Essentials of Laboratory Management

The following activities are part of the Essentials of Laboratory Management learning series. Save 10% when you purchase three or more courses in this series together.

**Building a Quality Management System (3 CME)**
*Available December 15, 2022 – December 15, 2025*
This activity introduces a process for developing a laboratory quality management program and provides an overview of building a quality management plan, analyzing metrics, monitors, and controls, and improving quality throughout the total testing process.

**Critical Communication Practices for Laboratory Leaders (2 CME)**
*Available December 15, 2022 – December 15, 2025*
This activity provides a solid introduction to the basics of interpersonal communication and consists of the following critical topics: communication basics, adaptive communication strategies, dealing with interpersonal communication issues, and facilitating an open dialog within a multidisciplinary environment.

**Managing Laboratory Operations (2 CME)**
*Available December 15, 2022 – December 15, 2025*
This activity introduces the participant to fundamental skills in managing laboratory operations including staffing qualified personnel, coordinating laboratory teams, assessing test system logistics, implementing document control, and selecting test venues and reference labs.

**Planning and Executing New Test Systems (3 CME)**
*Available March 13, 2023 – December 15, 2025*
This activity introduces the elements of new test and equipment implementation, including evaluating, planning, and verifying or validating the new test system.

**Developing Successful Teams (2 CME)**
*Available December 18, 2023 – December 14, 2026*
How you lead, develop, manage, and empower your team impacts your laboratory’s effectiveness and, ultimately, the patient care team’s ability to accurately diagnose and treat their patients. In this activity, you will review strategies and tools for developing a successful team.

**Essentials for Successful Inspection and Accreditation (3 CME)**
*Available December 18, 2023 – December 14, 2026*
Whether you’re new to Clinical Laboratory Improvement Amendments (CLIA) regulations or need a refresher, this activity covers CLIA’s purpose and requirements. The content provides an in-depth understanding of the inspection process, including strategies for maintaining continuous compliance, preparing staff, preparing for the laboratory director assessment, and responding to inspection deficiencies.
Managing Risk to Build a Quality Culture (3 CME)

Available December 18, 2023 – December 14, 2026

Create a laboratory environment where everyone can move beyond managing risks and reacting to incidents to building a culture of safety. This activity focuses on identifying and mitigating risks in the laboratory, reporting and managing incidents, and creating a safer and mistake-proof laboratory environment.