

# Lab Testing Is Going Bedside...How On Earth Do We Help Them Be Compliant?



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# Objectives

- Discuss checklist of items to help implement a new point of care test
- Barriers to attaining compliance with non-laboratory staff performing laboratory testing
- Effective communication strategies to building relationships between nursing & the laboratory



# Challenges

Who Is Responsible For POC Testing  
At Your Institution?

- Laboratory or Nursing...or no one?
- Which one of these is the right answer?

# Challenges

- Nursing does not understand the policies/procedures
- Laboratory doesn't know testing is being performed by Nursing
- Nursing does not understand importance of performing test correctly

Continued

# Challenges

- Laboratory thinks Nursing is “hopeless” to try and train-doesn’t even try or tried and failed
- Nursing thinks Lab is against them-“they hemolyze or clot my specimens”
- What other challenges do you see?



# How Do We Improve?



## Communication

# Communication

- Open communication on an on-going basis is the key to a successful relationship
- Let's look at a few examples



# Examples

- Hemolyzed Specimens
- Short Samples
- Order of Draw



# Communication

- How do we close the loop?
- Who is responsible for closing it?



# Communication

- It is both lab and nursing's responsibility to provide excellent patient care
- Doesn't really matter who takes the lead, as long as it gets done
- Explained the "why"
- Tied it back to patient care



# Communication

- Nursing's main focus is patient care, not performing lab tests
- Most of the time nursing does not want to perform lab tests, but realize that if it is best for patient care, then they are willing to run lab tests

# See The Benefit

- Both Lab and Nursing need to see a benefit for the testing to be successful
- Nursing needs to see Lab as a resource





# How Do We Get There?



We Climb The Mountain Together



# Rounding/Communication

- 5:1 Theory
- Daily Rounding
- Staff Meetings
- Provider Meetings



# Errors

- Incomplete standardization of staff training and procedures
- Inconsistency in following good laboratory practices
- Random patient identification errors

# Compliance

## Quality Assurance & Good Laboratory Practice

- Need a QA program to ensure compliance with good laboratory practices
- Audit Examples
- Where do the audit results go?
- Are there consequences for non-compliance?



# Compliance

## Comprehensive Manual

- Training Checklists
- Standardized Procedures
- Competency Assessment Guidelines
- Supply Information
- Regulatory Requirements
- Quality Control Logs

# POCT Set-up Checklist

Task	Response		Follow-Up Needed? Y/N
Does instrumentation need to be purchased?	Yes	No	
What complexity is the test?	Waived	Moderately Complex	
How will patient results be documented?	Electronic	Paper	
How will quality control results be documented?	Electronic	Paper	
Do validation studies need to be performed?	Yes	No	
Do correlation studies need to be performed?	Yes	No	
How many staff need to be initially trained?			
Who is responsible for initial training?	POC	Individual Dept	
Who is responsible for new hire training?	POC	Individual Dept	
Who is responsible for annual competencies?	POC	Individual Dept	
Who will order and maintain inventory of supplies?	POC	Individual Dept	
Who will perform quality control on new shipments?	POC	Individual Dept	
What cost center will supplies/revenue go to?	POC	Individual Dept	
Have quality indicators been established?	Yes	No	



# Training





# Competency

## How Do We Meet All 6 Elements?

- Utilize super users and/or educators
- Combine competency & correlations
- Ask vendors what they have to offer
- Utilize electronic training modules
- Utilize electronic documentation



# Point of Care Train Ride





And Then We Sail Off Into The Sunset Together...



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