

PROVIDING INNOVATIVE SOLUTIONS WHEN—AND WHERE— THEY'RE NEEDED MOST.

Executive Summary

Developing a Task Force is the focus of the third webinar in our series featuring healthcare professionals in government, academia, hospital labs and industry. All of us working in Point of Care laboratories are called on to tackle important issues that require the joint effort of a cross functional team.

Speakers

Bob Kaplanis, System Technical Director - Point of Care Testing at Banner Hospitals / Laboratory Sciences of Arizona

Kathleen David, Point of Care Testing Manager at TriCore Reference Labs

Key Points

Change in Point of Care, as in other areas of healthcare, is inevitable. Often it is best to view change as an opportunity and to take that perspective when developing a Task Force. Advance preparation eases the process. Suggestions from the speakers include:

- Gather useful information from key sources including: manufacturer's procedures and package inserts, regulatory agencies, literature, peers and Medical Directors within your system
- Identify key stakeholders:
 - Who will be impacted by the change?
 - Is there one powerful influencer who can support and enhance the process? Both speakers said their Medical Directors were very positive influences in their Task Force experiences.
- Recruit a cross-functional group for Task Force participation
- Articulate the objective; develop an agenda, a process and a suggested timeline that reflects the issue. All participants should have an assignment.
- Anticipate areas of resistance to the planned change; develop a strategy to manage
- Consider the forms of communication that make sense for your system structure. Maintain open dialogue through email and conference calls when in-person meetings aren't possible.
- If training (or retraining) is necessary, build that planning into the resolution

Important Considerations

- Anticipate specific, potentially competing, interests of each Task Force participant and how these may influence the workflow
- Keep in mind where your institution is in its budget cycle and how this may impact the output and timing of your Task Force
- Anticipate issues related to an inspection. What needs to be in place to minimize risk if there is an inspection during the Task Force process and after its resolution?

- Consider how will the resolution of the Task Force be best and most efficiently communicated? Recruit the support of the departments in the institution that would handle the information dissemination.

Overall, having good relationships across functional groups is critical to the success of a Task Force. It is always worthwhile to take the necessary time to build positive and open dialogue with a variety of groups including nurses, clinicians and hospital administrators.