
| 3 | Conduct the activity:   * Facilitate the activity for accuracy * Monitor the activity for time * Monitor score for each group on the flipchart | Flash cards  Flipchart for Scoring | 25 min |
| 4 | Debrief the activity:   * Review PowerPoint slides 4 to 8 * Answer any remaining questions and/or concerns from participants. | PowerPoint Slides 4-8  PPT Teaching Guide | 10 min |
| **Total Time** | | | 40 min |