

OBSERVATION TOOL

The adapted and modified tool for the indication for laboratory practitioner's competence practices and action, for measuring compliances, The Laboratory practices will be observed; Several items were being observed during practices for each laboratory practitioner.

Laboratory practitioners' domain and indication	Corresponding action for compliance	Equipment and supplies required	Observed action
Attending the patient			
Pre analysis phase (Before undertaking procedure, the patient)	Laboratory practitioner registers patients' information and tests to be undertaken.	Patients register book was available. Computer was available	The laboratory practitioner welcomes the patient in the phlebotomy unit, self-introduction elaborated the procedure to be undertaken then registers the patient in the register book and request consent to withdraw sample (lab Technologist 2) Laboratory practitioner calls the patient to be attended after reading from the system queue list then tells the patients tests she is about to undertake the sample finally withdraws the sample (Lab Technologist 13)
Language Use	Laboratory practitioners used the polite language	Customer care note	Patients were welcomed to the phlebotomy unit with polite language and profession manner (Lab Technologist 4)
Analytical phase			
Observe Laboratory rules when conducting the procedures	Laboratory practitioners some abided the laboratory rules while some	Red and green tapes on bench were available	She kept her hand bag and charged a phone on the red taped bench where the red band implied hazardous area (Lab Technologist 14)

	practitioners didn't.		Opened few files on working bench with red tape (Lab Technologist 14) She was recording the patients results in respective government register books on a green taped bench (Lab Scientist 11)
• Use of Personal Protective Equipment (PPE).	Laboratory practitioner compliance on use of personal protective equipment	Gloves were available Laboratory coat Mask available Closed shoes available	She wore gloves when performing procedures (Lab Scientist 5) She moves with the gloves from one room/ unit to the other (Lab Technologist 13) Wears lab coat with buttons closed though out work (Lab Scientist 1) Works throughout the procedures without wearing a laboratory coat (Lab Technologist 12) They were wearing mask while preparing media in microbiology unit. All laboratory practitioners wore closed shoes, no one was observed with open shoes.
• Hand washing	Laboratory practitioners complying to	Running tap water was available	After performing laboratory procedure practitioner washed his

	personal hygiene through hand washing	Sanitizer / 70% alcohol	hands by running tap water (Lab Scientist 8) Rinse his hands using 70% alcohol before and after work (Lab Scientist 10)
Technical skills			
• Use of Standard Operating Procedure(SOP)	Laboratory practitioner comply to SOP	Standard Operating Procedure (SOP) were available.	He was working without using the SOP despite the SOP being available (Lab Scientist 2) She was running the bio chemistry procedure with the guide of SOP (Lab Technologist 9)
• Following the laboratory guideline	Laboratory practitioners compliance with the guideline	Guideline was available.	Laboratory staff abides to follow guideline on results reporting (Lab Technologist 10)
• Perform Quality Control (QC)	Laboratory staff performing Quality Control (QC)	Machine and reagents were available.	Daily routine before running the sample quality control is done to all working machines present in the laboratory.
• Perform maintenance	Laboratory practitioner perform machine maintenance.	Machine and reagents were available	Weekly hematology machine maintenance was performed (Lab Scientist 3).