

New Directions in LAP



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1



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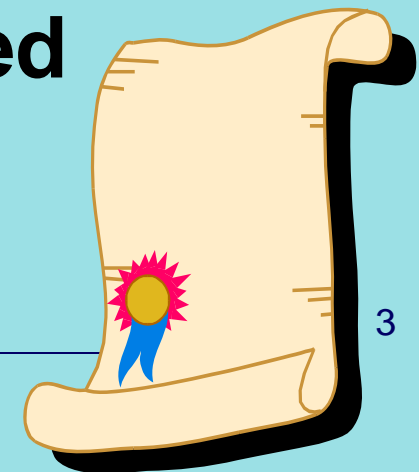
Learning Objectives

- **Describe the most recent changes to the CAP Laboratory Accreditation Program**
- **Describe how laboratories can be prepared for unannounced inspections**



The LAP Mission

The CAP Laboratory Accreditation Program improves patient safety by advancing the quality of pathology and laboratory services through education, standard setting, and ensuring that laboratories meet or exceed regulatory requirements.



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Drivers for Change

- **Regulatory**
- **Public environment**
- **Internal comprehensive review of program**



LAP Initiatives

- **Enhance inspection consistency and effectiveness**
- **Strengthen procedures to monitor labs for sustained compliance**
- **Increase role of lab personnel in accreditation process**
- **Strengthen public confidence**

5



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Enhanced Consistency and Effectiveness

- **Inspection tools in checklists**
- **Mandatory training for all inspectors**
- **Standardized assignment process**



Enhanced Inspection Tools

- **Provide written guidance to inspector within the checklist concerning:**
 - How to conduct the inspection
 - How to cite/write deficiencies
- **Best practices now available to all inspectors**
 - Focus more on observation and discussion with testing personnel

7



Mandatory Inspector Training

- All inspectors must complete training within two years prior to inspecting
- Monitoring for team leaders begins with assignments accepted after July 1, 2006
- Team leader's responsibility to ensure training of team members
- Update training every two years



Team Leader Training Options

- **Comprehensive Online Team Leader Self-Study**
- **Full day Inspector Training Seminar**
 - With “Managing a Successful Inspection” breakout
- **Team Leader Workshop PLUS Team Leader Online Practice**

9



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Inspector Selection & Assignment Project

- Expedite team selection and assignment
- Improve quality of inspections by selecting the best team
- Based on defined criteria:
 - Appropriate team size and composition
 - Trained and experienced inspection team
 - Timely assignments
 - Reduce the potential for real or perceived conflicts of interest

10



Strengthen Procedures to Monitor Labs

- Intensified scrutiny of PT
- More requests for off-cycle documentation
- More non-routine inspections
- Structured communication with CMS, JCAHO

11



Increase Role of Lab Personnel in Inspection

- **Inspectors will spend more time at bench**
 - **Observe that practice matches policy**
 - **Talk with bench technologists**
- **Increased communications within lab with unannounced inspections**
- **Pre-inspection video**

12



Laboratory Accreditation Video

- Mailed with reapplications beginning January 2006
- Explains CAP accreditation process
- Encourages active participation of all lab personnel
- Encourages interaction with inspectors
- Should be viewed by all lab employees

13



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Strengthen Public Confidence

- **Unannounced inspections**
- **Focus on patient safety goals**



Unannounced Inspections

- Have been used for non-routine inspection
- Are being performed for all CAP-inspected labs in US, Canada, Puerto Rico, except:
 - Initial inspection
 - Reproductive - RLAP
 - Forensic Drug Testing – FDT
- Not used for international labs

15



Unannounced Inspections

What the Process Means

- Lab not notified of inspectors' identities
- No contact between inspector and lab
 - All communication through CAP
- Inspector chooses date
 - Notifies CAP *but does not notify lab*
- Coordinated inspections (e.g., AABB) also unannounced

16



How Does It Work?

- Inspector assignments ~1 year prior to Anniversary Date
- Reapplication 9 months prior to AD
- Inspection “window” begins 6 months prior to anniversary date
- Lab declares ≤ 10 “blackout” dates
 - Same dates for labs inspected together
 - May not be changed

17



Advantages for Inspectors

- **Earlier assignment - more time to prepare**
- **Easier for team leader to choose a convenient inspection date**
- **Current knowledge of inspection process still applicable**



Advantages for Lab

- **Lab focuses on continuous compliance**
 - Avoids “once-every-two years” syndrome
 - Less stressful for lab personnel
 - More consistent with best lab practices
- **Lab in state of constant readiness for inspection by any agency**
- **Current knowledge of laboratory quality programs still applicable**



What We've Learned - Labs

- **Major anticipated issues not a problem**
 - Availability of key staff
 - Access to documentation
 - Conference/work rooms/Meal planning
- **Training of back-up staff essential**
- **Checklist “notebooks” very helpful**
- **No increase in number of deficiencies**
 - But housekeeping and safety issues

20



What We've Learned-Teams

- **Team needs to prepare**
- **Team arrive 30-60 minutes earlier**
 - **Getting through security**
 - **Gives lab time to notify key staff and find documentation**
- **Team should bring photo ID/ security forms**
- **No increase in number of inspectors**

21



Summary: Key Points

- **CAP is pioneer in lab accreditation**
- **CAP is committed to raising the quality of lab testing**
- **Goal of the overall program initiatives is to be more:**
 - **Consistent**
 - **Objective**
 - **Efficient**
 - **Effective**

22

