

IMPROVING QUALITY MANAGER RESILIENCY

The American Society for Blood and Marrow Transplantation (ASBMT) Administrative Directors SIG Quality Working Group and the Foundation for the Accreditation of Cellular Therapy (FACT) Quality Management Committee are collaborating on a multi-year project to identify opportunities to support increasing the resiliency of the Quality Manager.

SUGGESTED RESOURCES

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12. **FACT Consulting Services.** Consulting services to support improving quality cellular therapy patient care and laboratory practice. <http://www.factwebsite.org/factconsulting/AboutFactConsulting/>
13. Fernandez, Rich. **“5 Ways to Boost Your Resilience at Work.”** Building resilience skills to effectively navigate work life. Harvard Business Review. Posted June 27, 2016. <https://hbr.org/2016/06/627-building-resilience-ic-5-ways-to-build-your-personal-resilience-at-work>
14. **Foundation for the Accreditation of Cellular Therapy (FACT).** Supporting cellular therapy improvement and progress.
 - **FACT News** FACT news and announcements. <http://www.factwebsite.org/News.aspx>
 - **“Ask a Peer”** Facilitates interaction between individuals seeking advice and experienced professionals from FACT accredited organizations. http://www.factwebsite.org/About_FACT/ASK-A-PEER.aspx
 - **“Just the FACTs”** Monthly newsletter. <http://news.factwebsite.org/article-index/>
 - **FACT-ASBMT Quality Boot Camp** Workshops focusing on core quality concepts and quality processes programs have implemented. <http://www.factweb.org/forms/MeetingCalendar/>
 - **FACT Quality Handbook** Practical advice and examples from quality experts in the cellular therapy and cord blood bank communities. <http://www.factweb.org/forms/store/CommercePlusFormPublic/search?action=Feature>

15. Free Management Books. **“Workload Management Strategies.”** Steps to remedy workload management stress. Last accessed February 12, 2019. <http://www.free-management-ebooks.com/news/workload-management-strategies/>
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18. Google. **BMT Quality Roundtable.** Grass roots Google group, unsponsored by any agency or organization healthcare professionals from of cord blood, HCT, and other cellular therapy programs with an interest in sharing information and practices around quality and performance improvement, accreditation and/or regulatory compliance. <https://groups.google.com/forum/?hl=en#!forum/bmt-quality-roundtable>
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23. Phillips, Jennifer, et al. **“Engaging Frontline Leaders and Staff in Real-Time Improvement.”** *The Joint Commission Journal on Quality and Patient Safety*, 42:4, 170-178, April 2016, AP1-AP5. <https://www.sciencedirect.com/science/article/abs/pii/S1553725016420210>
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