



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



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April 28, 2016

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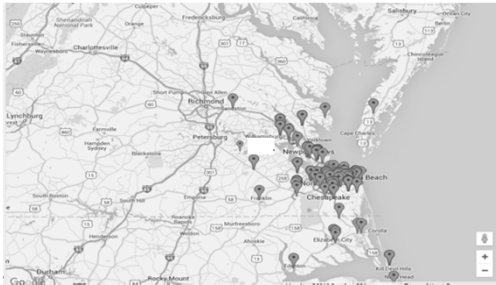
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## Sentara Healthcare



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## 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

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## 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

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## 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

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## 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

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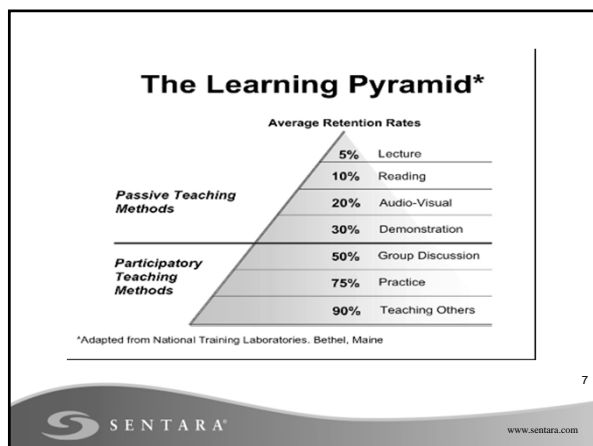
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### Blended Training Program

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

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### Kinesthetic Learning

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

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## 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

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## 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

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## 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."

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## Benefits

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

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## Competency Assessment

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



"You busy?"

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## Competency Assessment

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



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# Competency Database

Unit Name: ED  
Cost Center: 00-00-000

COMPETENCY CODE: 000

## Elements of competency

**Testing ID:** Initial observation of the patient health performance, patient identification and preparation, specimen collection, handling, processing and labeling

**Test Name:** 1. Identifying the specimen and reporting of test results, including reporting critical results

**Test ID:** CAP160 - Review of intermediate test results in a networked LIS, QC results, proficiency testing results and preventative maintenance records

**Test ID:** CAP161 - Documenting and reporting of test results, including specimen identification and labeling

**Test ID:** CAP162 - Assessment of test performance through testing proficiency and comparison, internal blind testing samples or external proficiency testing samples

**Test ID:** CAP163 - Evaluation of problem solving skills

**Test ID:** CAP164 - CAP165 - CAP166 - CAP167 - CAP168 - CAP169 - CAP170 - CAP171 - CAP172 - CAP173 - CAP174 - CAP175 - CAP176 - CAP177 - CAP178 - CAP179 - CAP180 - CAP181 - CAP182 - CAP183 - CAP184 - CAP185 - CAP186 - CAP187 - CAP188 - CAP189 - CAP190 - CAP191 - CAP192 - CAP193 - CAP194 - CAP195 - CAP196 - CAP197 - CAP198 - CAP199 - CAP200 - CAP201 - CAP202 - CAP203 - CAP204 - CAP205 - CAP206 - CAP207 - CAP208 - CAP209 - CAP210 - CAP211 - CAP212 - CAP213 - CAP214 - CAP215 - CAP216 - CAP217 - CAP218 - CAP219 - CAP220 - CAP221 - CAP222 - CAP223 - CAP224 - CAP225 - CAP226 - CAP227 - CAP228 - CAP229 - CAP230 - CAP231 - CAP232 - CAP233 - CAP234 - CAP235 - CAP236 - CAP237 - CAP238 - CAP239 - CAP240 - CAP241 - CAP242 - CAP243 - CAP244 - CAP245 - CAP246 - CAP247 - CAP248 - CAP249 - CAP250 - CAP251 - CAP252 - CAP253 - CAP254 - CAP255 - CAP256 - CAP257 - CAP258 - CAP259 - CAP260 - CAP261 - CAP262 - CAP263 - CAP264 - CAP265 - CAP266 - CAP267 - CAP268 - CAP269 - CAP270 - CAP271 - CAP272 - CAP273 - 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## What Counts as What?

Function or Activity	Applicable Element of Competency
1. 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.
1. STAT Monthly comparison from data mining.	Last value vs. STAT if results within CLIA: 2,5 Repeat 1-STAT's may or may not match (results questioned) 2,6
Result review in panel	If no problems identified: 2,3
1. STAT repeats or sent to lab	2, 6 (regardless of results)
1. QC Review in panel	3,4
1. STAT Quality Check Codes <20% at least 5 samples performed	3
POCT Critical Report Review	2,3,6 (if handled properly)
CRT 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
• Use ambuBard, blind sample of known value(documented), test in patient mode, document results (import and save on g-drive)	1,2,3,5
• Maintenance: Battery indicator question/change batteries, clean exterior, run electronic simulator	4,6
• Include problem solving questions on quiz or verbally (put on agenda or do quiz as a group)	6

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## Automated Tools

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

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## Conclusion

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

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Questions?



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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.*

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