

Pathways to Excellence in Laboratory Management

The following activities are part of the Pathways to Excellence in Laboratory Management program.

Save 10% when you purchase four or more courses.

Achieving Regulatory and Accreditation Compliance (2.5)

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.

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.

Decision-Making Skills for Laboratory Leaders (2 CME)

Through case examples of the types of decisions you may be called upon to make in the laboratory, this course will help you grow as a leader by focusing on constructive mindsets, effective practices, tangible processes, and practical tools that help drive good decisions and avoid common pitfalls, resulting in better patient care and more efficient laboratory operations.

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.

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.

Essentials for Successful Inspection and Accreditation (3 CME)

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.

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.

Information Ebb and Flow in the Laboratory (2 CME)

Participants can grow into a leader by exploring laboratory information flow, data utilization, and effectively communicating test use and results with key stakeholders. The course emphasizes efficient information management, from receiving test requests to processing samples and delivering timely results to the treatment care team and patients.

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.

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.

Planning and Executing New Test Systems (3 CME)

This activity introduces the elements of new test and equipment implementation, including evaluating, planning, and verifying or validating the new test system.

Regulatory and Compliance Oversight (2 CME)

Learn fundamental knowledge and skills for overseeing efforts to achieve laboratory compliance with federal and state regulations. An overview of CLIA and other common regulations is covered as well as managing common compliance issues, developing a compliance plan, and delegating responsibilities to qualified personnel within the laboratory.

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.