Clinician Versus Laboratorian:

Conflict or Collaboration?

Marcia L. Zucker, Ph.D.
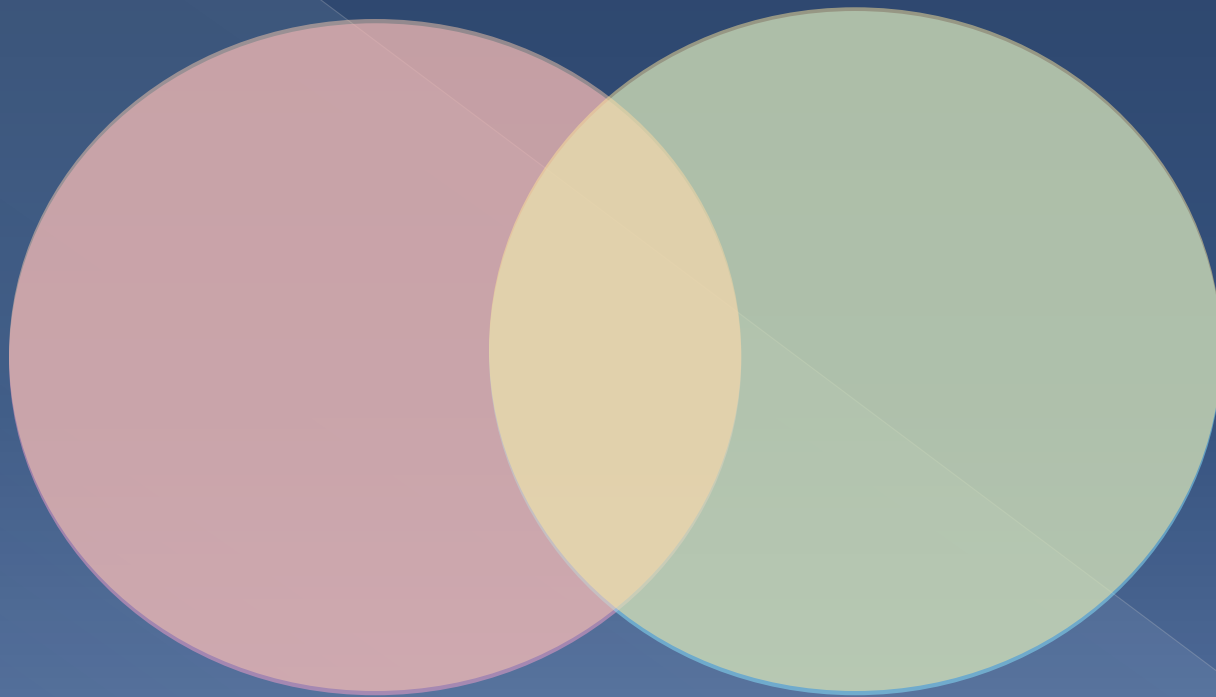ZIVD, LLC

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Health Care Goals
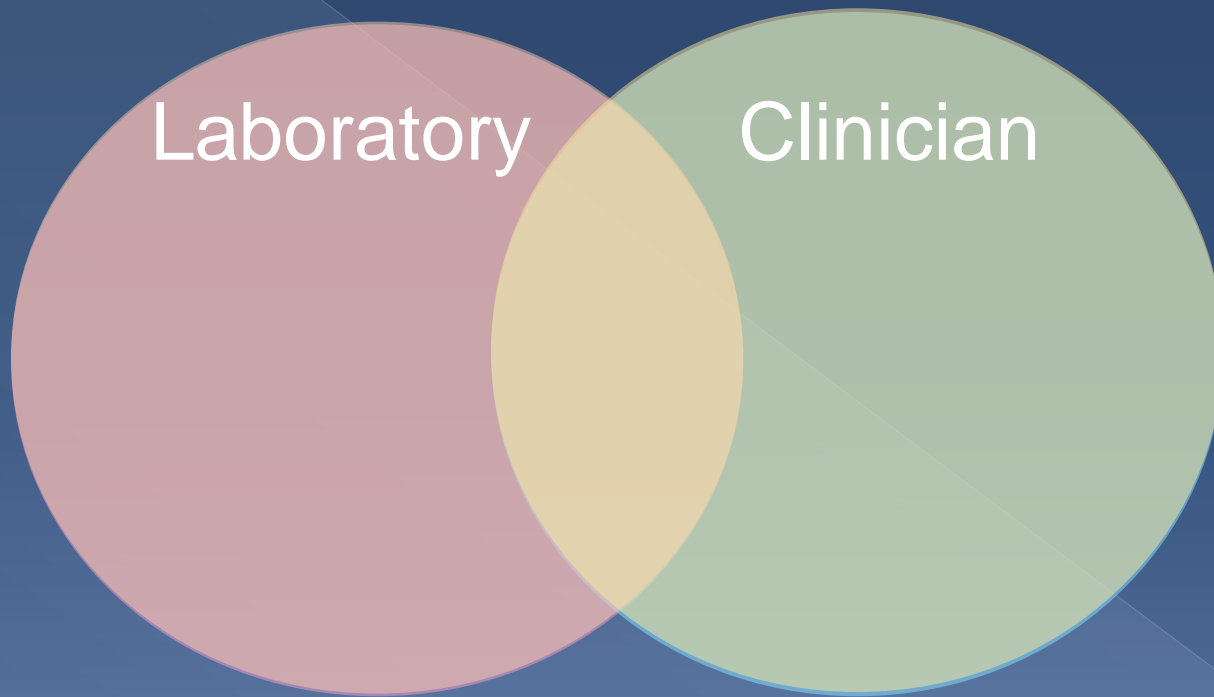
- Laboratory

- Clinician

Health Care Goals

- Laboratory
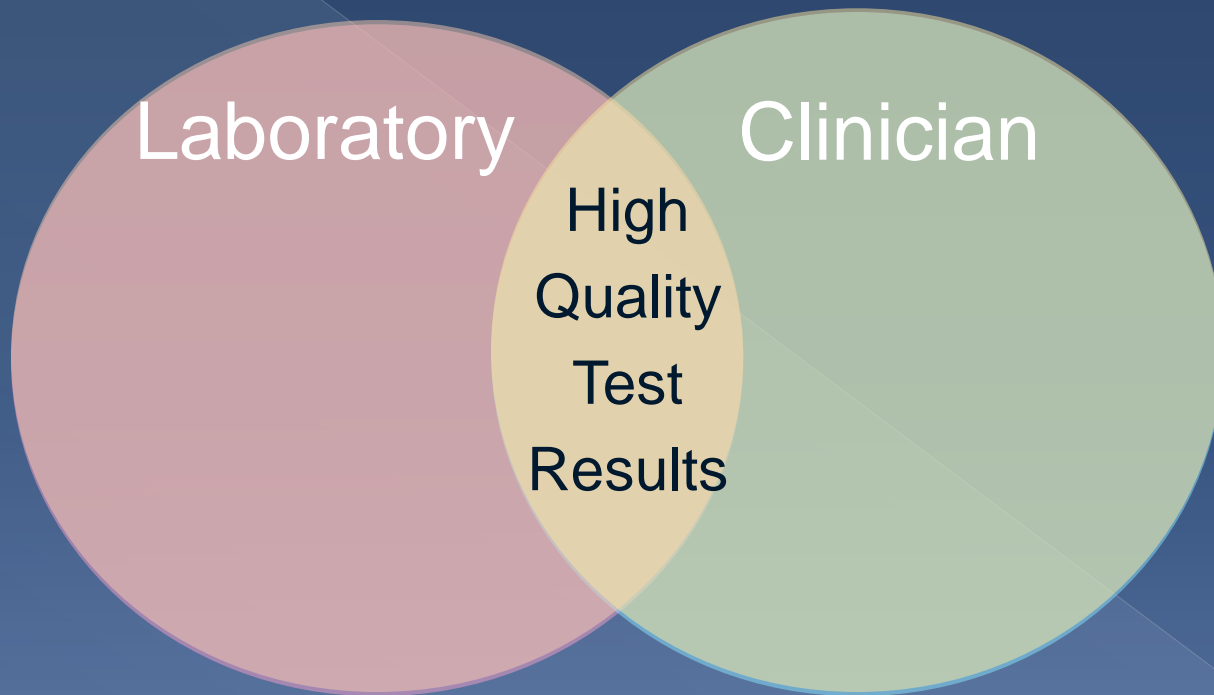 - Optimized patient care

- Clinician
  - Optimized patient care

How Do We Get There?

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Laboratory

Accuracy

Precision

Compliance

High Quality Test Results

Clinician

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Speed
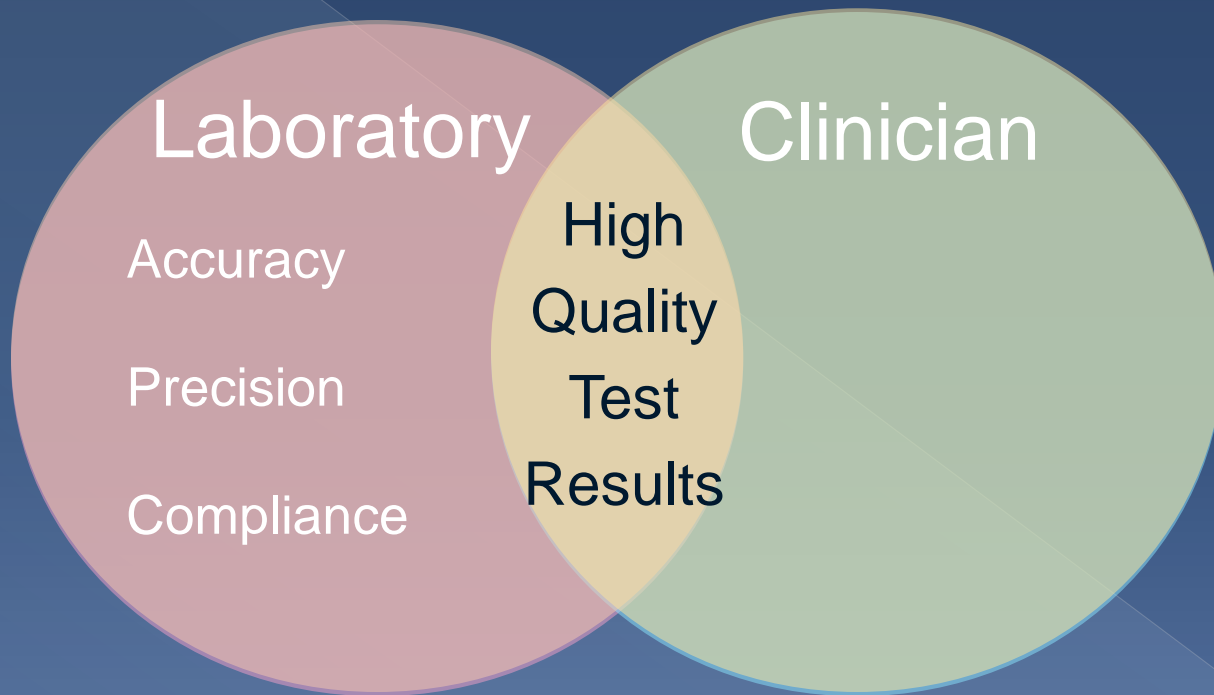
Minimal disruption of routine
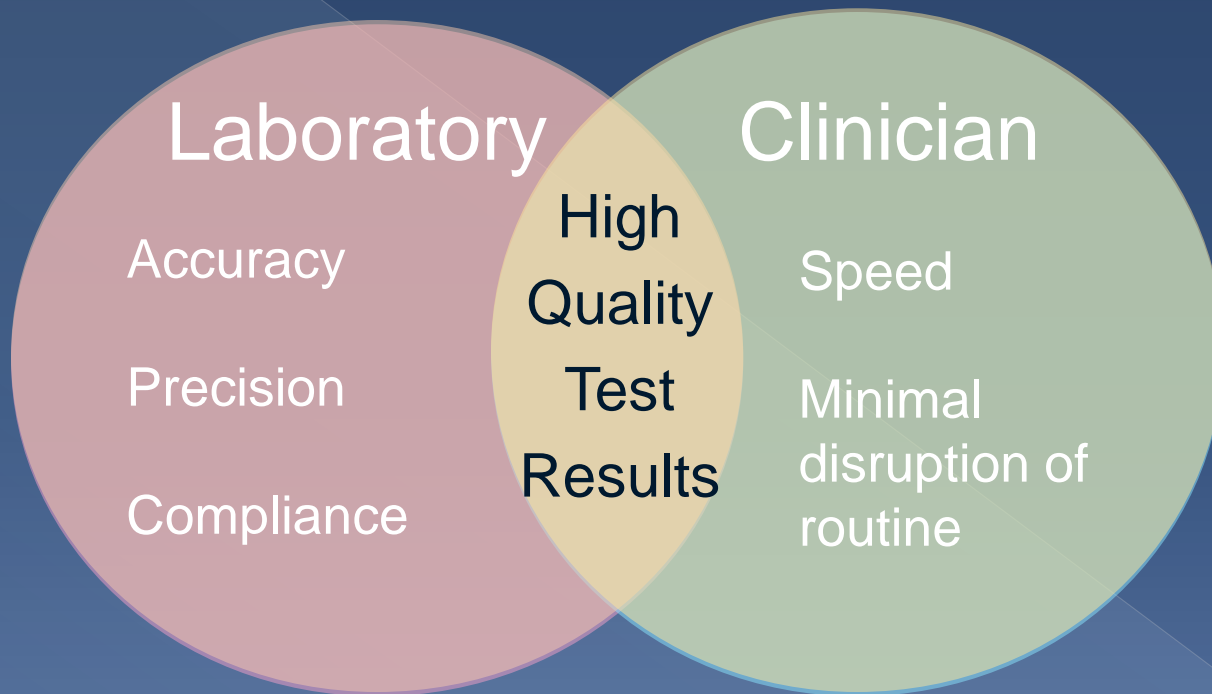
The Result?
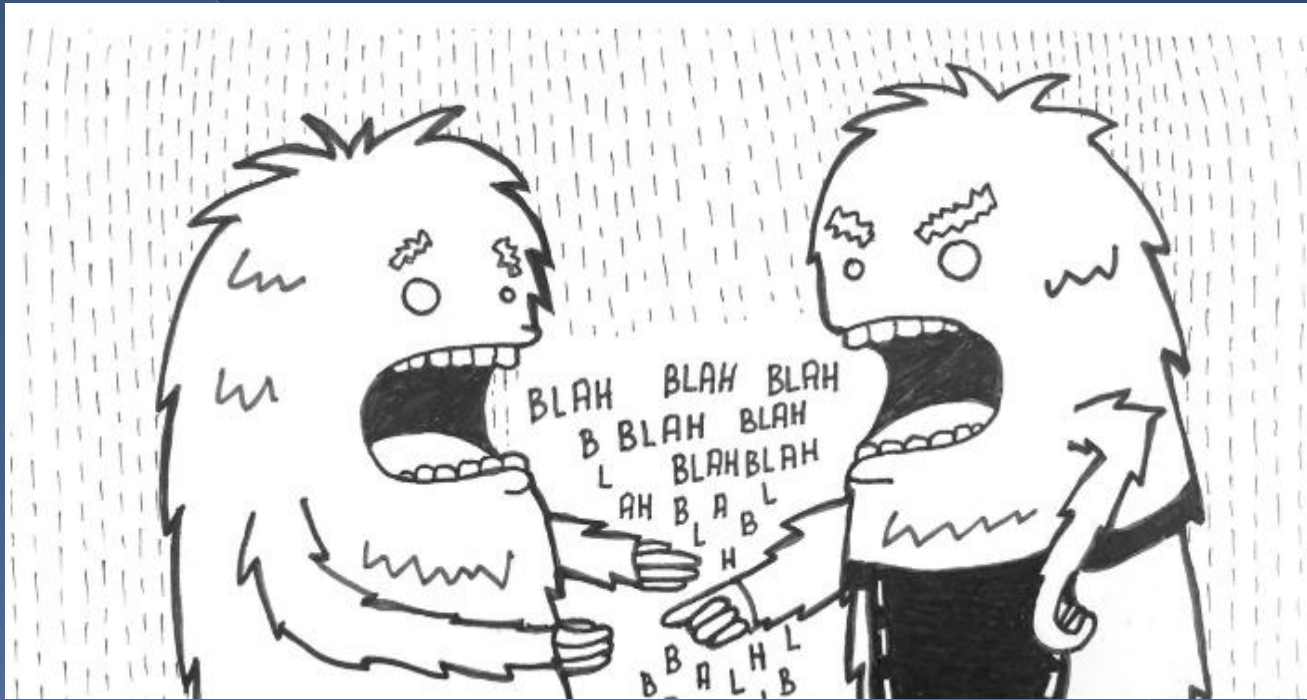
Accuracy / Precision

- 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 interferents
  - 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

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- 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
  o Specimen
  o Environment
  o Reagent
  o Test system
  o 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)

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- There are reasons for interruptions of routine
    - Alter workflow to minimize disruption

Communication is the Key

- Reduce conflict and stress
  - Discussion rather than confrontation

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- Encourage consistent operator compliance
  - Increased accuracy of POCT

Communication=Collaboration

- Foster more willing compromise
  - Mutual respect reduces confrontation

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  - Easier to cooperate with someone who listens

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- 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

How Do We Get There?

Lab &   Clinician

High

Quality
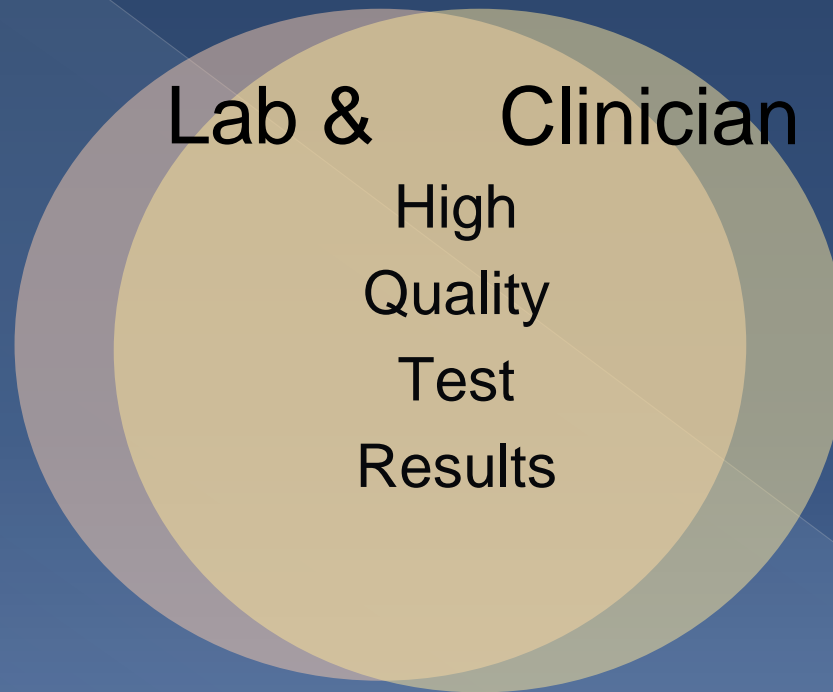
Test

Results

Results

Compliant Program

+

Content Clinicians

+

High Quality Testing

Improved Patient Care

http://www.jonathancliff.com/2014/06/finding-common-ground/
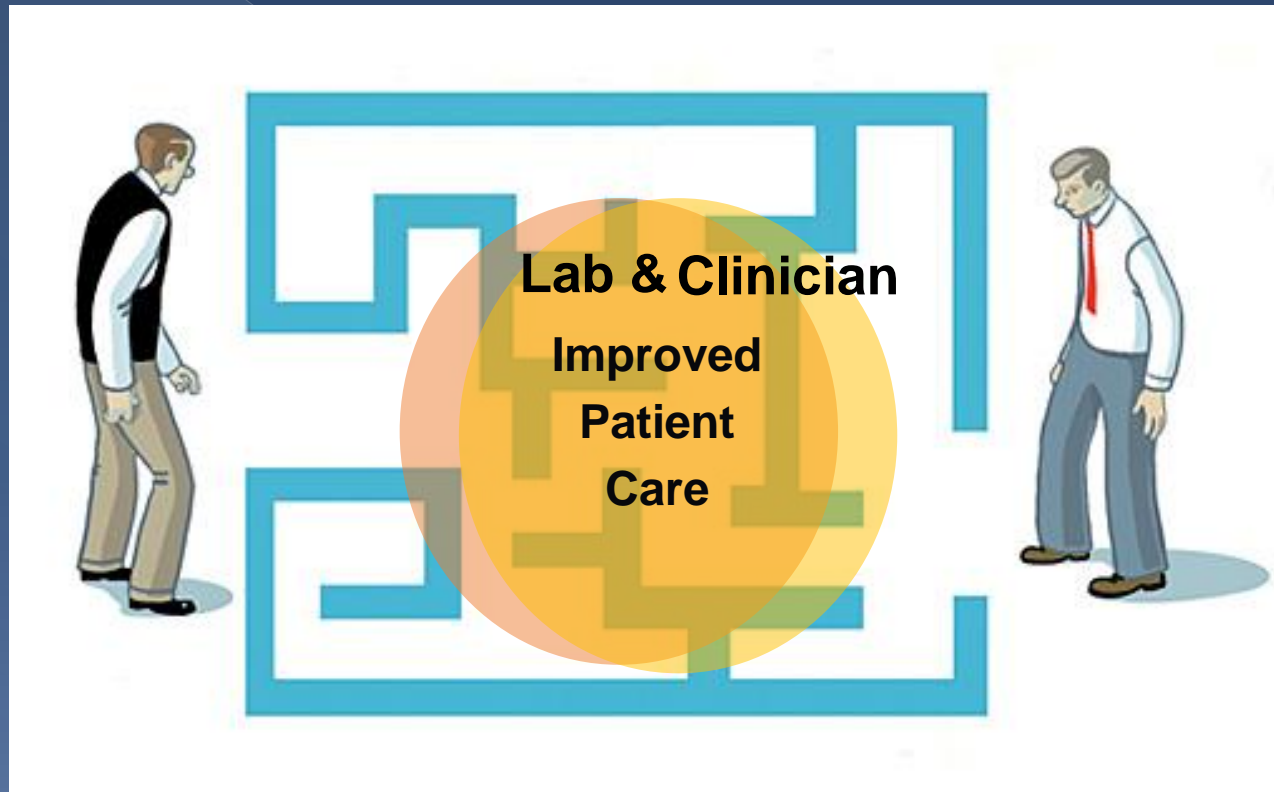
Thank you!

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