

New Hampshire Trainings:

Good Laboratory Practices for Waived Testing Sites

Dr. Christine L. Bean

NH Public Health Laboratories

CLIAC Meeting February 14, 2007

Background

- New PHL Director January 2005
- NH Statewide Avian Flu Drill November 2005
 - Goals included identification of all waived testing sites in state to improve communication
 - Goal met and over 400 sites were identified
- MMWR Good Laboratory Practices Issued November 2005

Site Selection

- Three trainings were planned for central locations in NH
 - Concord, NH- PHL training classroom
 - Keene, NH- Cheshire Medical Center
 - Dover, NH- Wentworth Douglas Hospital
- Length of training-2 hours
- Lunch or dinner was served
- Trainings were free

Trainings

- Trainers Selected from PHL
- AHECS Identified
- Site Selection and Planning
- Target Audience: Office Managers and Laboratory Personnel of Physician Office Labs
- CEUs- nursing (1.8) and ASCP (1.5 hours)

Trainers

- PHL BT Coordinator served as Training Manager for Laboratory
- Lab Director came from a University program in Medical Laboratory Science and has 15 years of teaching experience
- QA Manager and Training Development Manager hired after trainings began

AHECS- Area Health Education Centers

■ Mission:

- Promote excellence in the health care system of NH
- Support community and academic partnerships for training, continuing education and access to information resources

■ Southern NH AHEC Assistance:

- Developing brochure and mailings
- Funding for lunch/dinner for trainings



**Southern
New Hampshire**

**Area Health
Education Center**

128 State Route 27
Raymond, NH 03077
Phone: 603.895.1514
Facsimile: 603.895.1312
www.snhahec.org

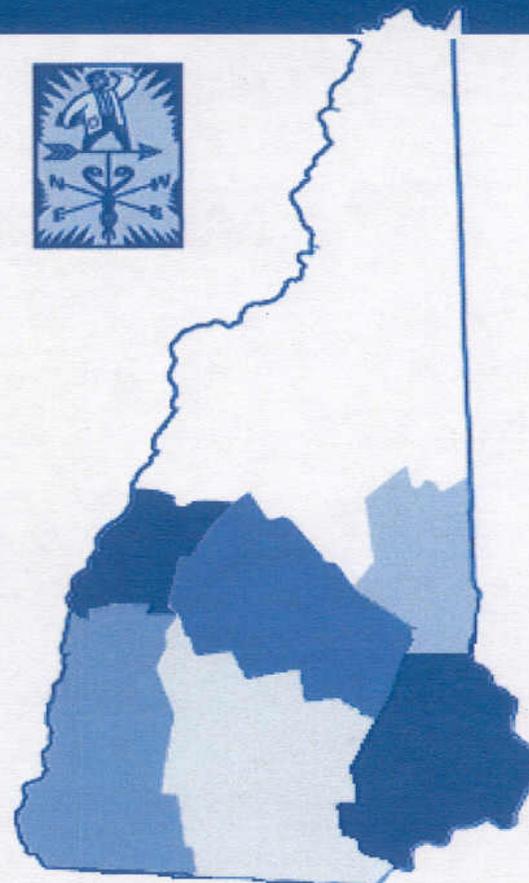
Building Health Education Partnerships

Welcome

The Southern New Hampshire Area Health Education Center (AHEC) is a community-based organization currently serving Sullivan, Hillsborough, Merrimack, Strafford, Cheshire and Rockingham counties.

Our mission is to develop, promote and coordinate community and academic multidisciplinary partnerships for health professions education. We focus on underserved communities and provide education and training opportunities for students, practicing health professionals and members of southern New Hampshire communities.

Thank you for visiting our site.



Attendees

- Invitations sent to Waived Testing Sites/POLs from local areas of trainings
- Registration was done online (AHECS)
- Numbers of attendees: total of 48
- Job Titles and Education of Participants:
 - Positions
 - Education level

Attendees: Total of 48 trained

RN	16	Practice/Office Manager	5
LPN	6	Lab Coordinator	2
LNA	2	Lab Director	1
DO	1		
MD	1		
Phlebotomist	5		
Medical Assistant	7		
Lab Tech	2		
MT	5		
MLT	3		

Developing Training

- MMWR Good Laboratory Practices issue was basis for training
- Focus on Safety and Quality Assurance

Learning Objectives: Safety

- Identify patient safety concerns related to waived testing.
- Describe CLIA requirements for safe work practices.

Samples Slides from Safety Training

- Safe Work Practices
- Specimen Collection and Handling
- Biohazardous Waste Disposal- review and assess how sites are disposing of waste
- Personnel Safety/PPE

POL Safe Work Practices

Recommended Practices Before Testing

- Attention to test orders.
- Properly identifying and preparing the patient.
- Collecting a good quality specimen.
- Setting up the test system and testing area.

Specimen Collection and Handling

- The package insert provides details on proper collection, handling, and storage.

Have a thorough understanding of:

- Specimen type
- Proper collection and handling method
- Proper use of PPE as appropriate
- Waste disposal

Biohazard Waste Disposal

- Dispose of the biohazardous waste according to site procedures that need to be in compliance with local ordinances, state, and federal OSHA regulations

Personal Protective Equipment (PPE)

OSHA specifies circumstances for which PPE is indicated

CDC recommends when, what and how to use PPE

Employers must:

- Provide appropriate PPE for employees
- Ensure that PPE is used
- Ensure that PPE is disposed or reusable

PPE is cleaned, laundered, repaired and stored after use

Learning Objectives for Quality Assessment

- Discuss the steps required to create and maintain written test procedures
- Outline personnel training process and competency assessment
- Describe the benefits of Quality Control program including internal and external assessment to assure quality test results

Sample Slides from Quality Assurance Training

- Quality Assessment
- Developing Written Test Procedures- handout of well-written test procedure for an example
- Personnel Training and Competency Assessment
- Pre-analytical QA
- Analytical QA
- Post-analytical QA

Quality Assessment

Goal: Prevent testing errors

- Highlight quality issues in waived testing sites
- Review CLIAC recommendations for improving quality of waived testing
- Review Problem Areas in Surveyed Sites

Written Test Procedures

- Derive from manufacturer's instructions

Post quick reference instructions

- Preview testing procedures reviewed and signed by site director

- Develop comprehensive procedure manual

- Include examples of forms used

- Include checklists for personnel training

Developing written procedures

- Use template with standard component headings
- List materials needed for testing
- Include instructions for patient/sample prep
- Highlight key steps in procedure
- List test limitations
- Describe actions to take when test does not perform as expected

Personnel Training

- Training should include safety and QA
- Provided by qualified personnel
- Resources- tools available for training
 - Technical assistance from manufacturer
 - Professional organizations
 - NH PHL!

Competency Assessment

- Methods include observation, evaluation of adequacy of documentation, introduction of mock specimens by testing control materials or previously tested patient samples.
- External quality assessment- PT programs

Pre- Analytical QA

QA integrated into each phase of the testing process:

- Test orders
- Proper identification and prep of patient
- Specimen collection and handling
- Test system and test area set up

Analytical QA

- Quality Control: Controls/Validation
- Test Performance: Physical Requirements
- Result interpretation and recording:
Resolving Discrepancies

Post-Analytical QA

- Issuing test reports
- Supplemental or confirmatory testing
- Public Health Disease reporting- handout
- Testing area cleanup
- Biohazard Waste Disposal
- Documentation of Testing Activities

Training Conclusion

- Need for education and training related to waived testing for site directors and testing personnel
- Guidance to improve quality of testing and enhance patient safety
- State Public Health Laboratory System includes all laboratories

Feedback/Evaluation

- Each participant completed an evaluation form at the end of the training session
- Feedback: Overall, to what extent did today's training meet your expectations?
 - Exceeded- 4
 - Met- 33
 - Nearly Met- 4
 - Missed- 3

For each of the learning objectives below, please indicate your level of knowledge or skill both before the training and after the training.

Use this scale to rate your knowledge:

1 = A great deal of knowledge or skill; I could teach others about this topic

2 = Some knowledge or skill; I understand this topic

3 = Little knowledge or skill; I am familiar with this topic but I don't know much about it

4 = No knowledge or skill; I have never heard of this topic

Before the training				Learning Objectives	After the training			
Great	Some	Little	No		Great	Some	Little	No
9	25	12	1	<i>Discuss the steps required to create and maintain written test procedures.</i>	15	26	1	0
10	25	11	1	<i>Outline personnel training process and competency assessment.</i>	17	26	1	0
12	23	11	1	<i>Describe the benefits of Quality Control program including internal and external assessment to assure quality test results.</i>	21	23	0	0

What will you do differently in your work as a result of this training?

- Start problem log
- Designate laboratory clean and dirty areas
- Review policies and update
- Better documentation
- Will set up training checklists
- Establish procedure manuals and proficiency
- Will develop lab procedure manual

List topics you would like to have offered as Training Opportunities

- Phlebotomy
- Infection Control
- Guidelines for competency
- OSHA
- Physician Office beginner's information
- New vaccines

Would you recommend this session to others?

■ Yes 39

■ No 5

– If not, why not?

» Subject matter not pertinent to my workplace

» Too generic- need more specific guidelines

» Should be presented/required for all practices

What was most helpful about the training?

- QA
- New Staff Training/Competency
- Materials Provided/having info organized
- Refreshed knowledge of safety and test procedures
- CLIA Information
- Confirmed current practice is good
- Question and answer period
- Training materials to use with new staff /resources

Next Steps

- Three additional trainings planned in 2007
 - April 2007 100 people at a one-day conference in celebration of National Laboratory Professionals Week funded by APHL
 - Laconia- Lakes Region Hospital
 - Nashua- Nashua Health Department

Next Steps Continued

- POL Membership in LRN will be increased
- SPHLS Assessment in March 2007 will include POLs and waived testing sites to improve quality of state lab system in NH
- Include these laboratories on mailing list for NH PHL Newsletter published twice per year

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