



*Better health through
laboratory medicine.*

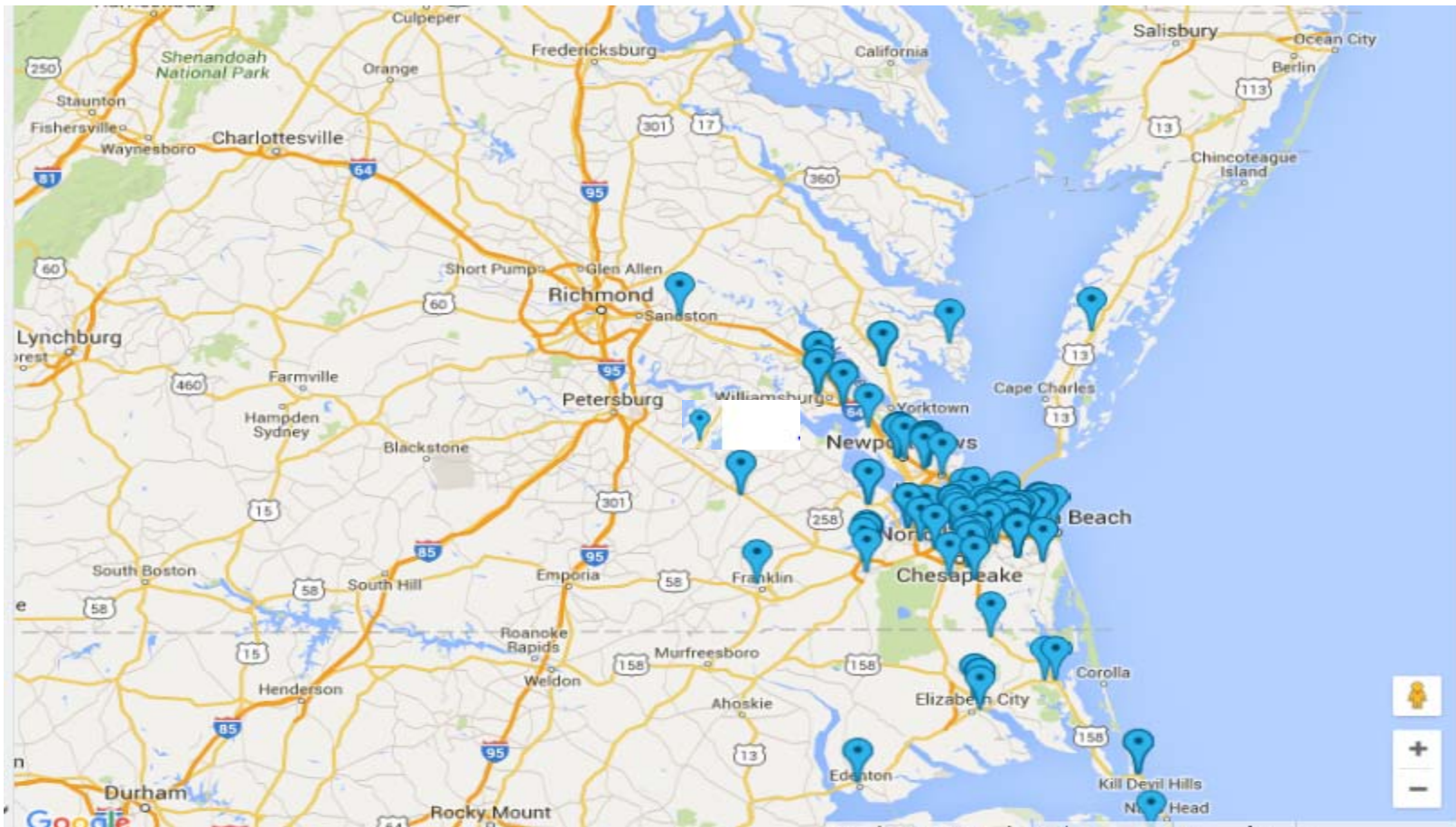
POCT Training and Competency: An Integrated Health System's Blended Approach



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April 28, 2016

Sentara Healthcare



Sentara Healthcare

- Headquartered in Norfolk, Virginia
- 100 sites of care
- 12 Acute care hospitals
- 5 Medical Groups
- 3800 Medical providers
- 28,000 Members of the Team
- Urgent Care, Advanced Imaging, Home Health, Nursing and Assisted Living, Level 1 Trauma Center

Learning Objectives

- Consider the individual learning styles in a multi-generational workforce
- Recognize the value of collaboration in developing a standardized POCT training program
- Describe components of a blended training and competency program to ensure success
- Describe a method for documenting training and on-going competency

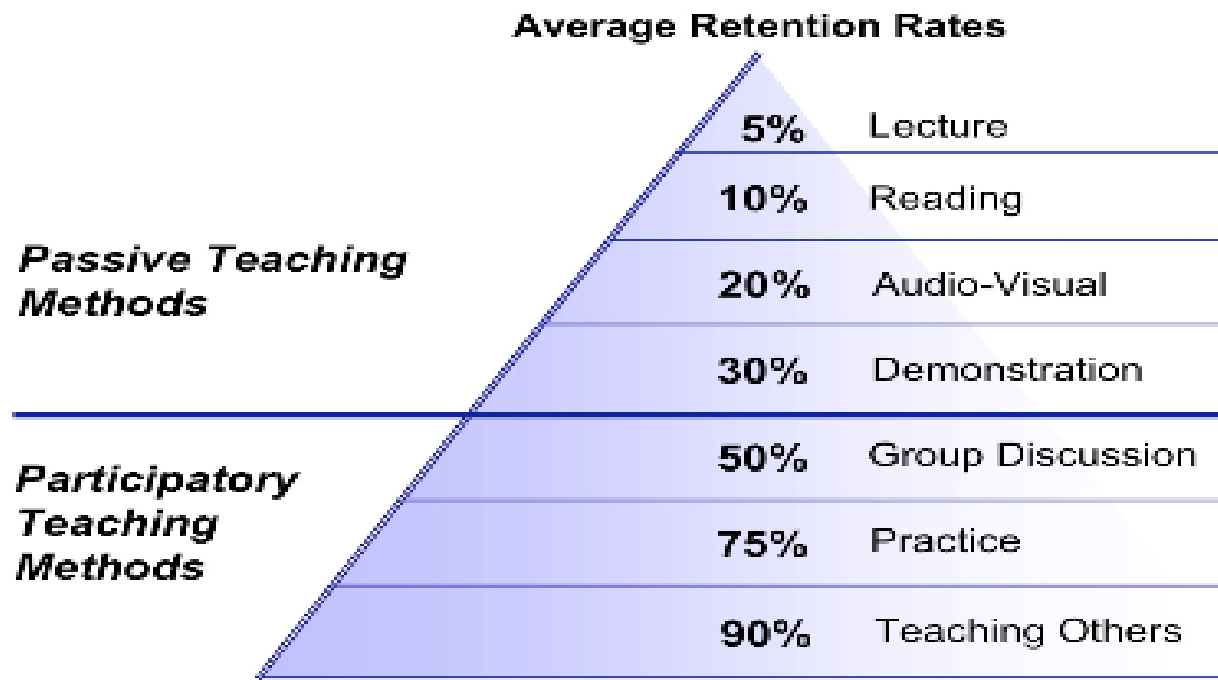
Scope of POCT Services

- 9 Hospitals
- 4 Stand alone ED's
- 7 Nursing Care Centers
- 2 Senior Care Clinics
- 18 off-site facilities
 - Advanced Imaging
 - Pain Management
 - Phlebotomy Services
 - Ambulatory Care Clinic/Cardiac Rehab

POCT Operators System Wide

- 6100 + operators
- 400 + nursing units
- 1000 new operators each year
- Diversity
 - Education and Skill Set
 - Experience level
 - Job Codes/Positions
 - POC Test menu

The Learning Pyramid*



*Adapted from National Training Laboratories. Bethel, Maine



Blended Training Program

- Collaboration
- eLearning Modules- *One-Link Learning*
 - Didactic without lecture
 - Self-paced
 - Appeals to tech savvy generation
 - Completed prior to Hands-on Skills

Kinesthetic Learning

- Hands-on Skills
 - Specific for work location
 - Safe learning environment
 - Opportunity to practice and ask questions



The Survey Says....

Point-of-Care Testing New Employee Orientation, Southside

1. I attended the following new employee orientation sessions:

Answer Options	Response Percent	Response Count
Point-of-Care Testing Basic/Extended (Glucose, i-STAT)	50.6%	41
Both sessions	12.3%	10
	37.0%	30
answered question		81
skipped question		0

2. The facilities and equipment were favorable to learning.

Answer Options	Response Percent	Response Count
Disagree	0.0%	0
Neutral	1.2%	1
Agree	98.8%	80
answered question		81
skipped question		0

The Survey Says....

4. The way this course was delivered (computer based instruction plus Skills Lab) was an effective way for me to learn this subject matter.

Answer Options	Response Percent	Response Count
Strongly Disagree	1.2%	1
Disagree	0.0%	0
Neutral	1.2%	1
Agree	32.1%	26
Strongly Agree	65.4%	53
answered question		81
skipped question		0

8. Overall, I was satisfied with the Point of Care Skills Lab instructors. They were well prepared and effectively presented the information.

Answer Options	Response Percent	Response Count
Strongly Disagree	0.0%	0
Disagree	0.0%	0
Neutral	1.2%	1
Agree	33.3%	27
Strongly Agree	65.4%	53
answered question		81
skipped question		0

10. Your comments are important to help us improve our program. Would you like to leave a compliment/comment

Answer Options	Response Count
	23
answered question	23
skipped question	58

Customer Feedback

- Comments from survey
 - “Very well organized and efficiently run”
 - “The instructors were very patient and kind. I felt comfortable asking questions.”
 - “I learned something new even though I had used the equipment before.”
 - “Maybe offer a test out option. Long drive for something for which I am already knowledgeable.”

Benefits

- Learning Experience
 - Standardized instruction
 - Confident and competent operators
 - Build relationships
 - Complete survey
 - Program improvement

Competency Assessment

- Daunting Task
 - 6100+ operators
 - Extensive POCT menu
 - Continuous monitoring
 - Mostly manual process
 - Extremely time consuming



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14

Competency Assessment

- Assessment tools
 - eLearning modules
 - Skills days
 - Document review
- Tracking Tool
 - Competency database
- Non-compliance
 - Operator lock-out



15

Competency Database

Unit Name: ED													
Cost Center: 00-00-0000													
COMPETENCY GOAL = 90%													
Elements of competency													
Testing Obs	1. Direct observations of routine patient test performance: patient identification and preparation, specimen collection, handling, processing and testing												
Result Review	2. Monitoring the recording and reporting of test results, including reporting critical results												
QC/QA	3. Review of intermediate test results or worksheets, QC records, proficiency testing results and preventative maintenance records												
Maint Obs	4. Direct observation of performance of instrument maintenance and function checks												
CAP/Blind	5. Assessment of test performance through testing previous analyzed specimens, internal blind testing samples or external proficiency testing samples												
Prob Solv	6. Evaluation of problem-solving skills												
CAP (7/28/15) STD POC.06875; CAP (7/28/15) STD POC.06910													
Methods													
CBT(Written Test): 4, 6													
Result review: 2, 3, 4, 6													
Repeat/comparison (CLIA criteria acceptable)													
Clarity reports: 2, 5, 6													
CAP/Blind: 5													
QC records, CAP results, preventative maintenance logs: 3													
POCT correction request form: 2, 3, 6													
Skills Day: 1, 3, 4, 5, or 6 (based on objectives)													
i-Stat Specific													
i-Stat monthly comparison: 1, 2, 5													
Quality check codes <20%: 4													
Passed EQC: 4													
Database KEY: Observers are indicated in PURPLE													
New employees are indicated in BLUE.													
TRUE indicates that the employee has completed ALL methods of competency.													
FALSE indicates that the employee is missing one or more methods of competency.													
Waived: Any 2 of the 6 elements annually													
Non-waived: 6 elements of competency twice during the first year after initial training annually thereafter													
Manager:													
EMPLOYEE INFORMATION						i-STAT							
Last Name	First Name	Title	Emp ID#	Comp All	CBT complete	Initial class	Testing Obs	RR	QC/QA	Maint Obs	CAP/BLIND	PS	Completed
Lane	Lois	RN	56789	TRUE	Y	10/1/2015	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016	9/1/2016	Y
Mouse	Minnie	RN	12345	FALSE	Y	3/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016		3/1/2016	N
Smith	John	LPN	98765	TRUE	Y	1/20/2016		3/2/2016	2/15/2016		2/22/2016		Y
				# of Competent Employees	1								
				Total number of Employees	2								
				% Competent (goal = 90%)	50.00%								

Competency Database

Unit Name: ED

Cost Center: 00-00-0000

COMPETENCY GOAL = 90%

Elements of competency

- Testing Obs** 1. Direct observations of routine patient test performance: patient identification and preparation, specimen collection, handling, processing and testing
- Result Review** 2. Monitoring the recording and reporting of test results, including reporting critical results
- QC/QA** 3. Review of intermediate test results or worksheets, QC records, proficiency testing results and preventative maintenance records
- Maint Obs** 4. Direct observation of performance of instrument maintenance and function checks
- CAP/Blind** 5. Assessment of test performance through testing previous analyzed specimens, internal blind testing samples or external proficiency testing samples
- Prob Solv** 6. Evaluation of problem-solving skills
- CAP (7/28/15) STD POC.06875; CAP (7/28/15) STD POC.06910

Methods

CBT(Written Test): 4, 6
 Result review: 2, 3, 4, 6
 Repeat/comparison (CLIA criteria acceptable)
 Clarity reports: 2, 5, 6
 CAP/Blind: 5
 QC records, CAP results, preventative maintenance logs: 3
 POCT correction request form: 2, 3, 6
 Skills Day: 1, 3, 4, 5, or 6 (based on objectives)

Database KEY: Observers are indicated in PURPLE

New employees are indicated in BLUE.

TRUE indicates that the employee has completed ALL methods of competency.

FALSE indicates that the employee is missing one or more methods of competency.

Waived: Any 2 of the 6 elements annually

Non-waived: 6 elements of competency twice during the first year after initial training annually thereafter

I-Stat Specific

I-Stat monthly comparison: 1, 2, 5
 Quality check codes <20%: 4
 Passed EQC: 4

Manager:

EMPLOYEE INFORMATION					Glucose				Clinitek UA/Pregnancy				Strep			
Last Name	First Name	Title	Emp ID#	Comp All	Initial class	Element	Date	Completed	Initial class	Element	Date	Completed	Initial class	Element	Date	Completed
Lane	Judy	RN	56789	TRUE	10/1/2014	2,5	9/9/2015	Y	10/1/2015	2,5	9/9/2015	Y	10/1/2015	2,5	9/9/2015	Y
Mouse	Minnie	RN	12345	FALSE	3/1/2015	4,5	2/25/2016	Y	3/1/2015	4,5	2/25/2016	Y	3/1/2015			N
Smith	John	LPN	98765	TRUE	1/20/2016	4,6		Y	1/20/2016			Y	1/20/2016			Y
# of Competent Employees				1												
Total number of Employees				3												
% Competent (goal = 90%)				33.33%												

Competency Compliance

Monitor: Competency Compliance

Waived Testing: Regulatory agencies require 2 methods of competency assessment annually for each waived test performed

Non-waived Testing: Regulatory agencies require 6 methods of competency assessment annually for each non-waived test performed

Displayed as a percentage, the # of POCT operators who have completed required methods of competency/POCT test/year divided by the # of total POCT operators.

		1st QTR			2nd QTR			3rd QTR			4th QTR		
UNIT	Goal	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	# complete	5	5	4	4	2	2	2	2	2	2	2	2
	# required	5	5	4	4	2	2	2	2	2	2	2	2
PW I HBO	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# complete	50	50	47	47	26	39	40	42	43	40	43	45
	# required	50	50	47	47	46	45	44	44	44	44	44	45
PW II ED	90%	100%	100%	100%	100%	57%	87%	91%	95%	98%	91%	98%	100%
	# complete	11	11	12	12	6	6	7	11	12	13	13	14
	# required	11	11	12	12	13	13	13	13	13	13	13	14
PW II ASC/GI	90%	100%	100%	100%	100%	46%	46%	54%	85%	92%	100%	100%	100%
	# complete	3	3	3	3	3	4	4	4	4	4	4	4
	# required	3	3	3	3	3	4	4	4	4	4	4	4
PW II CENTRA	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# complete	8	8	7	7	6	7	7	7	8	8	8	8
	# required	8	8	7	7	8	8	8	8	8	8	8	8
PW II MRI	90%	100%	100%	100%	100%	75%	88%	88%	88%	100%	100%	100%	100%
	# complete												
	# complete	77	77	73	73	43	58	60	66	69	67	70	73
Total	# required	77	77	73	73	72	72	71	71	71	71	71	73
TOTAL	90%	100%	100%	100%	100%	60%	81%	85%	93%	97%	94%	99%	100%

What Counts as What?

Function or Activity	Applicable Element of Competency
i-STAT QC performance by operator	2,3,5 (not 1 because it is not patient testing) and 6 if operator identifies repeat needed and repeats with documentation of corrective action.
i-STAT Monthly comparison-from data mining.	Lab value vs i-STAT if results within CLIA: 2,5 Repeat i-STAT's may or may not match (results questioned) 2,6
Result review in pweb	If no problems identified: 2,3
i-STAT repeats or sent to lab	2, 6 (regardless of results)
EQC Review in pweb	3,4
i-STAT Quality Check Codes <20% at least 5 samples performed	3
POC Critical Report Review	2,5,6 (if handled properly)
CBT or written quiz	1,4,6 (IF: All testing steps are included, if there is a maintenance question and a problem solving question)
Proficiency Testing/Blind samples	2,3,5
POCT Correction Request form	6
Skills Day:	Must have written agenda/include written quiz
<ul style="list-style-type: none"> Use armband, blind sample of known value(documented), test in patient mode, document results (export and save on g:drive) 	1,2,3,5
<ul style="list-style-type: none"> Maintenance: Battery indicator question/change batteries, clean exterior, run electronic simulator 	4,6
<ul style="list-style-type: none"> Include problem solving questions on quiz or verbally (put on agenda or do quiz as a group) 	6

Automated Tools

- Data Management System
 - QC performance
 - Observer documentation
 - Operator lock-out
- Learning Management System Interface
 - Interfaced with Data Management System
 - Automatic operator recertification

Conclusion

- Collaboration
- Standardization
- Competency Assessment
 - Develop tracking tools
 - Document all activities
 - Develop eLearning modules
 - Consider interfacing to Data Management System

Questions?





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*Better health through
laboratory medicine.*

Thank you for attending!

Please join Ms. Church in the networking lounge for an online Q&A chat.

Visit the Resource Room to get the CE code for this session.