

Fun, Laughs and Tears With a Dash of POCT in the E.R.

The Way We Were!

- State of the our ER back in 1994 : the wild west!
- Tests performed at POCT were: U.A. Dipstick & microscopy, gram stain, Accucheck blood glucose and fecal occult.
- After shedding tears, sharing some laughs with our wonderful POC staff, we achieved compliance!
- How did we do it???

The Way We Were.....

- We had several major citations during our CAP inspection
- No competency, QC, QI documentation, esp. for our doc's
- Microscope area smelled like urine, it was a mess! No one dared to touch it!



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Building the Foundation

- POCT committee was born: members included ER nurse educator, MD director, other UD's, pharmacy, purchasing & of course lab. We met monthly.
- We formulated policies designating responsibilities, setting boundaries
- Most effective policy was “ POCT Performance Criteria ”

POCT Performance Criteria

- Policy detailed in black & white compliance standards/expectations
- Compliance criteria were set for QC, competency, proficiency and quarterly inspections
- Failure to meet standards resulted in probation and eventual removal of testing

QC Compliance

- Monthly, quarterly and annual thresholds were set at 70, 80 and 90%, respectively
- Biggest offender were gram stains.
- Provided QC slides for gram pos & neg.
- Designed a user-friendly log sheet
- Set up many in-services (w/ food!) for staff & doc's
- Every patient needed to be logged in, QC done and duplicate slide sent to lab for confirmation

And, I was ready to serve lunch!



QC Compliance...

- Duplicates were not being sent to Micro for confirmation!
- Stains and blank slides were being used!
- QC was not being documented, QC slides were not used!
- Placed ER on probation for performance of gram stains for failure to meet QC std's
- Letters were sent to chiefs/ UD's of all units

QC Compliance...

- Remediation : ER staff did not meet min. compliance at the end of the 1st month of probation
- Microscope was removed and alternative testing offered to ER doc's

Proficiency Testing

- Random checks on testing accuracy & skill
- Should rotate users
- Useful validation samples for annual competencies
- Need to treat like patient sample
- 80% of challenges should be correct at minimum, per policy

Competency Assessment

- Teaching physicians is always a challenge!
- Monthly charge nurse meetings
- Twice the first year and then annually for each procedure, per CAP
- Over 2000 nurses, residents, interns, attending physicians
- Train the trainer
- Failure to participate results in probation

Quarterly Site Inspection

- Need a checklist and an extra pair of eyes!
- Important discovery tool, before the inspector catches you!
- Check general safety, exp. & dating of reagents, policy & procedures
- Threshold is 80% compliance

Now what?

- For program success, need buy-in from administration
- Can kill more flies with honey
- A successful POCC is pleasant, knowledgeable, knows jokes and above all is ready to serve!
- Questions????