



# Compliance Management in the Clinical Lab

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Conquer the time and logistics  
challenges with task-based training

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## Introduction

With potentially dozens of job descriptions for hundreds of employees across multiple facilities, keeping employees current with standard operating procedures (SOPs), safety requirements and job-specific training and competencies is a feat of heroic proportions. Although it's not likely you will be faster than a speeding bullet, you can accelerate the process and manage regulatory compliance with ease while becoming a quality assurance superhero.

## The monumental challenge


In hospitals, blood centers and labs, regulatory requirements necessitate staff training, competency assessments and annual refreshers. At the same time, many healthcare facilities have 2,000 to 4,000 active SOPs on which employees must be up-to-date.

With an average of 10 to 20 percent of SOPs revised annually and a staff turnover rate that could be as high as 15 percent, the training process is continuous. Managing these details and ensuring employees are trained in a timely manner in compliance with CLIA and FDA regulations requires almost supernatural capabilities.

Although many quality assurance (QA) officers and trainers attempt to overcome these challenges as mere mortals, an automated learning and document management solution can save the day. In fact, automated systems may even save multiple FTEs, especially in the areas of on-boarding, new employee orientation, annual refreshers and competencies, due to streamlined training processes.

## Task-based training to the rescue

Organization is a critical component of keeping staff training up to date and in compliance, and the easiest way to organize this lengthy list of requirements and documentation is with a task-based or themed learning management solution. This type of system allows all kinds of requirements—whether SOPs, competencies, training or refreshers for all employees—to be grouped or “bundled” together.



Save time and  
reduce overall training  
costs with task-  
based learning.

The heroic QA officer places all required instruction on any given topic—training items, competencies, SOPs and other documents—into a single bundle and assigns the bundles to job codes, easily conquering the challenges of new employee orientation!



These bundles can be assembled in themes, so all required instruction on a topic can be placed into a single grouping. For example, all training items, competencies, SOPs and other documents related to blood safety can be placed into a blood safety bundle. And all of these same kinds of materials for another topic, such as training and operation of a specific piece of equipment, can be placed into another bundle.

To further streamline the process, any number of bundles, as well as individual assignments, can be assembled according to job description. So if the lab tech position requires instruction on blood safety and good manufacturing practices, for example, those bundles are “placed into” the lab tech job code.

Each time a new lab tech (or other employee) is hired, the grouped collections of training courses are automatically assigned and easily accessed and completed in the sequence established by the compliance manager. And with a web-based learning management solution, training can be completed from any location.

## Leaping obstacles in a single bound

### Monitoring

Once requirements have been organized by job profile, the learning management system takes over, automatically alerting employees of upcoming assignments and alerting their supervisors if any become overdue. In addition, assignments can be monitored by employees, so the status of each employee’s training is always clear, and managers can easily document completions.

## Training updates

Collecting all the tasks into groups and then assigning those groups to job codes is an easy-to-understand organizational system that dramatically simplifies training processes. Another powerful feature is the ability to easily revise and deploy training items.

If a document is modified, the finalized update is added to the system once and automatically deployed wherever that document is referenced across the learning management system. For example, if an SOP relevant to phlebotomists is modified, then all phlebotomists who had the original SOP would receive an update once the revised version is added to the phlebotomy training bundle.

And if new instruction should be required, the new assignments are simply added to the relevant bundles. So if new guidelines are established for blood safety, for example, the new training item would simply be added to the blood safety bundle and, once again, automatically deployed to every staff member whose job codes include that bundle.

Documents, training and events  
can be accessed at any time and  
from multiple locations with a  
Web-based solution.

## Defeating risk

A simple lapse in competencies or a few documents unaccounted for could easily pose serious compliance-related consequences in any healthcare environment. And, with so many details to manage, an occasional error is possible with a manual system. When you consider job changes, new hires and SOP revision rates, the complexity and probability of error multiply considerably.

However, automation of these complex and labor-intensive processes can save much more than time and money. A reliable system can help healthcare facilities remain compliant and avoid grappling with regulatory action.

Mediware's KnowledgeTrak™  
compliance and document  
management solution  
can work for your  
healthcare facility.



**Learn more.**

## About Mediware

Mediware is a leading expert in learning and document management solutions for hospitals and blood centers.

Currently utilized in more than 200 facilities, our KnowledgeTrak system is a proven, all-in-one solution for training, compliance, quality and document management. This easy-to-use system automates document publishing, review and approval; streamlines version control and deployment; and tracks compliance of all employee requirements.

For more information about customized solutions for learning and document management, go to [www.mediware.com/KT](http://www.mediware.com/KT).

Our thanks to Doug Norvell, KnowledgeTrak product manager, for his help in developing this white paper. Doug is the inventor of KnowledgeTrak and has been working to help hospitals and blood centers improve training, documentation and quality management in the industry since the application's introduction more than 13 years ago.