



COLLEGE of AMERICAN  
PATHOLOGISTS

Laboratory Quality Solutions

# Expect More from Your Accreditation Process



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Sr. Manager, Marketing Programs

# Agenda

- Introduction to the College of American Pathologists (CAP)
- CAP Accreditation Programs
  - Peer Inspections
  - Compliance Checklists
  - Year-round education
- Accreditation Process and Timeline
- Support and Tools to Make the Switch
- Q & A?

# The College of American Pathologists

- Advocates for high-quality, cost-effective patient care
- Is a recognized global leader in quality assurance
- Accredits more than 8,000 laboratories worldwide (>500 outside the US)
- Provides proficiency testing to 20,000 laboratories worldwide





# A Better Approach to Accreditation

**Achieving and maintaining laboratory accreditation is vital to providing high-quality patient care. That's why choosing the right accreditation partner is imperative.**

# CAP Accredited Laboratories:

- **Comply with CLIA, FDA and OSHA standards**
- **Stay current with advances in laboratory medicine and technology**
- **Leverage best practices in pursuit of laboratory excellence**
- **Support the best patient outcomes possible**
- **Are recognized as leading providers of laboratory services**
- **Establish a competitive advantage**

# Preferred by Top-Ranked Hospitals

<b>US News and World Report Best Hospitals, 2017-2018<sup>1</sup></b>	<b>19 of 20</b>	<b>95%</b>
<b>Truven Health Analytics 100 Top Hospitals<sup>2</sup></b>		
<b>2017, Major Teaching Hospitals (<math>\geq</math> 400 Beds)</b>	<b>15 of 15</b>	<b>100%</b>
<b>2017, Teaching Hospitals (&gt; 200 Beds)</b>	<b>25 of 25</b>	<b>100%</b>
<b>2017, Large Community Hospitals (&gt; 250 Beds)</b>	<b>20 of 20</b>	<b>100%</b>
<b>2017, Medium Community Hospitals (100-249 Beds)</b>	<b>19 of 20</b>	<b>95 %</b>
<b>2017, Small Community Hospitals (25-99 Beds)</b>	<b>17 of 20</b>	<b>85%</b>

1 *US News and World Report*, US News Best Hospitals web page accessed June, 2018.

2 *Truven Health Analytics*. 100 Top Hospitals web page, accessed January, 2018.

# The power of peer review

**The Laboratory Accreditation Program is built on a unique, reciprocal, peer-based inspection method:**

- Pathologist-led inspection teams are practicing laboratory professionals
- Inspection teams match the size and scope of laboratory services
- Specialty inspectors join the team for certain highly complex disciplines



# Specialty Inspectors for High-Complexity Disciplines

- Cytogenetics
- Clinical biochemical genetics
- Histocompatibility
- Flow cytometry
- Molecular pathology, including NGS

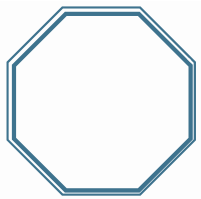
*“The inspection team from our last peer inspection was excellent. They not only knew molecular diagnostics forwards and backwards, they worked closely with us to ensure that our laboratory was meeting all the requirements.”*

Owatha Tatum, PhD, MBA, HLD/CC(ABB)  
Medical Director  
MicroGen Dx

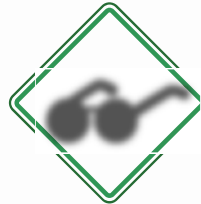


# True Big-Picture Perspective

The CAP's Read, Observe, Ask, Discover (R.O.A.D.) approach provides more actionable information:



**Read**—Inspectors review a sampling of laboratory documents



**Observe**—Inspectors examine laboratory activity and compare it to documented policies and procedures



**Ask**—Inspectors ask open-ended, probing questions to help corroborate findings



**Discover**—Inspectors drill down using a variety of techniques to understand preanalytic, analytic, and postanalytic processes

# Inspector Training

- **Online training courses**
  - Team Leader Inspection
  - Team Member Inspection
  - Biorepository Inspector Training
- **Fast Focus on Compliance mini-training vignettes**
- Use real-world scenarios to gain a clear understanding of requirements
- **Live inspector training events**
  - **ACMG 2019**

*“The CAP online inspector team member training is excellent. In fact, we use the training material in our own laboratory to increase efficiency and improve quality.”*

Kristin Neel  
Technical Supervisor  
TriCore Reference Laboratories

# Inspection Options

- **Coordinated**
  - Affiliated labs with same anniversary dates
  - Located within 15 miles/30 minutes from each other
  - Inspected by same team
- **Systems**
  - Consists of 2 or more full service laboratories that have common administration and ownership
  - Must meet eligibility criteria
  - Additional annual fee for systems inspections
- **Staff Inspectors**
  - Conducted by an in-house group of Medical Technologists with diverse range of expertise across all laboratory disciplines and managerial experience



# What Our Program Participants Say:

*“Being a CAP inspector has helped me become a better medical technologist and supervisor. I’m now intimately familiar with checklist requirements. But more important, I know how to apply this knowledge to improve quality and enhance patient care.”*

Kristin Neel  
Technical Supervisor  
TriCore Reference Laboratories

*“When members of our staff serve on inspection teams, it can actually help us meet our own compliance requirements. One idea we learned during an inspection was an innovative process for QC notification. It was easier to follow and required fewer steps.”*

Sheelagh Lindberg, MHA, BSMT(ASCP)  
Administrative Director, Laboratory  
Banner Baywood Medical Center, Banner  
Heart Hospital/Laboratory Sciences of  
Arizona

*“CAP inspections provide a unique opportunity to speak with peers who are facing the same challenges you are. During our last inspection, I had a great conversation with the team leader on innovative ways to train our staff on rapidly advancing technologies.”*

Owatha Tatum, PhD, MBA, HLD/CC(ABB)  
Medical Director  
MicroGen Dx



# Checklists Provide the Roadmap

## We simplify compliance with discipline-specific checklists:

- Provide a blueprint for running a high-quality laboratory
- Incorporate pathologist input on best practices
- Updated annually to stay current with changes
- Written in easy-to-understand language
- Include notes and practical examples



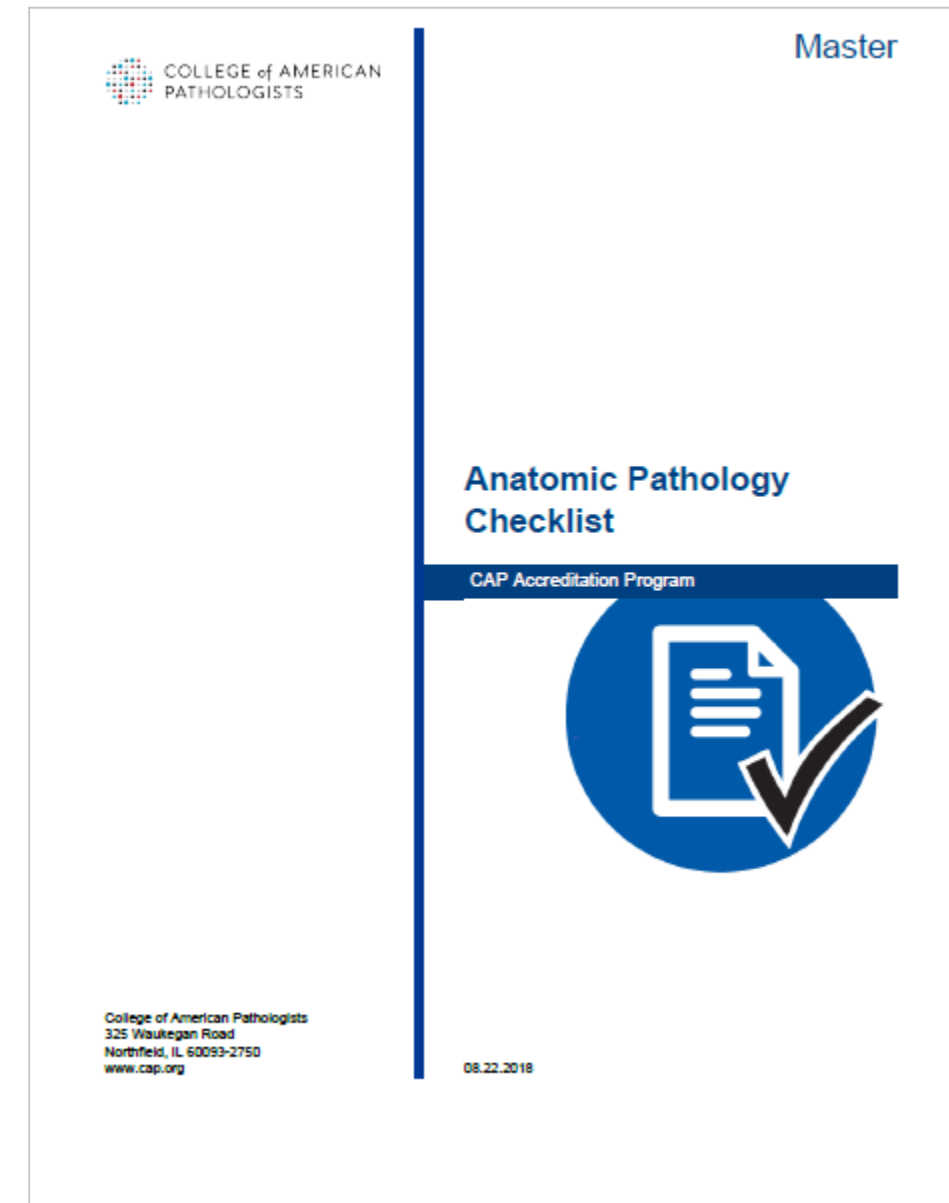
# Checklists Provide Guidance Across the Lab *and* to the Bench Level

- *Director Assessment*
- *Laboratory General*
- *All Common*
- Hematology & Coagulation
- Chemistry & Toxicology
- Urinalysis
- Microbiology
- Transfusion Medicine
- Immunology
- Flow Cytometry
- Anatomic Pathology
- Cytopathology
- Cytogenetics
- Forensic Drug Testing
- Histocompatibility
- Molecular Pathology
- Point of Care
- Clinical Biochemical Genetics
- Reproductive Lab (Embryology & Andrology)
- Biorepository
- Limited Service Lab

# Checklists Customized for Your Laboratory

**Prior to your inspection, we create a custom checklist specifically for your laboratory based on your exact testing menu.**

You and the inspection team both know what's being inspected so there are no surprises.



# Complimentary Year-round Education for Continuous Compliance

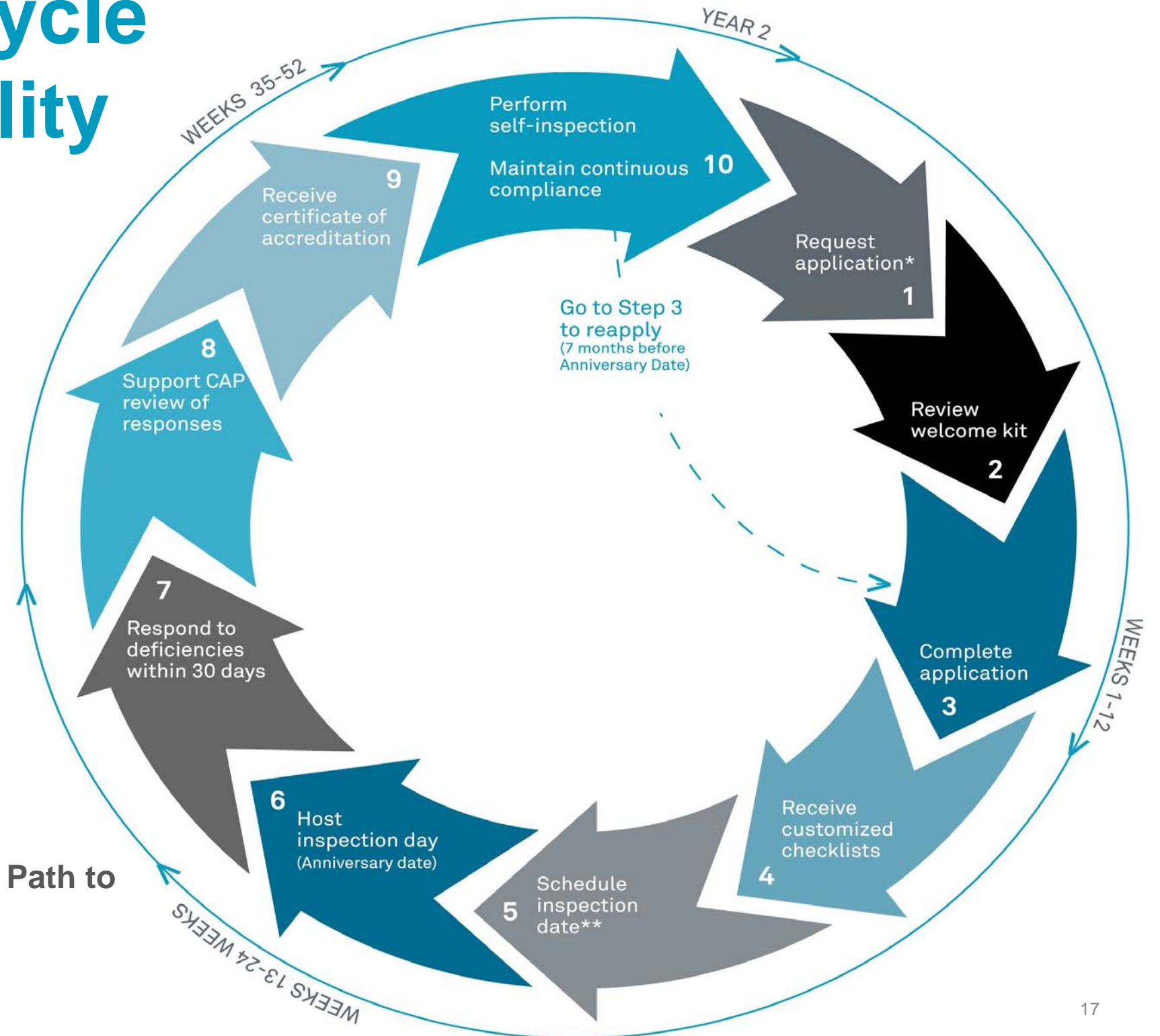
- **Focus on Compliance webinars**
  - Dive deep into the current state of accreditation requirements
  - Explore best practices that will lead to improved laboratory operations
- **Fast Focus on Compliance mini-training vignettes**
  - Use real-world scenarios to gain a clear understanding of requirements



# Your Continuous Cycle for Laboratory Quality

From application to completion, the CAP connects you with experts in laboratory accreditation and provides the tools and guidance needed so you can focus on what matters most—*patient care*.

YouTube video: CAP Accreditation: 10 Steps on the Path to Laboratory Excellence  
Search “CAP 10 Steps to Accreditation”



# Resources to Prepare for Your Initial Inspection

- *Getting Ready for Your First Inspection* online training course
- Inspection preparation worksheet
- Most common deficiencies FAQ
- Customized compliance checklists
- Archived Focus on Compliance webinars
- Onboarding call

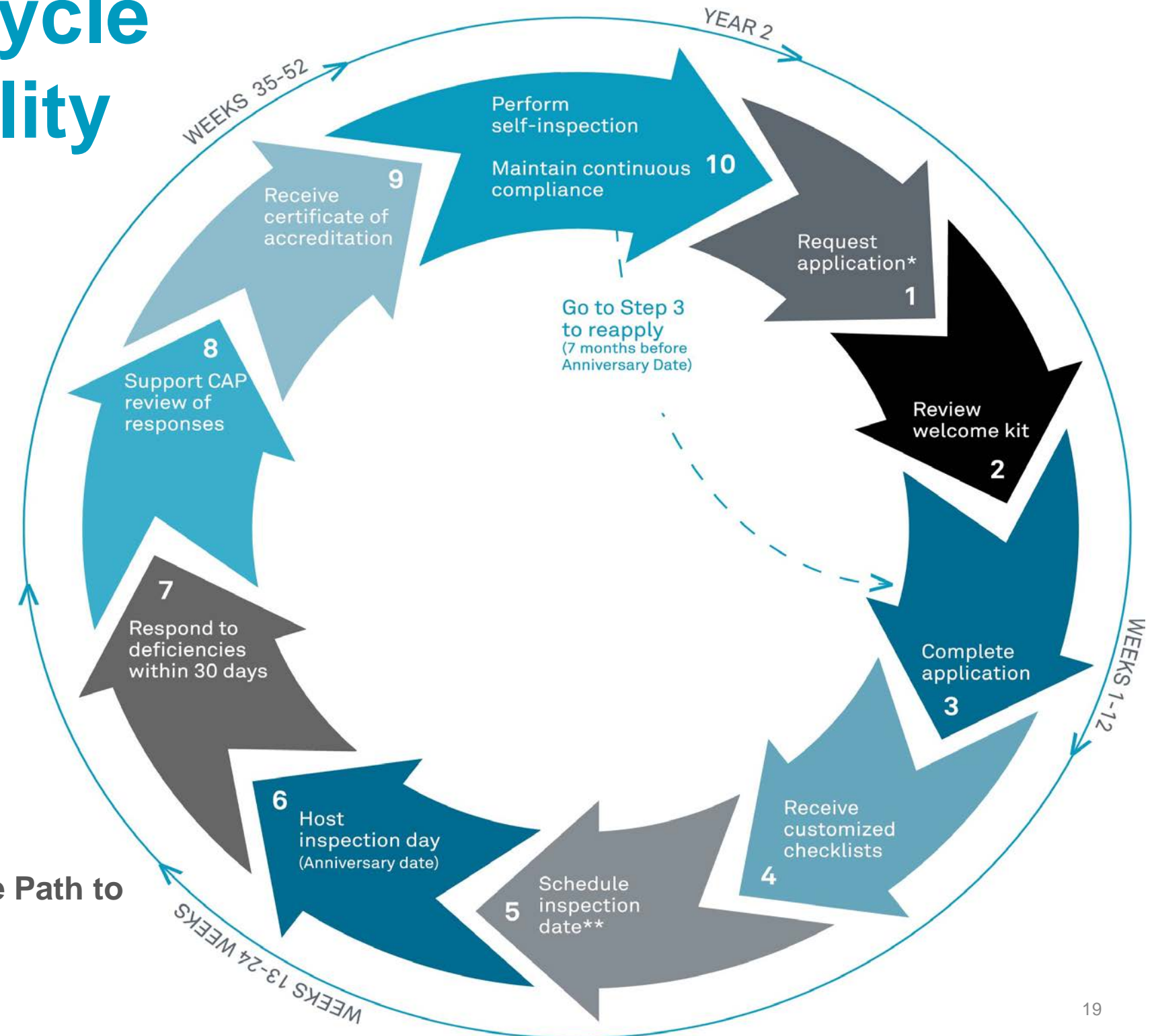




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# CAP Accreditation Readiness Assessment (CARA)

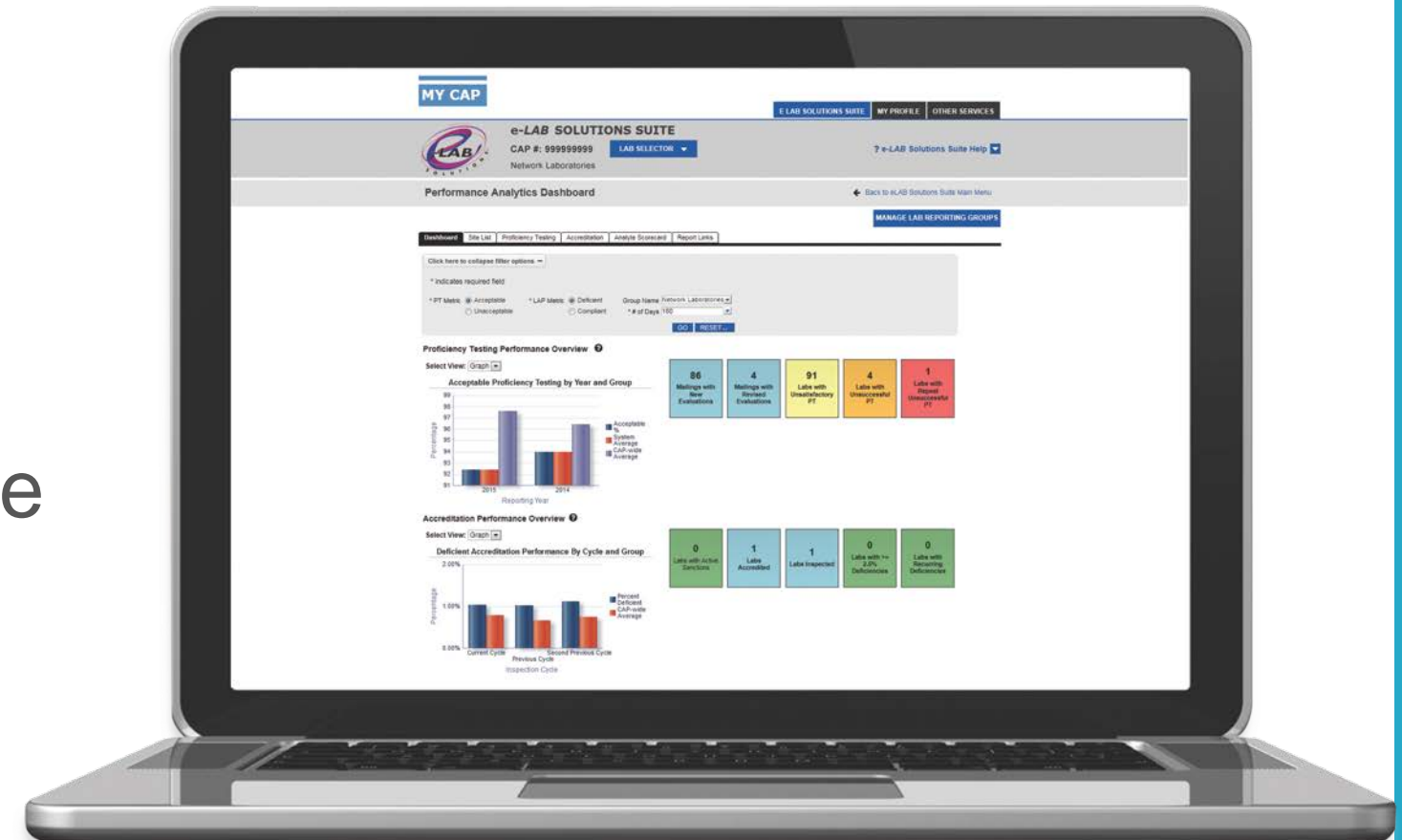
- Educational, on-site evaluation of a laboratory's current status on 10 key criteria
- CARA will help laboratory staff to:
  - Better understand CAP accreditation requirements as they apply specifically to your facility
  - Identify areas where your laboratory's performance meets standards and where improvement is necessary
  - Provide your laboratory with the tools to develop an action plan



# Additional Resources

## Performance Analytics Dashboard

- Free web-based tool reveals key insights
- Manage your risk and compliance
- Benchmark laboratory performance
- View CAP PT results and accreditation status
- Updated daily




# Specialty Accreditation Programs

Program	Description
<b>Reproductive Laboratory Accreditation Program</b>	Designed for laboratories that perform at least one embryology-related procedure or perform semen analysis and at least one additional high-complexity test.
<b>Forensic Drug Testing Accreditation Program</b>	Designed for the unique needs of forensic drug testing laboratories and intended for laboratories that perform confirmatory testing.
<b>Biorepository Accreditation Program</b>	Designed for biorepositories that collect, process, store, and distribute biospecimens for research.
<b>CAP 15189 Accreditation Program</b>	Accreditation to the ISO 15189 standard strengthens the quality management system throughout the laboratory and all parts of the organization that interact with the laboratory, enabling process improvement, risk reduction, and improved operational efficiency. Accreditation from the CAP's Laboratory Accreditation Program is a prerequisite.

# Drive Continuous Improvement for the Betterment of Your Laboratory and Your Patients

- Only the CAP offers a rigorous, peer-based, and constantly evolving solution for laboratory accreditation
- Show that your laboratory is held to the highest global standards of quality and consistency





**It's more than accreditation—  
it's the opportunity  
to be your best.**

**Contact us today.**



# Questions?

**Please contact:**     **Krissy Lavery**  
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**847-832-7397**



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