

Education Program for CLIA Laboratory Directors

The following activities are part of the Education Program for CLIA Laboratory Directors Program.

Driving Excellence: Tools and Strategies for Managing Quality (3 CME)

Quality doesn't just happen in a laboratory. It depends on everyone's attention to it. This activity is designed to assist the laboratory medical director in the initiation of a quality management program that uses the right monitors and quality improvement tools to track laboratory performance and maintain quality standards through a series of interactive scenarios. The focus of this activity is on the laboratory medical director's role and responsibilities, and it is organized into four short self-study interactive modules. These modules provide an overview of quality management in the medical laboratory including how to build your quality plan around the 12 Quality System Essentials. In addition, you will learn techniques for the identification of errors that may occur during the testing process and suggestions for minimizing these errors.

Critical Communication Practices for Laboratory Leaders (2 CME)

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)

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.

Successful Laboratory Leadership: Taking Action and Getting Results (3 CME)

This activity focuses on the many leadership roles and responsibilities of the laboratory medical director. Through situational scenarios, you will gain an understanding of how to broaden your sphere of influence for the benefit of patient care and laboratory needs, use change management techniques to support needed improvements, analyze a budget, build a business case, use strategic planning tools to make key decisions, delegate tasks, and avoid legal action related to staff behavior. Methods, tools, and related regulatory requirements are covered.

Developing Successful Teams (2 CME)

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.

Achieving Regulatory and Accreditation Compliance (2.5 CME)

In this day-in-the-life activity, you will help mentor laboratory medical director Dr. Newbie through situational scenarios, as she faces the challenges of her first day on the job. In each situation, you will provide advice on how to proceed based on the Clinical Laboratory Improvement Amendments (CLIA) and the College of American Pathologists (CAP) Standards of Laboratory Accreditation covered. These include requirements for licensure, delegating tasks, proficiency testing, new instrument selection, clinical consultations, and workload requirements. At the end, you will be better prepared to perform (or delegate) the everyday tasks necessary for continuous compliance with federal regulations and accreditation requirements.

Managing Risk to Build a Quality Culture (3 CME)

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.

Good Laboratory Decisions for Better Patient Care (1.5 CME)

In this activity, we work on the premise that the “test” is the fundamental operational unit of the laboratory and that test data provides critical information on how well the lab is performing and consequently on the quality of patient care provided. The careful analysis of this data and your medical knowledge are keys to making decisions about the scope and quality of laboratory services. Through situational scenarios, you will consider several aspects of laboratory services, including reporting results, choosing a reference lab, analyzing test utilization, responding to new test requests, and validating new tests.

Regulatory and Compliance Oversight (2 CME)

This activity helps you grow into a leader through fundamental knowledge and skills for overseeing efforts to achieve laboratory compliance with federal and state regulations. An overview of CLIA and other common regulations that laboratories must comply with is covered as well as managing common compliance issues, developing a compliance plan, and delegating responsibilities to qualified personnel within the laboratory.