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FROM THE CHAIR

In this issue of inSights we take a look at the COLA initiative for Patient Centered Laboratory Excellence (PCLE). COLA’s PCLE program provides laboratories with tools to achieve a continuous quality culture in labs. The program provides a simple yet thorough Self-Assessment to assess how well your laboratory is able to adapt the principles of the Patient Centered Medical home, such as effective communication, efficiency, and patient focus.

Introduction to PCLE gives an overview of the program. COLA’s PCLE program provides a wealth of resources and educational opportunities for independent physicians, group practices, hospitals, health care systems, payers and health plans to meet the goals of increasing patient satisfaction and providing high quality focused care in combination with increased incentives and lower care costs.

PCLE Criteria for all testing complexities shows how all laboratories, regardless of the testing complexity can benefit from enrolling in PCLE. Waived, PPM and Non-waived testing laboratories all can improve the quality of patient care.

COLA PCLE Self-Assessment highlights some of the criteria of the PCLE program. This self-assessment allows laboratories to take an introspective look at their operations. By taking the time to perform an evaluation on the laboratory’s operations, the laboratory can identify areas of incentive under ACO/PCMH are eligible.

INTEGRATING LABORATORIES INTO THE PCMH MODEL OF HEALTH CARE DELIVERY: A COLA White Paper reviews challenges facing physician office laboratories seeking PCMH integration, and offers approaches toward excellence of controls in three key areas: test utilization, Pre and Post-analytical laboratory errors, and electronic health records.

2014 CRI Symposium Highlights takes a look at the longstanding premiere continuing education event for Physician Office Laboratories and clinical laboratory science. The 2014 Symposium was the 37th symposium event, originally called POL Symposium. Currently under COLA’s education subsidiary COLA Resources Inc. the learning continues, as it is now the CRI Symposium for Clinical Laboratories. This year’s event was well attended and had excellent reviews from its attendees. We hope that you join us next year October 7-10, 2015 in Las Vegas, Nevada.

COLA’s Patient Centered Laboratory Excellence (PCLE) program was created specifically to help laboratories achieve these and other objectives necessary to achieve PCMH integration. InSights in Patient Centered Laboratory Excellence (PCLE) will educate and inspire labs to aim for the “Gold Seal of Approval”. We encourage you to share with your lab and colleagues.

Richard A. Wherry, M.D.
Chair, COLA Board of Directors
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Introduction to Patient Centered Laboratory Excellence (PCLE)

COLA’s PCLE program is the premier Patient Centered Medical Home (PCMH)/Accountable Care Organization (ACO) recognition model designed to help laboratories participate in and collaborate with PCMH/ACO’s. Our trusted and time proven approach to laboratory medicine has positioned COLA as a leader to guide practices’ participation in a laboratory focused approach to recognition in the PCMH/ACO healthcare models. COLA’s PCLE program is scalable to fit the needs of all laboratories, no matter the annual test volume, number of specialties performed or certificate type.\(^1\)

Our PCLE program will assist the PCMH and ACO in their pursuit of quality patient care and financial incentives. Our PCLEExcellerator on-line evaluation module provides criteria which focus on those elements key to successful laboratory inclusion in both the PCMH and ACO models. The tool provides laboratories with a scoring mechanism designed to help understand the readiness of the laboratory practice to participate in medical home patient testing.

COLA’s PCLE program provides a wealth of resources and educational opportunities for independent physicians, group practices, hospitals, health care systems, payers and health plans to meet the goals of: providing high quality focused care increasing patient satisfaction, and the ability to lower costs with consequential financial benefits.

Laboratory testing has grown in scope and importance during the past few decades. While the lab industry represents only about 3-4 percent of health care spending, laboratory results impact about 70 percent of diagnostic decisions affecting patients. The sophistication of informatics, the development of medical testing with its promise of personalized medicine will continue to transform patient care.

To realize the reaping of the rewards, the lab community needs to build on past successes while tackling ongoing challenges, including recruiting and retaining qualified staff; making quality concerns a daily, sustainable part of the lab culture; improving information delivery to patients and among caregivers; and integrating the lab’s proper role in new healthcare delivery models. Achieving all these goals ultimately translates better, more efficient patient care.\(^2\)

RESOURCES:
2. http://pcleexcellerator.com/Home/Background?sectionName=Background

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\(^{1}\) What is PCLE? http://www.cola.org/patient-centered-laboratory-excellence-pcle/

\(^{2}\) http://pcleexcellerator.com/Home/Background?sectionName=Background
Patient Centered Laboratory Excellence (PCLE)

COLA is proud to introduce the Patient Centered Laboratory Excellence program (PCLE). This groundbreaking program is specially designed to assist laboratories in participating in the Patient-Centered Medical Home & ACO Models of care and to be recognized for their efforts.

Through the PCLE program, COLA is taking laboratory quality beyond the confines of CLIA 88 by expanding its accreditation services to include waived testing labs.

The PCLE Program helps waived and non-waived laboratories:

• Achieve a continuous quality culture in the lab
• Integrate best practices into the PCMH/ACO model
• Make better informed, needs appropriate resource decisions
• Gain recognition from payer incentive programs

COLA’s PCLE program is scalable to fit the needs of all laboratories, no matter the annual test volume, number of specialties performed or certificate type. PCLE brings laboratories multiple benefits:

• Provides a continuous quality framework designed to support the lab’s involvement in the PCMH/ACO care models
• Positions laboratories to participate in PCMH/ACO quality incentives
• Criterion is scalable and meaningful to practice operations
• A PCLExcelerator scoring mechanism enables labs to evaluate their readiness to participate in the PCMH/ACO model
• Focuses on communication, regulatory requirements, test selection, analytics and other key elements that are necessary for PCMH/ACO success

Enrollment in COLA’s PCLE program is the first step in your laboratories successful participation in a PCMH/ACO program and receiving a “Gold Seal of Approval” in laboratory excellence as a PCLE Laboratory. PCLE recognition will set your laboratory apart and could lead to gaining recognition from payer incentive programs.

It’s time for your lab to participate in the PCMH program that has been designed for laboratories by COLA, the experts in laboratory medicine. Let COLA’s PCLE program help your laboratory find success in many ways in the Patient Centered Medical Home model.

To learn more about PCLE call COLA at 800-981-9883 or visit: www.cola.org/patient-centered-laboratory-excellence-pcle/ and see our new PCMH Whitepaper
COLA’s PCLE program is a voluntary recognition program for waived and non-waived labs emphasizing continuous good laboratory practices over and above current regulatory requirements, awarding membership laboratories a “Gold Seal of Approval” in laboratory excellence.

Since the enactment of CLIA 88, the number and types of waived tests have grown in both popularity and availability. At the end of 2012 the number of waived analytes exceeded 88 and there were 6811 waived test systems. Today the number of waived analytes exceeds 120 and spans thousands of test systems.¹ In 1992 the number of waived analytes was eight. In its 2011 White Paper Federal Government Questions Quality in Waived Testing, COLA documented the following data regarding possible errors detected at the more than 140,000 waived testing sites in the United States²:

More than 20% of laboratories do not perform Quality Control testing specified by manufactures instructions.

More than 20% of laboratories do not routinely check product insert or instructions for changes in manufactures guidelines.

Nearly half do not document the name, lot number, and expiration dates for tests performed.

Through the PCLE program, COLA is taking laboratory quality beyond the confines of CLIA 88 by expanding its accreditation services to include waived testing labs. The PCLE program outlines that accredited waived and non-waived labs would meet the following criteria:

- COLA waived, PPM, and/or COLA accreditation criteria
- Effective communication Criteria
- Continuous Quality Criteria
- Continuing Education Criteria

Within the Effective Communication (EC) criteria the laboratory must demonstrate that information sharing in the laboratory is successful and done in a manner that is ensuring quality at every interaction. Some examples include timely reporting of critical values, patient privacy and communication with healthcare providers.

The Continuous Quality Criteria examines the functionality of the laboratory. Examples include the Organizational Structure, Document Control and the use of COLAcentral®. Continuing laboratory education is a key component of understanding environmental changes in clinical laboratory medicine. Continuing Education criteria identifies if learning opportunities for testing personnel are available and being utilized. Examined are the eligibility requirements for Laboratory Director and documenting the number of continuing education hours are completed by the Laboratory Personnel.³

**TEST COMPLEXITIES ELIGIBLE FOR THE PCLE PROGRAM**

| Clinical Laboratory Improvement Amendments (CLIA) Test Complexities⁴ |
| What is “waived” testing? |
| As defined by CLIA, waived tests are simple tests with a low risk for an incorrect result. They include certain tests listed in the CLIA regulations, tests cleared by the FDA for home use, and tests approved for waiver by the FDA using the CLIA criteria. Sites performing only waived testing must have a CLIA certificate and follow the manufacturer’s instructions; other CLIA requirements do not apply to these sites. |
What is “nonwaived” testing?
Nonwaived testing is the term used to refer collectively to moderate and high complexity testing. Laboratories or sites that perform these tests need to have a CLIA certificate, be inspected, and must meet the CLIA quality standards described in 42 CFR Subparts H, J, K and M.

What are “provider-performed microscopy (PPM)” procedures?
PPM procedures are certain moderate complexity microscopy tests commonly performed by health care providers during patient office visits. The PPM subcategory includes a limited set of microscopic evaluations listed in the CLIA regulations that are performed on samples such as urine, skin scrapings and excretions. CLIA offers a PPM certification option for this limited set of moderate complexity tests to accommodate the unique needs of health care providers in clinical settings. Only certain types of providers qualify as testing personnel for PPM tests under a PPM certificate, including physicians, dentists and midlevel practitioners.

COLA’s goal is to stress the importance of accurate testing results regardless of whether the testing method is waived, PPM or non-waived. Clinical laboratory test systems are assigned a moderate or high complexity category on the basis of seven criteria given in the CLIA regulations. “For commercially available FDA-cleared or approved tests, the test complexity is determined by the FDA during the pre-market approval process. For tests developed by the laboratory or that have been modified from the approved manufacturer’s instructions, the complexity category defaults to high complexity per the CLIA regulations.”

By definition the categories of testing are not to be considered less important than a non-waived electrolyte panel or PPM urine examination.

With the passing of the Patient Protection and Affordable Care Act (PPACA), and further development of the two healthcare models, Affordable Care Organizations (ACO) and Patient Centered Medical Home (PCMH), COLA recognizes the key role diagnostic laboratories play in providing accurate and timely results in order to ensure quality patient care.

The COLA PCLE Program is an excellent methodology for laboratories to assure their ACO and PCMH partners that the laboratory services provided, are accurate, reliable, and efficient.

RESOURCES:
1. CLIA - Clinical Laboratory Improvement Amendments - Currently Waived Analytes  http://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfclia/analyteswaived.cfm
3. COLA Patient Centered Laboratory Excellence (PCLE) Recognition Program Criteria & Supporting Document Requirements
COLA PCLE Self-Assessment

COLA’s PCLE program provides laboratories with tools to achieve a continuous culture of quality. The program provides a simple yet thorough Self-Assessment which provides information on how well your laboratory is able to adapt the principles of the Patient Centered Medical Home. The tools include effective communication, continuous quality, continuing education and patient centered focus. The Self-Assessment enables laboratories to review their activities and identify any potential strengths and weaknesses.

The Centers for Medicare & Medicaid Services (CMS) regulates all laboratory testing (except research or forensic testing) performed on humans in the U.S. through the Clinical Laboratory Improvement Amendments (CLIA). In total, there are approximately 230,000 clinical laboratories possessing CLIA certificates. Each PCMH must assess the laboratory testing available to their patients, whether performed on site or performed by a reference laboratory to assure quality and value. It must be determined that the testing performed is clinically necessary, economically sound and the results obtained are accurate.

COLA’s PCLE program is adaptable to non-waived laboratories, as well as waived laboratories and Provider Performed Microscopy (PPM) labs. In addition to the General PCLE Self-Assessment, Waived and PPM labs in the PCLE program will receive specific Self-Assessments to help guide them to adopt best practices for those test complexities.

HOW WILL THESE TOOLS HELP?

These resources will assist you in the assessment of your laboratory service, whether it consists of waived or moderate and/or high complexity testing. The goal is to imbue your staff with a practice of patient focus and excellence in laboratory medicine. The clinical laboratory receives approximately 3-4 percent of the health care dollar yet it is estimated that up to 70% of medical decisions are based upon the results obtained from laboratory testing. These figures highlight the importance of the clinical laboratory and emphasize the need for quality in laboratory testing so that results can be trusted by your practices and results can be confidently transferred to any other practice to which the patient might be referred.

Examples of criteria included in the COLA PCLE Self-Assessment include:

COMMUNICATION WITH HEALTHCARE PROVIDERS
The laboratory engages in two-way communication with other community healthcare providers in regards to pertinent information that is valuable in maintaining patient and community health.

The PCLE practice should communicate, as appropriate and necessary, with other authorized healthcare entities:

- the patient’s network of healthcare providers; and
- the local public health departments required for patient safety and for the public health.

Examples of criteria included in the COLA PCLE Self-Assessment also include:

PATIENT ACCESS TO RESULTS
The PCLE practice has a secure patient portal or other method to access laboratory results to allow patients convenient access to lab results and a modality for the patient to ask questions regarding those results.

The practice should have a system in place that allows the practice the flexibility to implement methods of communication that the physicians are comfortable with for communicating lab results to the patient.

Tests performed in the home or by other agencies involved in the patient care, such as Home Health or Long Term Care facilities, may be recorded in the EHR if deemed necessary by the practice.

The Excellerator module is for Laboratories interested in
Patient Centered Laboratory Excellence and contains elements for developing strategies to enable them to deliver quality and value driven laboratory medicine to their patients every day.4

“The self-assessment consists of a series of questions followed by instructional material to guide the practice in offering a laboratory service which provides quality and value. The assessment can be utilized in laboratories which are accredited, performing physician performed microscopy or waived testing. Included are queries and information on regulatory requirements, test utilization, personnel, test performance, proficiency testing, result communication and quality assessment.5s

The COLA PCLE program shows the PCMH/ACO models of care delivery how the laboratory plays an integral role. From setting standards for all types of testing (Waived, PPM and Non-Waived) COLA is leading the way in educating and equipping laboratories to sit at the table and be engaged in PCMH and ACO activities. The laboratory is a key component in quality patient care and the COLA PCLE “Gold Seal of Approval” is a testament to laboratories who are leaders in their field.

RESOURCES:
1. COLA PCLE Self-Assessment for Waived Testing
2. COLA PCLE Self-Assessment for Provider Performed Microscopy (PPM)
3,4,5. PCLE Excellerator http://pcleexcellerator.com/Account/Login?ReturnUrl=%2fHome%2fSelfAssessment%3fsectionName%3dSelfAssessment&sectionName=SelfAssessment

With VALIDATE®, simply add product to your sample cup and run as you would a patient sample. Each test kit comes with easy-to-use, liquid material that has guaranteed long open-vial stability and requires no reconstitution. Plus, Maine Standards Company always includes enough product for retesting and trouble-shooting. We’re so certain you’ll find value in VALIDATE®, all our products come with a guarantee of 100% satisfaction.

To learn more, call Maine Standards Company at 800.377.9684 or visit www.mainestandards.com today.
COLA continues to feature a laboratory that has shown excellence not only in their compliance with accreditation standards, but also overall high quality patient care. COLA Accredited laboratories that meet the Laboratory Excellence Award (LEA) have had zero citations on their survey, no unsuccessful Proficiency Testing (PT) for any regulated analyte/subspecialty/specialty for the last two years and had no substantiated complaints for the past two years.

About the Lab:
CompuNet Clinical Laboratories’ Troy, Ohio Rapid Response Lab was recently inspected by COLA and received a perfect inspection which led to their receipt of the COLA Laboratory Excellence Award. Troy Rapid Response lab is one of 11 rapid response labs owned by CompuNet Clinical Laboratories in Dayton, Ohio. The Rapid Response labs service hematology/oncology patients. Troy Rapid Response lab provides lab services to approximately 690 patients per month, while all 11 CompuNet’s Rapid Response labs service approximately 8,400 patients per month.

CompuNet’s mission is to “Improve the Health of Our Community through Excellence in Medical Laboratory Services” Providing Rapid Response Lab services to the Dayton area Hematology/Oncology physicians is one of the many ways we strive to uphold our mission statement. We are able to provide a unique benefit to the patients as well the physicians within these specialized practices.

COLA has provided CompuNet’s Rapid Response labs with an abundance of resources to maintain our perfect inspection status. Jennifer Douglas and Lacy Koogler have been able to use COLAcentral® frequently to ensure that lab information is current and lab processes are up to date.

COLA’s adaptive inspection process allows the Rapid Response Labs to provide quality service during on-site inspections, which is very important. COLA also offers the guidance that Jennifer Douglas and Lacy Koogler require to maintain successful laboratory services. Many thanks to COLA for recognizing our Troy Rapid Response Lab and for your continued resources and support!
Point of Care technologies that include internal or electronic quality checks, such as the iSTAT, were the impetus for the regulatory allowance of equivalent quality control practices by CMS in 2004. The first allowable equivalent quality control practice, EQC, is being phased out and replaced by a new equivalent quality control option based upon risk assessment, Individualized Quality Control Plans (IQCP). Labs using an EQC protocol for technologies such as the iSTAT, must either revert to the regulatory requirement of running two levels of external controls each day of patient testing, or implement IQCP prior to January 1, 2016.

IQCP makes sense and here is an option for you!
Introducing the IQCP Program that can assist you in developing and implementing IQCP

The IQCP program has numerous benefits, enabling you to:
• Perform a meaningful risk assessment
• Customize the QC plan for each test in its unique environments
• Optimize your current QC/QA processes
• Provide equivalent quality testing to meet the CLIA QC regulations
• Ensure continuous quality patient care

As a COLA member you will receive a 15% discount on the CRI® IQCP Implementation package when you enter coupon code IQCP15.

ORDER YOUR IQCP IMPLEMENTATION PACKAGE
www.criedu.org/iqcp-implementation-tools/
Dear Consultant,

COLA is stepping up to be a leader in waived testing to insure that you and your staff have the latest resources to conduct high quality waived testing.

We are offering Consultants the opportunity to participate in COLA’s Waived Testing Pilot program. Pick the Pilot that is best suited for your laboratory. As an example in one of our programs, COLA will provide the PT enrollment for a selected waived PT module for free (a $300 value).

Space is limited, please respond by email to this request and to receive further details contact jliggins@cola.org attention James Liggins.

**PILOTS**

1. **Training Competency*** - Pilot labs will be provided with a comprehensive training and competency plan, including useful templates that will guide you in providing effective training and meaningful assessment of competency

2. **Onsite Survey*** - COLA will provide a comprehensive Waived Testing Manual, which provides the staff with important information about good laboratory practices

3. **Quality Assessment*** - COLA will provide a QA plan, and templates for scheduled and defined QA monitors, two for each of the three months, with help and guidance on how to use the information to improve your processes.

4. **Proficiency Testing*** - COLA will provide the PT enrollment for the selected waived PT module.

*If selected for pilot*
SAVE THE DATE!

We look forward to seeing you at the next CRI® ANNUAL SYMPOSIUM FOR CLINICAL LABORATORIES!

Mark your calendars for:
October 7 - 10, 2015
Tropicana | Las Vegas, NV

CRI® IQCP IMPLEMENTATION TOOLS

CRI® IQCP IMPLEMENTATION PACKAGE $399
The CRI® IQCP Implementation Package includes CRI® E-Optimizer Software Tool and the CRI® Implementation Guide as described above.

CRI® IQCP E-OPTIMIZER SOFTWARE TOOL $249
This intuitive and innovative software tool provides all laboratories from small POLs, to hospitals and independent labs, with a roadmap on how to perform a risk assessment and develop an IQCP. Generates IQCP documentation including Risk ID Table and Fishbone Diagram based on your responses. Annual subscription offers unlimited number of uses. A must for all labs.

CRI® IQCP IMPLEMENTATION GUIDE $199
This all-inclusive guide assists in the implementation of IQCP specific to your laboratory. It is the resource you need to perform true Risk Management unique to your laboratory. Develop a Risk Assessment Plan, by utilizing such tools as Process Mapping, Fishbone, and Risk Identification Table templates (includes completed examples).

NOW AVAILABLE ONLINE AT WWW.CRIEDU.ORG/IQCP
9881 Broken Land Parkway | Suite 215 | Columbia, MD 21046-3016 | Phone (800) 981-9883
CRI®s Symposium for Clinical Laboratories was held October 15 – 18, 2014 at the Buena Vista Palace Hotel & Spa in Orlando, Florida. The event hosted over 230 attendees from around the world. The CRI® Symposium for Clinical Laboratories provides the opportunity to meet personal, professional, and organizational goals at a reasonable cost. The Symposium is designed to provide physicians, laboratory directors, technical consultants, laboratory managers, testing personnel, and other healthcare professionals with continuing education that’s critical to operating a successful and compliant medical diagnostic laboratory.

COLA Resources Inc. (CRI®) is a medical laboratory education and consultative organization that uses a unique approach to guide laboratories of all sizes: interactive education. Educational sessions also explored tools assisting in meeting the requirements of CLIA, COLA, and other accrediting organizations, improving laboratory processes and procedures, preventing laboratory errors, and improving efficiency and promoting quality in laboratory operations. CRI President Rose Mary Casados, BSMT (ASCP) spoke at sessions regarding the new Individualized Quality Control Plan (IQCP) of which CRI has a comprehensive educational program.

This year CRI utilized Social Media for performing surveys, holding contests and updating attendees on activities. Symposium attendee DeAnn Lock posted on the CRI Facebook page “I LOVED THE SYMPOSIUM BECAUSE it was totally the best time I have had in years! This was my first time ever and I met the most awesome people who are now my friends. The hotel accommodations and staff were exceptional.” Regarding our staff “the most helpful, attentive, friendly, and informative people who did an excellent job of executing and organizing every session and event at this Symposium. I am so grateful for the time, information, education, and networking I have received from attending this wonderful event. I had such a great time and enjoyed some of the best food from the best staff I have ever come in contact with. They were priceless! It totally rocked!!! … I commend you all for such an Awesome job!”

Symposium Director Tricia Hudson, CMP worked tirelessly to coordinate the attendee and exhibitor experience at the venue. This included exciting social events such as the Ice Cream Social, Poolside Reception and Exclusive Incentives for attendees to visit Walt Disney World® Resort. CRI’s Symposium for Clinical Laboratories theme was “Where education meets imagination!” There were 45 exhibits ranging from Centers for Disease Control to Medical Supply Distributors and Proficiency Testing Providers. The Exhibit Hall also hosted the informative Technology Workshops for LIS and Chemistry by leaders in the industry. Attendees learned about the newest and cutting-edge products for each discipline in a formal educational environment.

Another attendee commented that the Symposium was different from other events because it was focused on Medical Technologists and Laboratory personnel that work at the bench. “The other event” he attended “was focused on Pathologists and was over my head.” Cynthia Cardelino, MLT(ASCP), MT(HEW) Symposium Curriculum Specialist begins planning months in advance for selecting relevant topics and speakers that will provide the best learning experience for participants. Cynthia coordinated a full educational program that provided the opportunity to attend educational sessions, earn up to 20 CME or P.A.C.E® credits, network with healthcare professionals and visit the exhibit hall featuring the latest laboratory technology, equipment and supplies.
The educational sessions offered continuing education to enhance competency and maintain state licensure. The Lab Director Track program provided the 20 CME credits for physicians to qualify as laboratory director for a moderate complexity laboratory, as outlined by CLIA. This program is one of only two Moderate Complexity Laboratory Director Qualification programs in the country and is the only program to provide this training in a live format. Maria Hardy, IMA(ASCP) Symposium Technical Writer assisted with presenting workshops, answering questions at the Exhibit Booth and facilitating the Q&A portion of the General Session lectures.

This event will be held annually in the Fall, as opposed to twice a year in the past. CRI is already reviewing evaluations to better serve the wonderful participants. The task of distributing Certificates of Completion to the many attendees has already begun. The next CRI® Symposium for Clinical Laboratories will be held October 7-10, 2014 at the Tropicana in Las Vegas, Nevada. Registration will open early 2015 and we encourage you to save the date and plan to attend!

Where education meets imagination!
CRI® thanks the following companies for their financial support of the Symposium for Clinical Laboratories.
held on October 15-18, 2014 in Orlando, FL
Stationary: COLA Resources Inc. (CRI®) offers continuing education through online courses and LIVE events that include webinars, and an annual symposium designed for physicians, laboratory personnel and allied health professionals.

Our educational platform offers accessibility to extensive educational tools and convenient laboratory training to assist healthcare professionals in expanding knowledge and meeting certification and licensing requirements. CRI® is the thought leader for instructing and training healthcare professionals in improving their skills and, ultimately, to perform higher quality services for the communities they serve.

Each course includes examples drawn from current practices and regulations, providing tangible knowledge that can be immediately applied in the healthcare environment. CRI®'s education portal provides flexibility by offering courses that can be purchased separately or as packaged programs. LabUniversity™ offers both C.M.E, and P.A.C.E.® credits, tailored to the needs of healthcare professionals, and courses are accessible on desktops, laptops and mobile devices!

Included in our online educational portal:

- **Individualized Quality Control Plan Program:** The CRI® IQCP Program is designed to assist in developing and implementing IQCP, customized to the diversity and unique testing conditions of the clinical laboratory.

- **Laboratory Director CME:** The Lab Director CME Course Program is approved by CMS, as a pathway for physicians to qualify as a Laboratory Director of a moderate complexity lab.
• **Laboratory Training**: Here you will find a variety of individual courses and course programs to meet various needs, including several courses that are new for 2014.

• **Quality Management Systems**: This series of courses is designed to help implement Quality Management Systems. Included is an introductory course on QMS, courses on the 12 Quality System Essentials, and two “how to” courses for process flowcharting and creating a quality manual.

• **CEexpress**: CEexpress is a fast and effective method for obtaining P.A.C.E.® credit by reading articles and completing a quiz on varied laboratory topics.

• **Webinar CEexpress**: Webinar CEexpress courses are created from previously presented CRI Webinars. The course links to an archived version of the webinar slide and audio program, and to available pdf file resources.

• **Waived and PPM Testing Procedures**: These documents (one to four pages each) are waived, PPM, and specimen collection procedures. They are suitable for inclusion in a procedure manual and include references. The specimen collection procedures are also applicable to laboratory test procedures other than waived and PPM.

**Live Educational Events:**

• **CRI®’s Annual Symposium for Clinical Laboratories**: Attendees participate in EDUCATION FOR LABORATORY EXCELLENCE - making a positive impact for quality patient care. Participants can attend a wide selection of educational sessions, earn up to 20 CME or P.A.C.E® credits, network with other healthcare professionals and visit the exhibit hall featuring the latest laboratory technology, equipment and supplies.

• **Live Webinars**: Through CRI®’s LIVE Webinar series, healthcare professional are able to access subject content tailored to relevant industry topics. A CRI® LIVE Webinar is a unique experience which allows participants to learn vital content in real time and earn credit.

• **IQCP Workshops**: Prepare to implement the new CLIA IQCP Interpretive Quality Control Guidelines. Presenters include Keynote speakers from leading Accrediting Organizations CMS and COLA® Live Webinars. Through CRI®’s LIVE Webinar series, healthcare professional are able to access subject content tailored to relevant industry topics. A CRI® LIVE Webinar is a unique experience which allows participants to learn vital content in real time and earn credit. Workshops are held from 8:30AM - 4:00PM, Continental breakfast & lunch will be provided.

**CRI® is an approved continuing education provider by the following:**

• American Academy of Family Physicians (CME). The Laboratory Director CME Program has been reviewed and is acceptable for up to 20 Prescribed credit(s). An AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition award.

• American Society for Clinical Laboratory Science (ASCLS) P.A.C.E.® Program

• The Board of Clinical Laboratory Personnel, Division of Medical Quality Assurance at the Florida Agency for Health Care Administration (CE Broker®)

• California Division of Laboratory Science, Dept. of Laboratory Field Services
CRI®'s LabUniversity™ has enhanced our Learning Management System (LMS) platform:
Offering ease of use, and flexibility!

CRI, through its LabUniversity™ education portal, has introduced a new, innovative and responsive user interface that adapts to various hardware devices - from conventional desktops and laptops to mobile devices such as iPads, tablets, and smartphones!

LabUniversity™ now is accessible across a wide variety of platforms:
- Windows
- Mac
- Linux
- iOS (iPads, iPhones)
- Android
- Blackberry
- Windows Phone

CRI®'s LabUniversity™ is an educational platform is available to assist healthcare professionals:
- earn CME or CE credit
- obtain CE credit to renew your state license
- (physicians) qualify as laboratory director for a moderate complexity lab

Now you can take many of our courses, purchase educational materials, and watch live and archived webinars anywhere, anytime, from various mobile devices! Begin a course on one device at work and complete it at a later time on a different device at a different location.

Exciting Features:
- Cutting edge curriculum to be added more quickly to an already expansive set of choices. So the latest and greatest in educational material will be right at your fingertips.
- Dashboard which upon login allows you to immediately pick up where you left off with just one click.
- Utilization of course interface with easier recognition of what’s been completed and where you are currently.
- Instant connections to vital news and information from COLA Resources Inc.
- Access to course Resources (e.g., PowerPoint presentations, recordings of webinars and Q&A topics) for up to one year after purchase through your LabUniversity™ account

Browse our course catalogue, view content and learn with CRI®.

We welcome you to LabUniversity™
A Quality Solution for Busy Professionals...