

Point of Care Testing Operator Training & Competency

Presenters:

Brett Delahunty – PoCT Coordinator

Julie Monnox – PoCT Training Coordinator



Health
Pathology

NSWHP-POCT-INFO-0250-1 Owner: Julie Monnox Approved: 16 Apr 2019



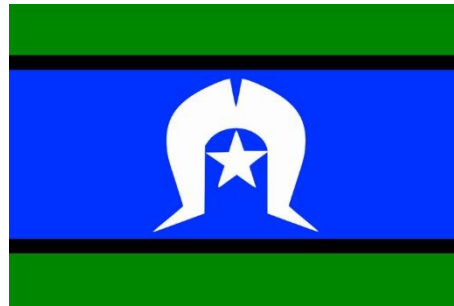
Agenda

- What is changing and why
- What does the NEW program look like
- How will we track performance (1 month, 3 months, annually)
- PoCT communication process
- What happens if an operator is not compliant
- Important timelines
- Available Resources
- Q& A

Acknowledgement of Country

NSW Health Pathology acknowledges the traditional custodians of the lands on which we work and pay our respects to ancestors and Elders, past and present.

We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



What is changing and why?

What

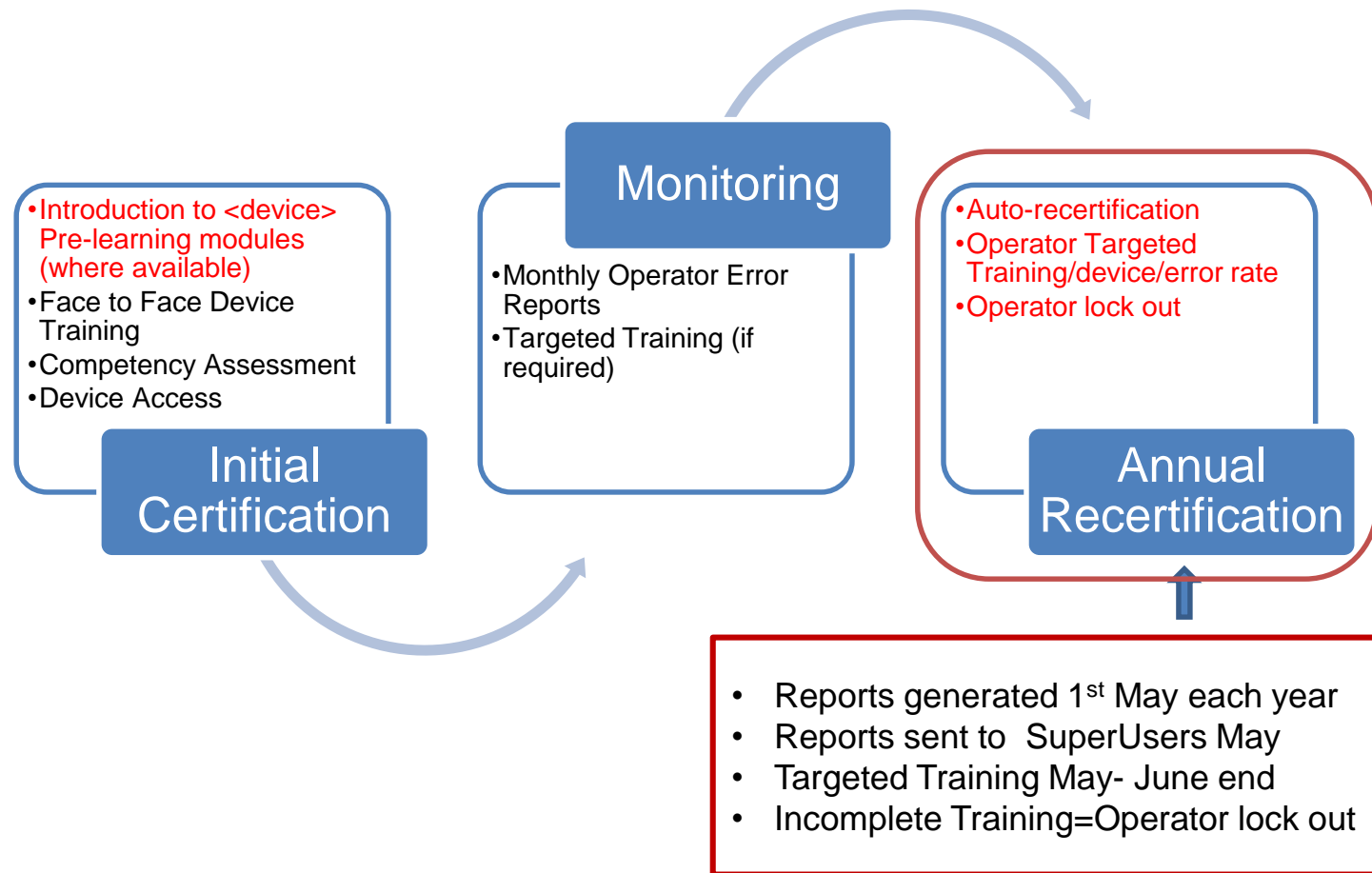
- The way we **recertify** operators on devices is changing

Why

- To focus on correct use of PoCT devices to ensure patient safety by monitoring operator usage and errors



PoCT Operator Competency Program



PoCT Recertification Approach

- Targeted training approach based on errors
- **Monthly and 3 Monthly Review:** Coordinators discretion based on Percentage of Error.
- **Annual Review:** Based on Percentage of Error and Annual Guidelines around number of tests performed. Identified in 1 of 4 categories:
 - Automatic recertification
 - Greater than acceptable error, require training
 - Did not perform enough tests for recertification, require training
 - Performed no tests

Sample Monthly Notification

i-STAT Certification

Operator Errors Information Sheet



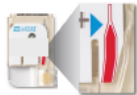



Overview

The PoCT recertification program focuses on device specific operator errors and error rate. All operators are monitored monthly and reported on annually for the below errors on this device. Any Operator not meeting the PoCT Operator Annual Performance Criteria (including no tests performed) will be identified and assessed for targeted or full 'face-to-face' re-training as appropriate. Annual reports will be sent after 1st May each year to your local Super user for action. Please make yourself familiar with the errors below and their cause to ensure continued access to this device.

Reportable errors

The common four errors causing the bulk of failed i-STAT tests are described below, along with the recommended corrective actions.

If you have any questions or concerns, please contact your local site Superuser or PoCT Coordinator. The PoCT Coordinator details can be found on our NSWHP PoCT website: <http://www.pathology.health.nsw.gov.au/dealerlocator/coordinator.aspx?action=search>

<p>Under-filling the cartridge</p> <p>Cause: Adding insufficient blood to the cartridge</p> <p>Corrective action: Fill to the mark indicated on each cartridge type</p>  <input type="checkbox"/>	<p>Over-filling the cartridge</p> <p>Cause: Adding excessive blood to the cartridge</p> <p>Corrective action: Do not fill beyond the mark indicated on each cartridge type</p>  <input checked="" type="checkbox"/>
<p>Blood clotted prior to adding to cartridge</p> <p>Cause: Insufficient blood specimen mixing prior to testing.</p> <p>Corrective action: Mix the specimen well immediately after collection and again before applying to EACH cartridge. Discard one or two drops of blood before filling the cartridge.</p>  <input type="checkbox"/>	<p>Quality control pouch on cartridge has burst</p> <p>Cause: Rough handling or excessive pressure on cartridge when loading specimen.</p> <p>Corrective action: Only ever handle cartridges by the grip end or the sides – avoid pressing on the middle of the cartridge or touching the metal sensors.</p>  <input type="checkbox"/>

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1 of 1

From:
To:
Cc:

Subject:
Date:
Attachments:

In the Point of Care Testing monthly error report you have been flagged as having an increased error rate on the iSTAT.

To assist with keeping below the maximum number of errors allowed, so that automatic yearly accreditation can be granted, please read the attached operator errors information sheet for corrective actions to take to eliminate these errors. The errors that have been incurred by yourself are marked with a black tick.

If any retraining is undertaken with the Super users please fill in the Operator Competency Form in the Lime Green Folder, tick the Targeted Training box under Training Type and forward a copy to the PoCT Coordinator.

Please don't hesitate to contact myself if you require any further assistance in this matter.

Regards,

Kate Astill

Coordinator, Rural & Regional – South and West, Point of Care Testing Service

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This message is intended for the addressee named and may contain confidential information. If you are not the intended recipient, please delete it and notify the sender.

3 Monthly Action

- Targeted training required
- Training “type” decided by PoCT Coordinator
- Performed by certified trainers (e.g. Super user, PoCT Coordinator, Lab staff, Vendors)



Sample 3 Monthly Action

- Targeted training on device by certified device trainer(e.g. Superuser, vendor or PoCT Coordinator)
- Signed competency

i-STAT Operator Competency Assessment

Please fill all fields in CAPITALS ONLY. Illegible writing may cause a delay in access to analyser

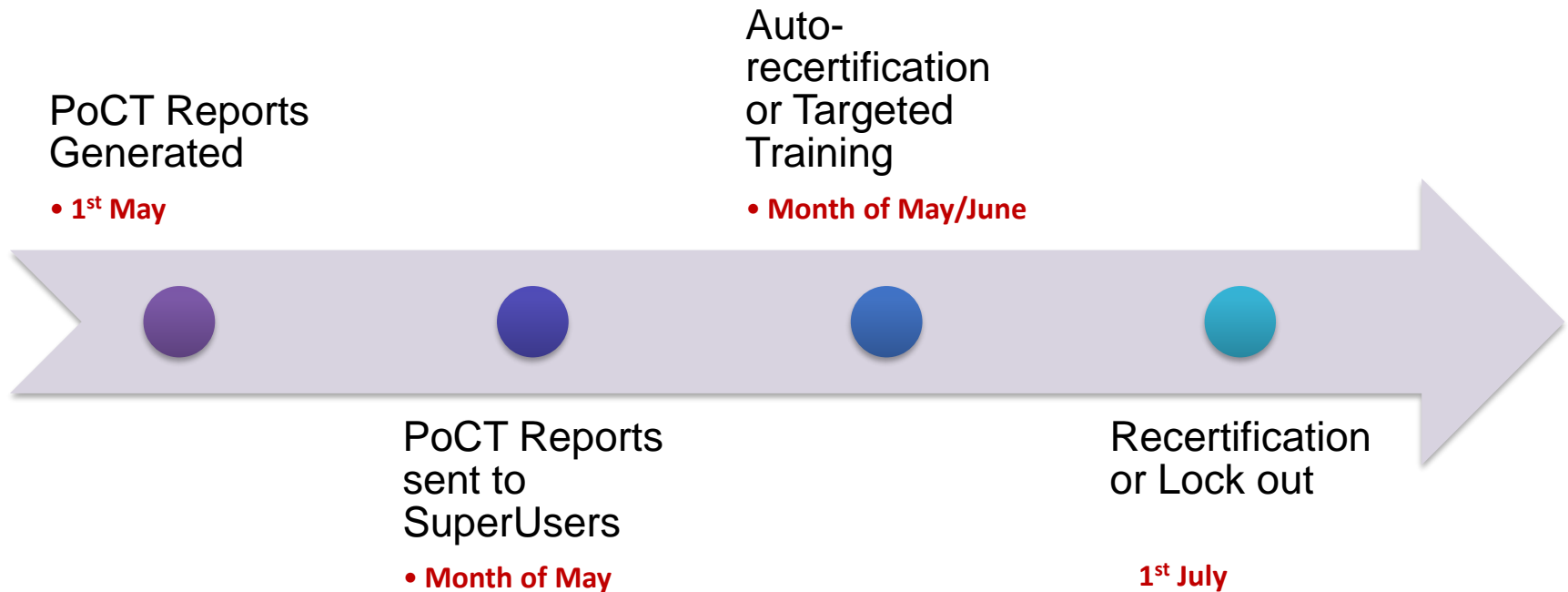
First Name:	Surname:
Employee Number:	Position:
Hospital:	Department:
Email:	
Training Type	<input type="checkbox"/> Initial/New <input type="checkbox"/> Recertification <input checked="" type="checkbox"/> Targeted Training (Please tick only relevant competencies)

For certification on this device, the Operator must demonstrate the following competencies:	Yes	N/A
Pre-analytics		
Identifies the components of the i-STAT System		
Recalls sample requirement (e.g. heparinised only, arterial/venous/capillary, well mixed)		
Recalls sample equipment (e.g. ABG syringe, tube, capillary sampler, transfer device)		
Recall cartridge storage requirements and can accurately update RT expiry		
Analytics		
Able to log on to the i-STAT to perform a test		
Demonstrates how to enter and/or scan patient ID and cartridge information		
States the "unknown patient" protocol and reconciliation procedure		
Correctly handles the cartridge		
Correctly adds sample to the cartridge		
Correctly loads the cartridge into the i-STAT		
Can navigate to correct screen and enter sample type, DOB and any other information		
Removes cartridge and disposes correctly		
Post-analytics		
Uploads and prints results successfully		
Can locate reference ranges and critical result protocol		
Explains action to error codes, both printed and displayed.		
Can access stored results from device		
Maintenance		
Describes procedure for cleaning exterior of device		
Recalls Electronic Simulator test schedule and can demonstrate running simulator test		
Is aware of QC and QAP and their importance to accuracy of results		
Operator Statement:		
Please read and sign the following statement when you have completed your training. I am aware of the "Operator Roles and Responsibilities" document for POCT devices and will ensure certification is up to date unless otherwise directed. I can locate the Operating Procedure for this device and will follow the procedures when using the device. I am aware of the POCT Manual/documentation and its location and can access MSDS if required. I understand it is my responsibility to follow PPE at all times and action critical results when flagged on the device. I will not share my operator ID under any circumstances.		
Operator Signature		Date
Certificate of attainment sited for E-learning	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable	
Trainer's Signature		Date
<input type="checkbox"/> POCT Coordinator <input type="checkbox"/> Vendor <input type="checkbox"/> Super user		

Annual Review

- A list of operators will be provided to SuperUsers that will require targeted retraining(face to face)
- Training records kept in PoCT database for each operator identified in report
- Operators not completing training within timeframe will be locked out and notified

Annual Recertification Timeline



Resources

Resource	Location
PoCT Operator Competency FAQ sheet	Device PoCT Manual (Lime Green Folder) Training Tab
Operator Errors Information Sheets	Device PoCT Manual (Lime Green Folder) Training Tab
PoCT Notice to Operators	Laminated copy at device site
Monthly/Annual Reports	Emailed to SuperUsers
Webinar Recording & Presentation	PoCT Website/Resources/SuperUser banner

Questions



Appendix

Table 1. PoCT Device Error rates

Vendor	Device	Error Rate Sample Type 1	Error Rate Sample Type 2
Abbott	iSTAT	10%	20%
Alere	Afinion	10%	20%
Alere	ePOC	10%	20%
Hemocue	WBC Diff	10%	20%
Radiometer	ABL800 series	5%	10%
Radiometer	ABL90 series	5%	10%
Radiometer	AQT90	5%	NA
Roche	CoaguChek Pro XS	NA	20%
Roche	CoaguChek Pro II	NA	20%
Siemens	DCA	10%	20%
Werfen	GEM series	5%	10%
Haemoview	Rotem	TBD	TBD
Haemonetics	TEG6	TBD	TBD

Sample Type 1:

- Arterial
- Venous
- Not specified

Sample Type 2:

- Capillary
- Cord blood (Venous + Arterial)
- Foetal scalp