Creating the "Inspection Ready" Laboratory: Simple Solutions to Maintain Peak Preparedness for Surprise Inspections

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PAML Senior Vice President, Chief Operations Officer

Finding answers, providing solutions

About PAML

- Founded in 1958.
- Among the ten largest laboratories in the United States
- For-profit lab owned wholly by not-for-profit hospital systems – PH&S and CHI
- Most comprehensive esoteric test menu in the Northwest. Provide reference testing services to over 112 hospitals throughout the West.
- Community-focused by partnering with hospitals to maintain local testing, reduce lab cost per test and increase testing acumen.
- Have a history of successful laboratory outreach Joint Ventures.
• 1,650 employees (1900 including Venture Partners)
• 450,000 + calls per year handled by central client services
• 3.5M miles driven per year; 130 logistics routes; 120 fleet cars
• 197 Patient Service Locations
• 7 different Lab Info Systems, 14 databases
• 15 Major Electronic Medical Record Vendors – 786 Interfaces completed and growing at a rate of 200+ per year – Closed 256 cases in 2009 and 278 in 2010
• 13 million patients in Enterprise Master Patient Index (EMPI) – represents 42% of core service area population
• Perform more than 9 million tests per year
“Surprise! They’re not so bad.” This according to the CAP Today article published April 2006:

“Probably the largest impact has been a spike in their anxiety level beforehand, says Adrienne Malta, the CAP’s manager for inspection services.”
CAP Inspection Day

We are here to inspect your lab.

I just sent out an e-mail alert to 52 people on the internal notification list.

Was someone expecting you?

They’re here.

We’re ready.

Twelve weeks prior…

Aww...I was gonna go to the War College this year.

Whew! I just came back from vacation.

Remember that I am retiring at the beginning of next month...

We just received word that we are “in the window” for our inspection. All vacations, non-essential meetings and conferences are cancelled until further notice.
Ten weeks prior…

Your checklist assignments are due in two weeks.
Eight weeks prior…

Darn! Another handwritten note in a procedure manual…

Six weeks prior…

What do you never say to an inspector?

I don’t know…
Two weeks prior…

All the document binders are lined on the lab shelves with care..

In hopes that the inspectors soon will be there.

Day of the Inspection

Did you check the temperature chart yesterday?

I thought you did.

Good thing they can’t see what I put in the drawers.

If I don’t look up, they can’t ask me anything.
Inspections

“Unannounced”
• JCAHO
• CAP
• SAMHSA
• CLIA
• MTS
Unannounced!
• FAA
• FDA
  • Boiler Inspection
  • Fire Safety Inspection
• PAML Pride
• OSHA

The Solution: Software

Our ideal software would...
- Allow for different types of inspection checklists.
- Require minimal set up and maintenance.
- Maintain all the information on each staff member in one location.
- Manage all policies and procedure versioning and review.
- Alert us to indicate outstanding items that need attention.
- End the last minute “hussle” before inspection time.
Desired Outcomes

We hoped we would achieve…

- Significant time savings
- Reduction of paper and paper handling
- Better control through automation of the process
- Tools to manage multiple sites from a central point
- Easy visibility of status
- Inspection readiness at all times

How Does It Work?

We use two products…

- Policy and Procedure Manager (PPM)
  
  Document control software that automates the entire document life cycle including: creation, review, approval, distribution, updating, and archival.

- Inspection Ready
  
  Web based software that allows us to upload our inspection checklists and gives our departments the ability to track key elements of what must be maintained and ready for an inspection. Also use the ScheduleLabs product from the same vendor.
What would we have done differently?

• Enforced that all policies and procedures are in our policy management software. Still catching up.

• Recognized the power of mobility and brought in I Pads sooner.
SaaS (Software as a Service) model means that staff can access the schedule from any PC with an Internet connection.

Application can also be accessed with many mobile devices.

Employees can have soccer, school and spouse schedules all in front of them before making time-off requests.

Leave Request calendar promotes self-editing of requests.
### Staff Ready

**Schedule Labs**

<table>
<thead>
<tr>
<th>Name</th>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
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<tbody>
<tr>
<td>Abbie Smith</td>
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<td>Anita Bremer</td>
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<td>Annette Godfrey</td>
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<td>Beth LaCombe</td>
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<tr>
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<th>May</th>
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**People in Places?**

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### Staff Ready

**Inspection Ready**

**Job Title:** Manager

**Phlebotomist**

<table>
<thead>
<tr>
<th>Competencies</th>
<th>Credentials</th>
<th>Certifications</th>
<th>Employees</th>
<th>Options</th>
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<tbody>
<tr>
<td>1. Receptionist</td>
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<tr>
<td>2. Specimen Collection</td>
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<tr>
<td>3. Specimen Processing/Label</td>
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<td>4. Report Distribution/Special Path</td>
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<td>5. Work Area</td>
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<tr>
<td>6. Other Duties</td>
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</tbody>
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**Folder**

- 1. Receptionist
- 2. Specimen Collection
- 3. Specimen Processing/Label
- 4. Report Distribution/Special Path
- 5. Work Area
- 6. Other Duties

**Tools:**

- "Techology Initial Training"
- "Techology Refresh Train"
• Everyone has access to the approved response

• Provides coverage for a department if personnel are travelling or otherwise unavailable

• Accessible anywhere there is an internet connection

• Provides a central location to document decisions regarding CAP questions, and provides a running history of comments
Checklist Capabilities –
...and what’s not
Thank you

Questions?

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