

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

Executive Summary

"**Preparing for an Inspection**" reviewed best practices from the speaker including strategies for planning, common Point of Care challenges and successful auditing. With good preparation, inspections are nothing to fear; in fact, the process has many benefits.

Speaker

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Key Points:

Planning for an assessment

Start early to develop a strategy and then work diligently against that plan. Begin by knowing well the standards and expectations that are required for your accreditation. Also be sure to evaluate your test menu: Is it current? Are your operators compliant? What about proficiency testing? Are there any low-volume tests that could be eliminated, and if so, what do you need to do to get that approved?

Common POCT Challenges

There are a number of challenges that vary by institution. These include:

- Operator training/competency
- Manual tests
- IQCP: A summary is available on the CAP website
- Operator performed QC
- Provider performed testing
- Room temperature monitoring
- Document control

Developing and committing to a plan, capturing the data and then following through can effectively and efficiently address most of these challenges. Following the manufacturer's instructions can help with quality control and room temperature monitoring. Ongoing, clear and sometimes even creative communication with your team, from nursing leads to medical directors, will help encourage regular input, information retention and approvals. Document control can be well managed if you begin with a master list that is reviewed and revisited with regular audits and include medical director approvals if changes or adjustments are made.

Audits

Audits ensure ongoing compliance, identify and help mitigate risk to your organization, assess personnel training effectiveness, clarify the effectiveness of your overall program and identify opportunities for improvement. There are four phases to a successful audit:

- Preparation
- Performance
- Reporting the findings and taking corrective action, as necessary
- Follow up and closure

Develop an **audit tool** that works for your institution. This can include self-assessments (e.g. CAP standards can be put into a spreadsheet), a schedule and a response protocol. Also identify your auditors. These individuals could be a consultant or a quality coordinator or whomever else you identify as an all-important additional set of eyes to provide unbiased and constructive feedback. Performing audits regularly will encourage readiness and help ensure no surprises.

Takeaway Tips

- Being inspection-ready is an everyday job. Stay current on testing procedures and on top of your institution's particular challenges, whether operating training, document control or IQCP.
- Open and cross-functional communication is critical. Have a strategy. Cultivate a champion – someone who supports your plans and can help spread the word. Stay visible and transparent.
- Be sure your team knows the manufacturer's instructions for product use and recommendations for storage and handling.
- Don't fear the audit. The benefits are myriad. Make the time and get leadership support. Audits are not only important to being inspection-ready, but they may also result in
 - reduced operating costs
 - efficiency
 - productivity
 - reduced failures/rework
 - improved safety performance, customer satisfaction and morale