



Clinician Versus Laboratorian: Conflict or Collaboration?

Marcia L. Zucker, Ph.D.

May 17, 2023

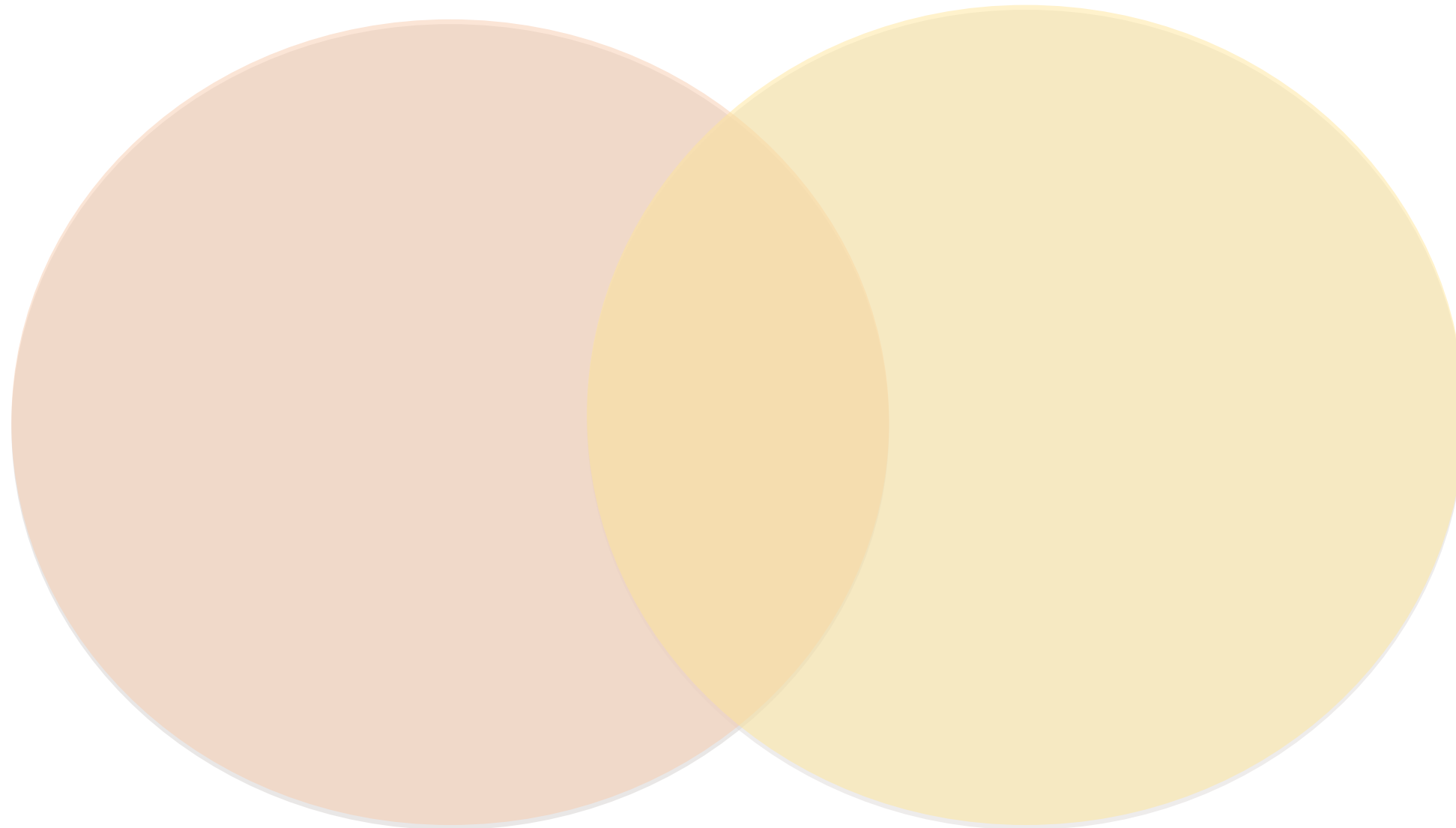
Health Care Goals

- Laboratory
- Clinician

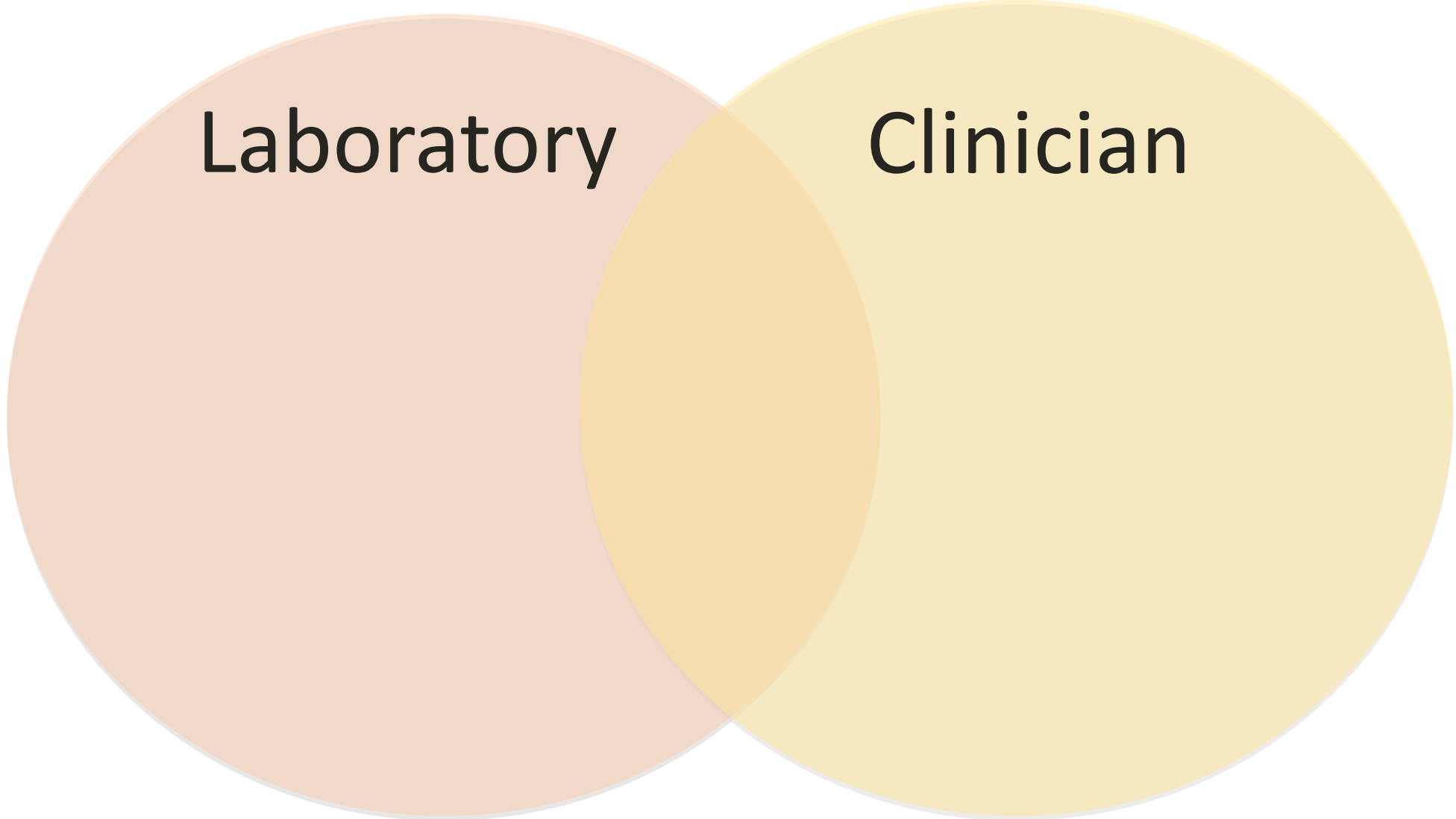
Health Care Goals

- Laboratory
 - Optimized patient care
- Clinician
 - Optimized patient care

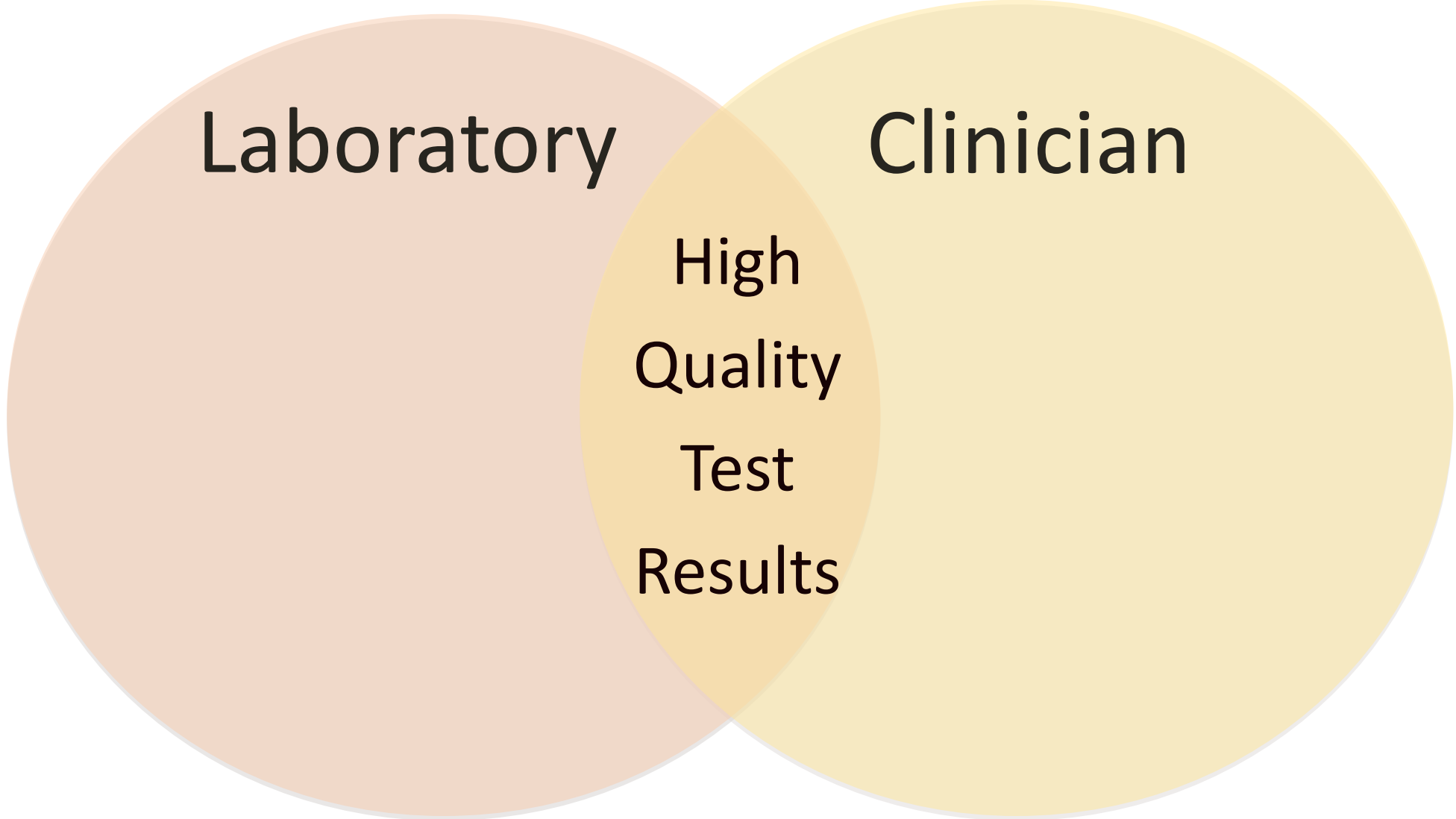
How Do We Get There?



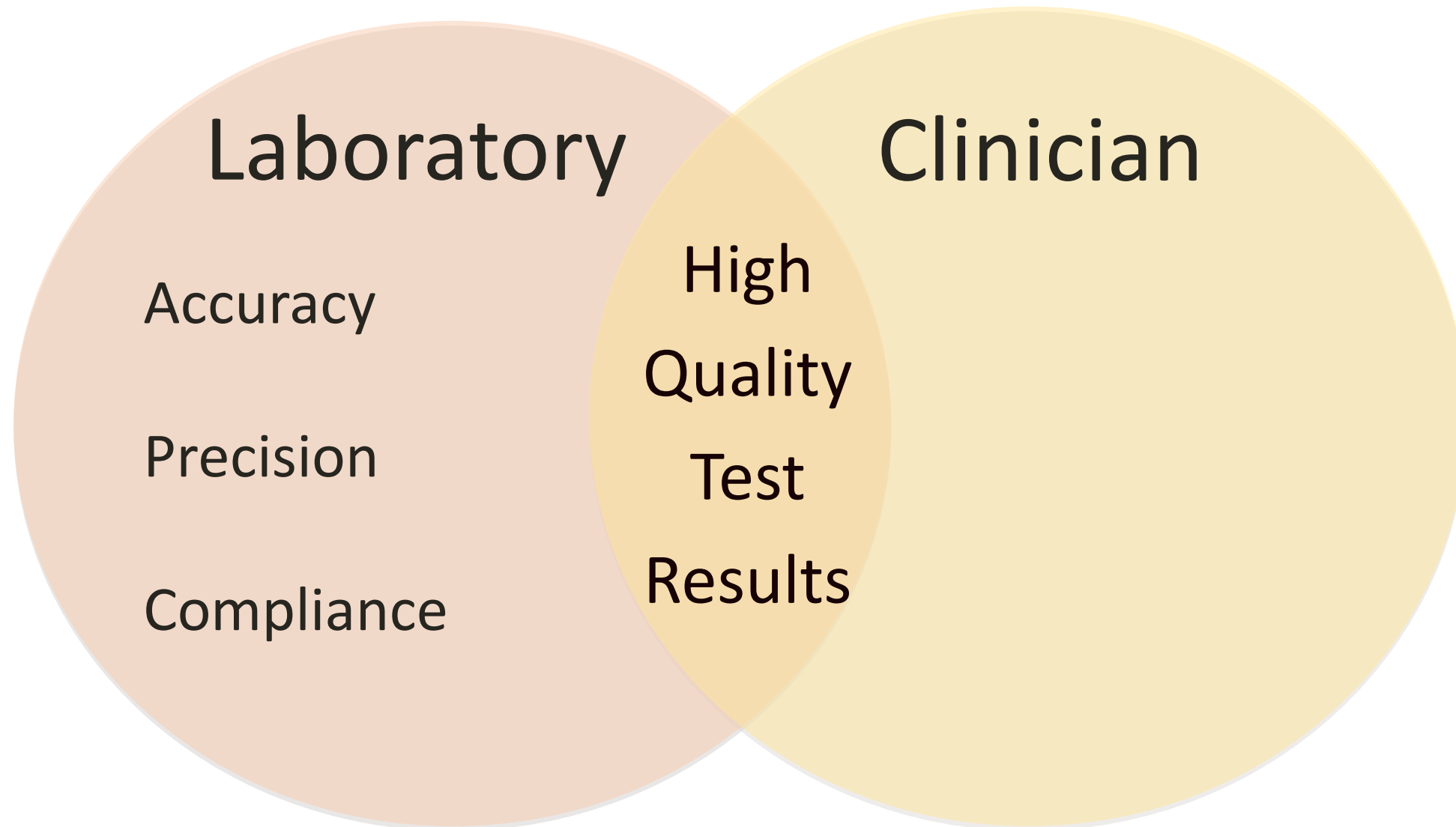
How Do We Get There?



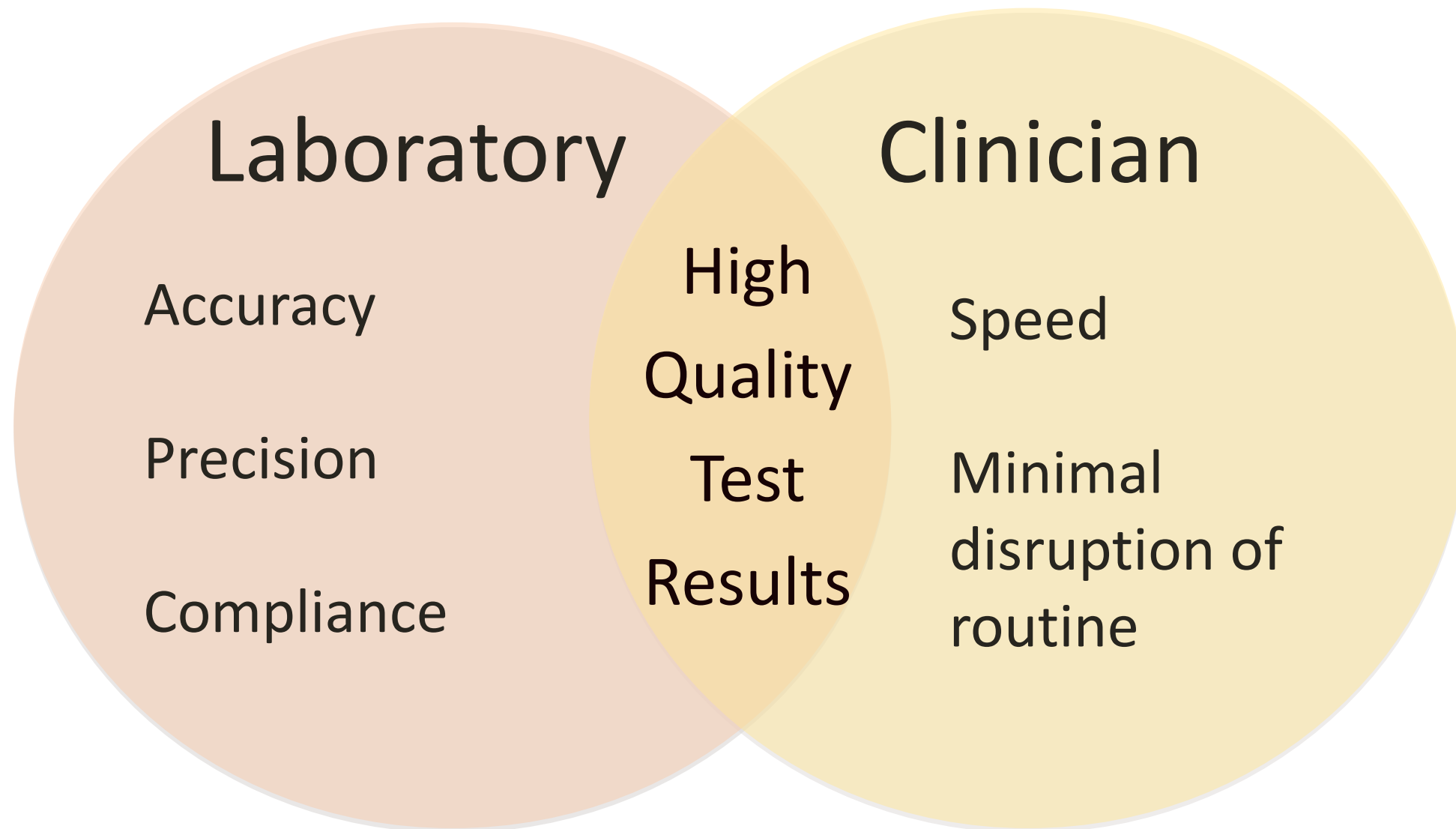
How Do We Get There?



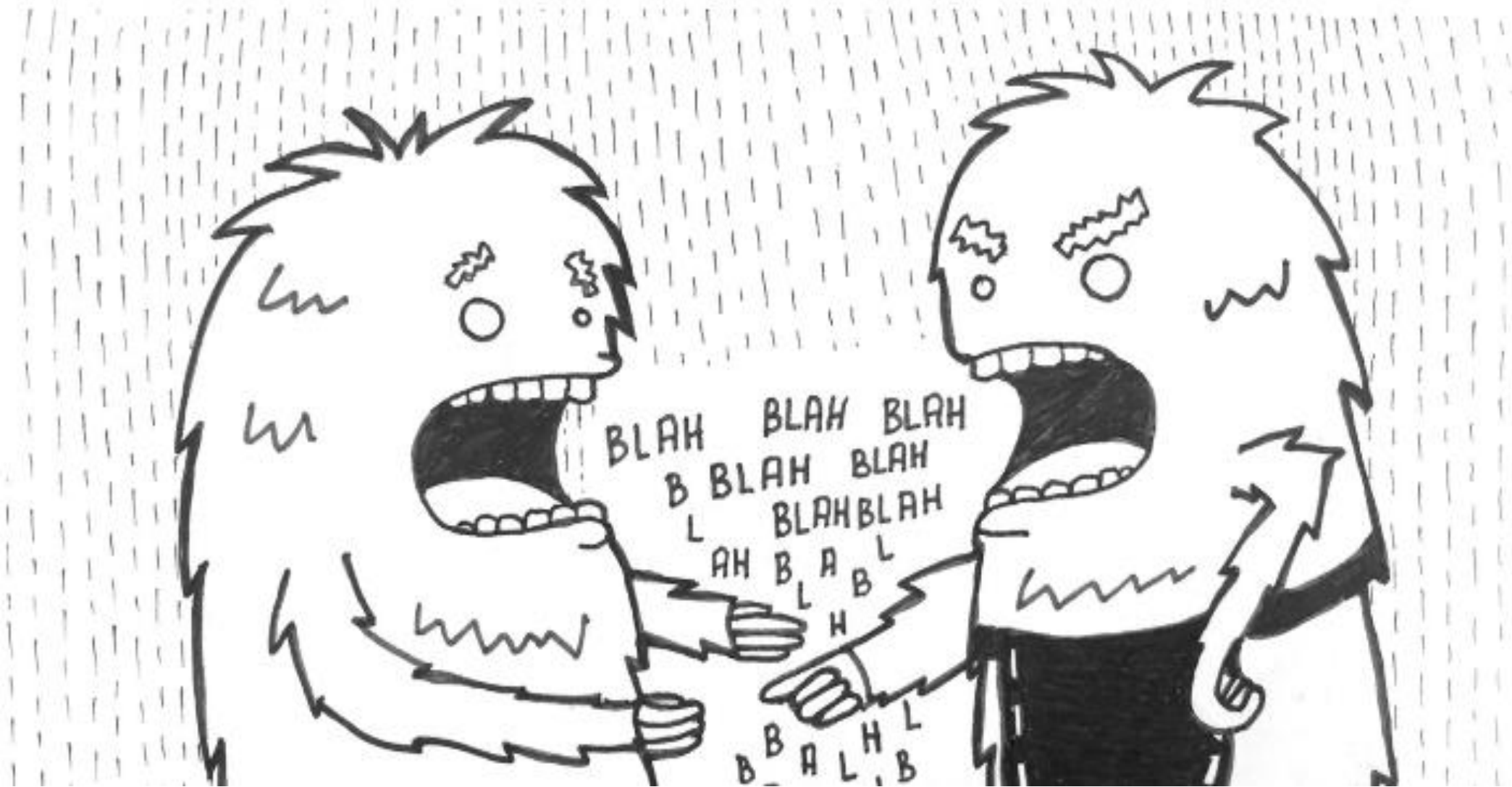
How Do We Get There?



How Do We Get There?



The Result?



Accuracy / Precision

- Clinician
- Laboratory

Accuracy / Precision

- Clinician
 - If a number is reported, it is correct
- Laboratory

Accuracy / Precision

- Clinician
 - If a number is reported, it is correct
- Laboratory
 - Evaluation performed before putting a test into clinical use
 - Each result evaluated
 - Limitations and interferences evaluated
 - Reevaluated regularly to ensure appropriate performance

Resolution

- Collaboration
 - Train caregiver on limitations and potential interferences
 - Discuss need to evaluate results based on patient presentation

Speed

- Clinician
- Laboratory

Speed

- Clinician
 - Implement POC for everything
- Laboratory

Speed

- Clinician
 - Implement POC for everything
- Laboratory
 - Evaluate TAT, Lab process
 - Would changes answer clinician needs?
 - Implement POC as needed
 - If result not acted upon immediately, no need for POC
 - Workflow changes may be needed to optimize POC implementation

Resolution

- Collaboration

- What?

- Evaluation of request for specific POC test

- Formal process

- Why?

- Who?

- When?

- How?

Resolution

- Collaboration

- What?

- Why?

- Need the result now

- Evaluate TAT / Workflow

- Salesman was convincing

- Not a consideration

- Require evidence of clinical need

- Who?

- When?

- How?

Resolution

- Collaboration
 - What?
 - Why?
 - Who?
 - Lab and clinicians working together
 - Ad hoc or standing committee
 - When?
 - How?

Resolution

- Collaboration
 - What?
 - Why?
 - Who?
 - When?
 - Defined timelines
 - Implement NOW
 - Implement in 6 months
 - Implement when studies are completed
 - How?

Resolution

- Collaboration
 - What?
 - Why?
 - Who?
 - When?
 - How?
 - Studies
 - Policies & Procedures
 - Training
 - Competency
 - etc.

How: the nitty gritty

- Studies
 - Accuracy / precision
 - Lab or operators?
 - Include ease of use evaluation?
 - Sample types / collection
 - IRB required?
- Policies & Procedures
- Training

How: the nitty gritty

- Studies
- Policies & Procedures
 - Lab to draft
 - Clinician to revise
 - IQCP?
 - Lab template completed by group
- Training

How: the nitty gritty

- Studies
- Policies & Procedures
- Training
 - Key clinical caveats
 - Common interferences
 - What to do if result “feels wrong”
 - Repeat test?
 - Send to lab?

Minimal Disruption of Routine

- QC
- Proficiency testing
- Competency assessments
 - Take time from patient care
 - Seemingly unnecessary complications

Minimal Disruption of Routine

- QC
- Proficiency testing
- Competency assessments
 - Take time from patient care
 - Seem unnecessary complications
- Why should a clinician, bother?

Compliance

- Maintain high quality testing
- Requires clinician time

Compliance

- Maintain high quality testing
- Requires clinician time
- Substantiate need through risk assessment

Individualized Quality Control Plan

- CMS-approved alternative QC frequency
 - Allows lab to define QC testing requirements
 - By test
 - By equipment
 - By site
 - Minimum defined by manufacturer labeling and accrediting agencies

3 Elements of IQCP

- Risk Assessment (RA)
- Quality Control Plan (QCP)
- Quality Assessment (QA)

3 Elements of IQCP

- Risk Assessment (RA)
 - The bulk of the up-front effort
- Quality Control Plan (QCP)
 - What needs to be done moving forward
- Quality Assessment (QA)
 - Looking back to ensure efficacy

Risk Assessment

- Across entire testing process
 - Pre-analytic, analytic, post-analytic
 - Specimen
 - Environment
 - Reagent
 - Test system
 - Testing personnel

Risk Assessment

- Across entire testing process
 - Pre-analytic, analytic, post-analytic
 - Specimen
 - Environment
 - Reagent
 - Test system
 - Testing personnel
- To assess risk, you need to understand the process

Use Risk Assessment

- Direct correlation of quality test results and improved patient care
- Include clinician in the assessment
- Demonstrate appreciation for clinician expertise

Use Risk Assessment

- Direct correlation of quality test results and improved patient care
- Include clinician in the assessment
 - How wrong is clinically wrong?
 - What clinical presentation might indicate an erroneous result?
 - How can risks be mitigated?
- Demonstrate appreciation for clinician expertise

Use Risk Assessment (2)

- Demonstrate risk reduction through quality practices
 - QC mitigates risk of erroneous result (hopefully)

Use Risk Assessment (2)

- Demonstrate risk reduction through quality practices
 - QC mitigates risk of erroneous result (hopefully)
- Step by step evaluation of risk reduction through training and competency assessment

Use Risk Assessment (2)

- Demonstrate risk reduction through quality practices
 - QC mitigates risk of erroneous result (hopefully)
- Step by step evaluation of risk reduction through training and competency assessment
- There are reasons for interruptions of routine
 - Alter workflow to minimize disruption

Communication is the Key

- Reduce conflict and stress
 - Discussion rather than confrontation

Communication is the Key

- Reduce conflict and stress
 - Discussion rather than confrontation
- Develop people who want to help
 - Respect for expertise works both ways

Communication is the Key

- Reduce conflict and stress
 - Discussion rather than confrontation
- Develop people who want to help
 - Respect for expertise works both ways
- Encourage consistent operator compliance
 - Increased accuracy of POCT

Communication=Collaboration

- Foster more willing compromise
 - Mutual respect reduces confrontation

Communication=Collaboration

- Foster more willing compromise
 - Mutual respect reduces confrontation
- Stimulate open and direct discussions
 - Easier to cooperate with someone who listens

Communication=Collaboration

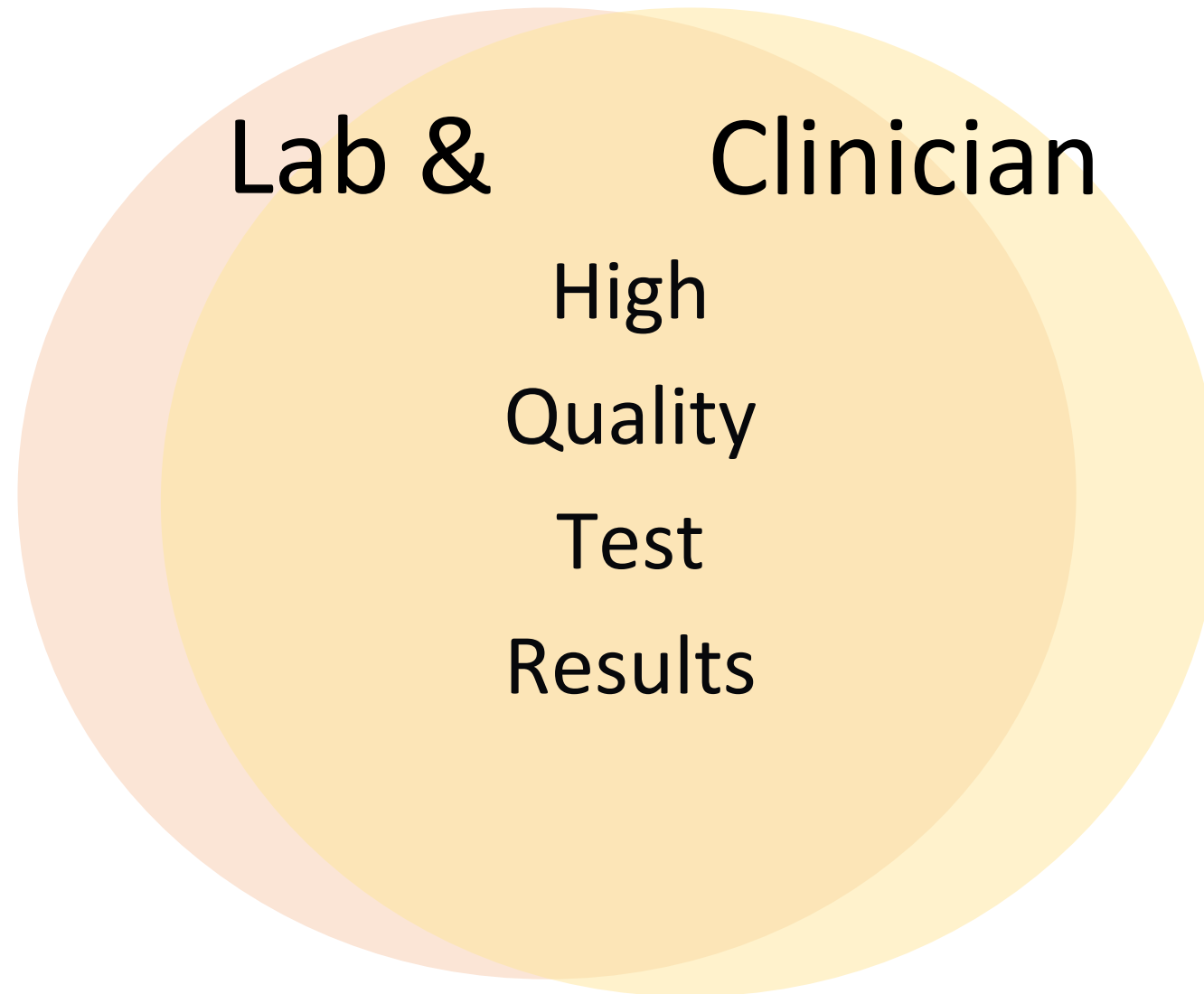
- Foster more willing compromise
 - Mutual respect reduces confrontation
- Stimulate open and direct discussions
 - Easier to cooperate with someone who listens
- Produce faster solutions to challenges
 - Expertise from both approaches

Bring it all together



<https://johnspencerellis.com/network-branding-why-fitness-and-personal-development-businesses-that-work-together-succeed-together/>

How Do We Get There?



Results

Compliant Program

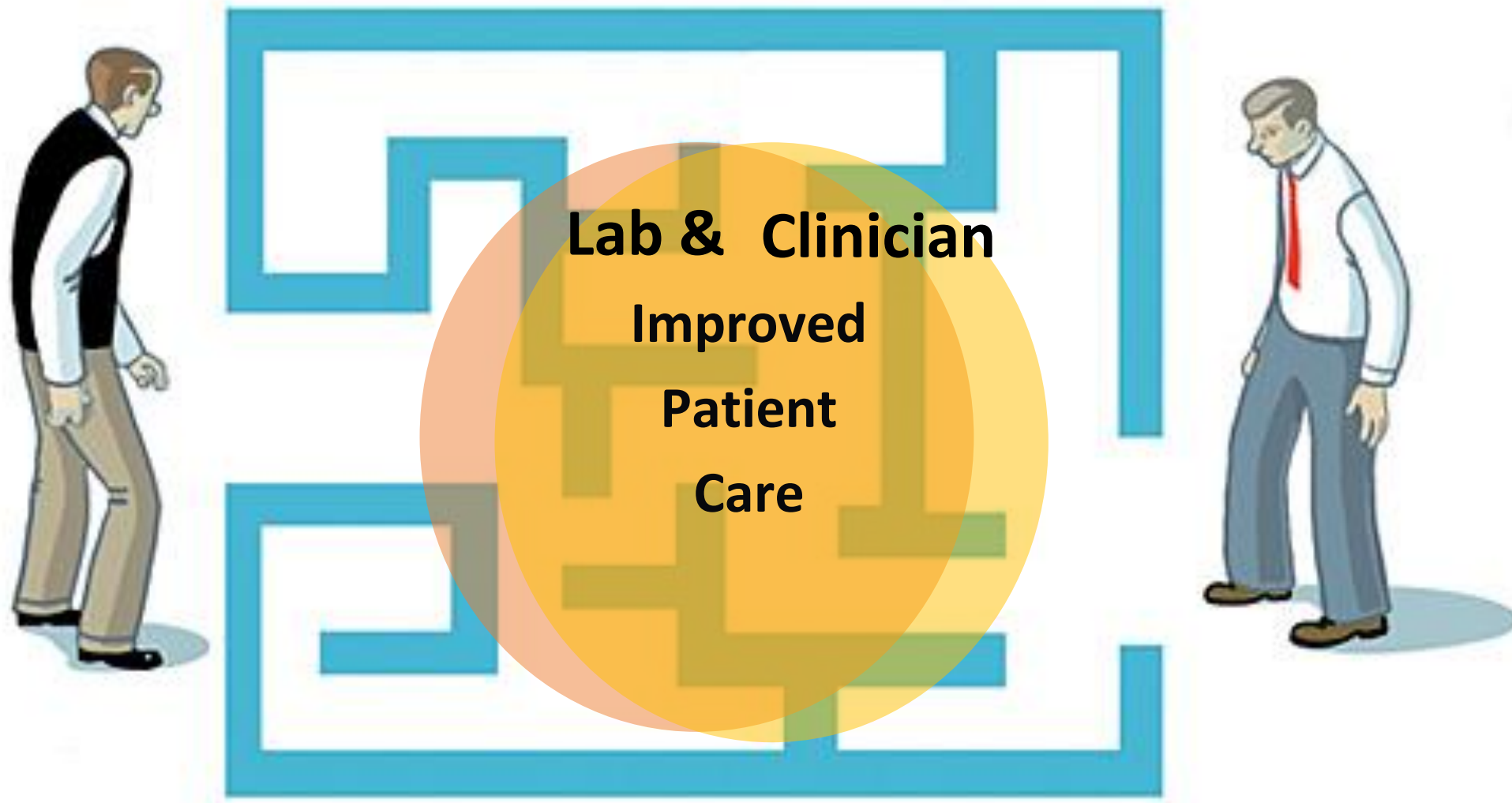
+

Content Clinicians

+

High Quality Testing

Improved Patient Care



Thank you

Marcia L. Zucker, Ph.D.

ZIVD, LLC

mlzucker.zivd@gmail.com