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
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.
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

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