



COLLEGE of AMERICAN
PATHOLOGISTS

Laboratory Quality Solutions

Quick Guide for e-LAB Solutions Suite



Table of Contents

Definitions.....	1
How to Navigate e-LAB Solutions Suite (ELSS).....	2
Setup and Proficiency Testing (PT) Steps	3
ELSS User Resources.....	7
Performance Analytics Dashboard	8
Additional User Resources.....	9
Contact Us.....	9



Definitions

Personal Account	<p>This is your personal online account and is required for anyone logging on to cap.org and ELSS. All laboratory staff with responsibilities that include performing Proficiency Testing/External Quality Assessment (PT/EQA) data entry and review of results will need to have a CAP personal account.</p> <p><i>Note:</i> Your account remains accessible, even if you move to another laboratory.</p>
Laboratory Account	<p>Each laboratory account is identified by a unique CAP number. Every laboratory participating in the CAP's PT/EQA, accreditation, and Competency Assessment Program will use this account to manage online access of these programs. A site administrator grants individuals access to this laboratory account.</p>
CAP Number	<p>The CAP assigns a seven-digit identification number to the laboratory after an initial order form or quote request is submitted.</p>
e-LAB Solutions Suite (ELSS)	<p>The CAP's online portal to manage your laboratory improvement programs, including PT/EQA and accreditation.</p>
Site Administrator(s)	<p>The primary person(s) responsible for the CAP laboratory account. The site administrators have access to all laboratory data and permissions. Laboratories should establish a minimum of two site administrators.</p>
Laboratory Staff User Permissions	<p>Granted by your site administrator, these security privileges allow viewing or updating access, or both, to specific areas of ELSS, including result form data entry, viewing reports, accreditation information, Competency Assessment Program, and more.</p>

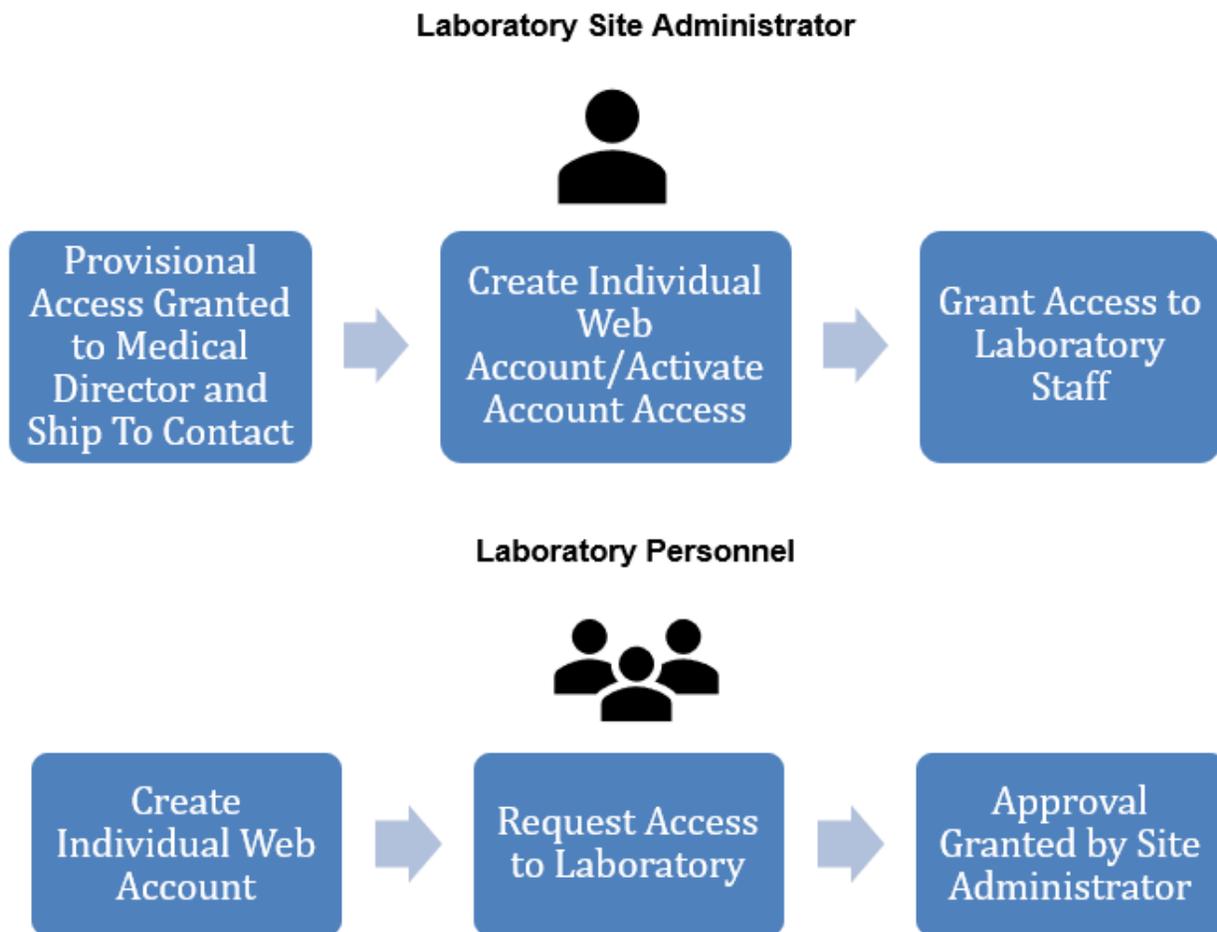


How to Navigate e-LAB Solutions Suite (ELSS)

Site Administrator

Using ELSS keeps your laboratory's data secure by allowing laboratories control of who sees their laboratory's data and information.

The *Site Administrator(s)* is the "gatekeeper" for the laboratory's data and information. This person(s) controls which laboratory staff can access specific data and information by assigning permissions.





Setup and Proficiency Testing (PT) Steps

Step 1: Create Your CAP Personal Account

All site administrators and laboratory staff must complete the following:

1. Go to cap.org.
2. Click **Login** in the upper-right corner of the page. Click on **CREATE AN ACCOUNT** and complete the required fields.
3. You will see a confirmation message and the CAP will email you within 24 hours when your account has been activated.

Step 2: Activate Access to Your CAP Laboratory Account to Access Your Laboratory Data Online through ELSS

This step is for site administrators only and performed only once.

Once an initial PT order is placed, the CAP will provisionally grant site administrator permissions to the medical director and the ship to contact. These individuals will receive an email containing a link to activate their access. If the medical director and/or ship to contact are responsible for more than one laboratory, those individuals will receive provisional access for each laboratory. The site administrators must activate their access for each laboratory.

If you did not receive the provisional access email, contact the Customer Contact Center at 800-323-4040 option 1 (domestic), or +001-847-832-7000 (Country code: 1) Option 1, or by email at contactcenter@cap.org.

Step 3: Grant or Request Online Permissions to Laboratory Staff

Site Administrators

Site administrators grant individuals access to use specific areas in ELSS including result form data entry, viewing reports, accreditation, etc. The site administrator will only be able to grant access to individuals who have requested access.

Site administrators can do the following:

- [Give individual users access](#) to your laboratory's ELSS account.
- [Approve/decline user requests](#) to access your laboratory's CAP programs online.
- [Add or remove user permissions](#) to view, enter, manage, or approve data for all programs.

Laboratory Staff

To request access to view PT/EQA reports, enter PT/EQA data, view evaluation reports:

- Follow [the steps to request access](#).
- [View current permission status and/or request additional permissions](#).



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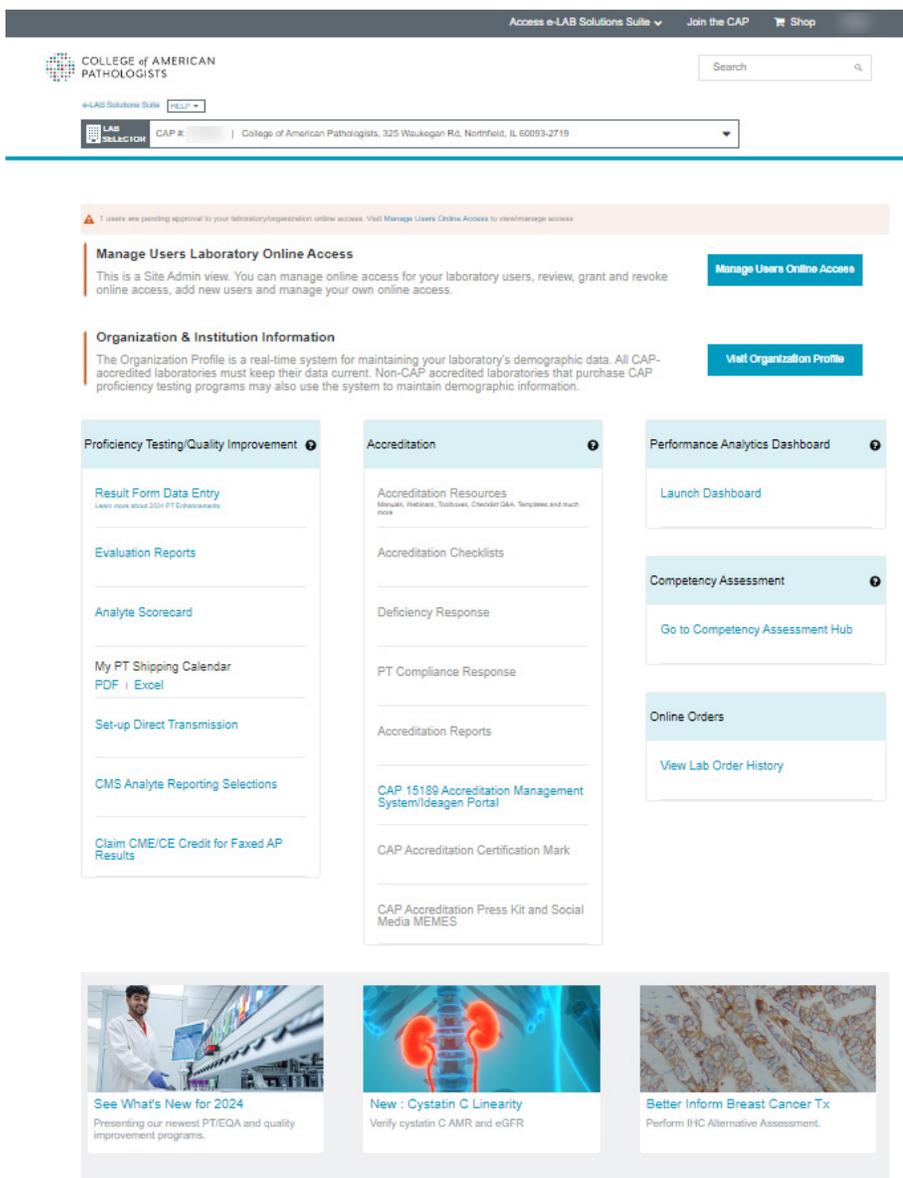
Laboratory Quality Solutions

Step 4: Receive Your CAP PT/EQA Shipments and Perform Testing

- View, download, and print your laboratory's **My PT Shipping Calendar**.
- Perform testing as soon as the kit materials are received. Access the online kit instructions and result form.

How to Navigate e-LAB Solutions Suite (ELSS)

Go to cap.org, click Access e-LAB Solutions Suite, and log in. Refer to [How to Navigate e-LAB Solutions Suite](#) in the HELP menu for more detailed information. The following image shows the ELSS home page.





Step 5: Enter CAP PT/EQA Results Online

Follow the steps to enter PT results in the online result form. You **must** submit results online. The CAP will not accept emailed, faxed, or mailed results. If needed, click on “View/Print/Download All Pages” to print the result form. *Note:* Direct transmission provides faster and more accurate PT result reporting by enabling laboratories to electronically transmit quantitative results. For more information, refer to the Proficiency Testing page at cap.org.

RESULT FORM DATA ENTRY ← Back to e-LAB Solutions Suite Main Menu

Filter Option(s) Double-click here for Filter Option(s) to modify the list of kits displayed or search for other kits

Applied Filters: Due within 75 days, All

⚠ Denotes that kit is due within 10 days and results have not been received.
 ⚠ Denotes that kit is due within 5 days and results have not been received.
 * Date: mm/dd/yyyy
 10 Records Per Page

Due Date	Ship Date	Mailing	Program Code	Kit #	Seq	Status	CAP #	Owned by
03/19/2024	02/26/2024	NB-A 2024	NB		1	Received		
03/19/2024	02/26/2024	U-A 2024	U		1	Not Received		
03/26/2024	03/04/2024	C-A 2024	CZ		1	Not Received		
03/26/2024	03/04/2024	ID3-A 2024	ID3		1	Not Received		
03/27/2024	03/05/2024	UDS-A 2024	UDS		1	Not Received		
04/02/2024	03/11/2024	SCM-A 2024	SCM2		1	Not Received		
04/02/2024	02/19/2024	AQ-A 2024	AQ		1	Received		
04/03/2024	03/12/2024	CAR-A 2024	HCRT		1	Not Received		
05/24/2024	03/11/2024	QPR-B 2024	DQPB		1	Not Received		
05/24/2024	03/11/2024	QPR-B 2024	QPB101		2	Not Received		

⏪ 2 3 4 ⏩

Due Date	Ship Date	Mailing	Program Code	Kit #	Seq	Status	CAP #	Owned by
03/19/2024	02/26/2024	NB-A 2024	NB		1	Received		
03/19/2024	02/26/2024	U-A 2024	U		1	Received		
03/26/2024	03/04/2024	C-A 2024	CZ		1	Not Received		

Step 1: Enter/Edit/View results
Total of 23 page(s)

Page	Status	Date Received	Via	Data
1	Not Received			Enter Data
2	Not Received			Enter Data
3	Not Received			Enter Data
4	Not Received			Enter Data
5	Not Received			Enter Data

⏪ 2 3 4 5 ⏩

OTHER ACTIONS

- [Print a blank result form](#)
- [View/print your saved data](#)
- [View Method Summary](#)
- [View kit transaction history](#)
- [View kit instructions](#)
- [Contact Us](#)

Step 2: Review and submit results

This button is enabled only when results are entered and saved.

APPROVE AND SUBMIT TO CAP

Results entered and saved online must be approved before they can be processed and evaluated by the CAP. Pages/data left in "Pending Approval" status after the due date will not be processed/evaluated. Click APPROVE AND SUBMIT TO CAP to review and submit your results.



Step 6: Access and Analyze Your Proficiency Testing/EQA Results

- A. **Access Your Evaluation** to assess how your laboratory performed compared to other laboratories. Refer to the PT Manual for additional information.
- B. **Review your Participant Summary (PS) to see lists of results by peer group and compare data against your evaluation report.** Your PS can be found in the Evaluation Reports section mentioned above.
- C. **Access Your Analyte Scorecard:**

This report allows you to see the performance of every analyte under a given subspecialty for your laboratory, and:

- Includes up to five years of data and can be used as a means of identifying deficiencies or trends in performance.
- Is a valuable tool to conduct root cause analysis, because it allows you to drill down at very granular levels.
 - For example, if you are reviewing tests with visual challenges as urine sediments, blood cell identification, parasite identification, etc, you can see the specific images on one screen.



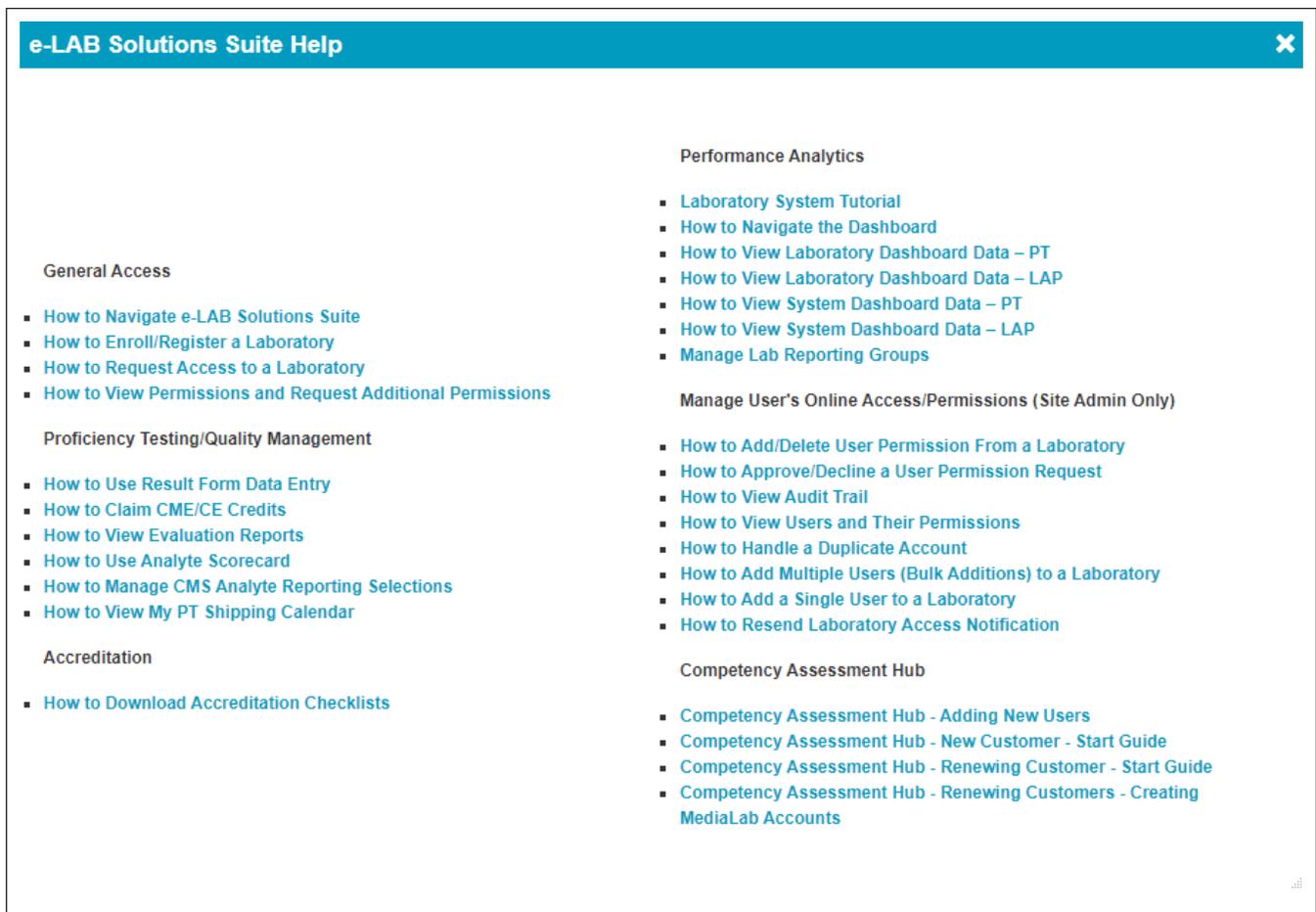
ELSS User Resources

Online Help

To access our comprehensive help menu, go to cap.org, click **Access e-LAB Solutions Suite**, located in the top right of the page, and log in.

Click **HELP**, located above the LAB SELECTOR.

Visit the [proficiency testing web page](#) for additional information on the PT/EQA programs.



The screenshot shows the 'e-LAB Solutions Suite Help' menu with the following categories and links:

- General Access**
 - How to Navigate e-LAB Solutions Suite
 - How to Enroll/Register a Laboratory
 - How to Request Access to a Laboratory
 - How to View Permissions and Request Additional Permissions
- Proficiency Testing/Quality Management**
 - How to Use Result Form Data Entry
 - How to Claim CME/CE Credits
 - How to View Evaluation Reports
 - How to Use Analyte Scorecard
 - How to Manage CMS Analyte Reporting Selections
 - How to View My PT Shipping Calendar
- Accreditation**
 - How to Download Accreditation Checklists
- Performance Analytics**
 - Laboratory System Tutorial
 - How to Navigate the Dashboard
 - How to View Laboratory Dashboard Data – PT
 - How to View Laboratory Dashboard Data – LAP
 - How to View System Dashboard Data – PT
 - How to View System Dashboard Data – LAP
 - Manage Lab Reporting Groups
- Manage User's Online Access/Permissions (Site Admin Only)**
 - How to Add/Delete User Permission From a Laboratory
 - How to Approve/Decline a User Permission Request
 - How to View Audit Trail
 - How to View Users and Their Permissions
 - How to Handle a Duplicate Account
 - How to Add Multiple Users (Bulk Additions) to a Laboratory
 - How to Add a Single User to a Laboratory
 - How to Resend Laboratory Access Notification
- Competency Assessment Hub**
 - Competency Assessment Hub - Adding New Users
 - Competency Assessment Hub - New Customer - Start Guide
 - Competency Assessment Hub - Renewing Customer - Start Guide
 - Competency Assessment Hub - Renewing Customers - Creating MediaLab Accounts



Performance Analytics Dashboard

The Performance Analytics Dashboard gives the comprehensive data view you need to proactively focus energy on areas that need immediate attention while filtering out distractions. Updated daily, this web-based reporting solution for your CAP PT/EQA and accreditation performance reduces the stress of managing today's single laboratory or an expansive network's performance with only a few clicks.

Highlights

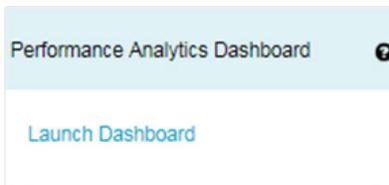
- Perform data analysis to quickly identify trends/patterns to mitigate risk.
- Improve patient care via alerts to prompt action before a cease testing notice is received.
- Benchmark your laboratory against your peers and CAP-wide performance.
- Prepare for accreditation inspections by identifying areas for improvement based on past deficiencies.

Additionally, laboratory networks can:

- Identify systemwide issues by department, discipline, or analyte.
- Benchmark the performance of an individual laboratory against the overall system performance.
- Manage access to your data more efficiently with the ability to customize reporting groups.

Access the Dashboard

Use either of the links shown in the image below to access the dashboard.



Resources

- [Get to Know the Performance Analytics Dashboard](#)
- [Quick Start Guide for a Single Laboratory](#)
- [Quick Start Guide for Laboratory Systems](#)



Additional User Resources

Guides

- View the [Hematology and Clinical Microscopy Glossary](#).
- Investigate any failures using the [Investigation Worksheet](#).
- Implement and document corrective action as referenced in the [Troubleshooting Guide](#).

Contact Us

For assistance, call a CAP Customer Contact Center representative at 800-323-4040 (domestic), or +001-847-832-7000 (Country code: 1) Option 1, or via email at contactcenter@cap.org.

Participants in countries serviced by a designated CAP distributor can also contact their distributor's customer service department.