

Lab Management University Certificate Of Completion Program

Course Program Syllabus

Courses for Completion: 25

Type of Instruction: Online (and Blended where applicable)

Administrative Notes

Office: ASCP Chicago, 33 W Monroe, Chicago IL, 60603
Phone: 312-541-4999
Email: lmu@ascp.org

Program Schedule

LMU can be accessed until requirements are met, up to three years, unless purchased by your institution, where there is a yearly subscription to the program. We anticipate the average participant will take approximately six months to a year to complete each certificate program.

Course Description

Lab Management University (LMU) is a self-paced online certificate program that improves competencies in laboratory management. Launched in 2013, LMU has already grown to over 13,000 participants worldwide!

Developed by an impressive lineup of medical leaders, LMU will teach you the practical, day-to-day skills needed to make your career and your lab a success. All core concepts of laboratory management are introduced, with more advanced and specialized courses available to choose from.

Overview

The Fundamentals Certificate of Completion in Laboratory Management is awarded on completion of 25 courses across six core competencies: Leadership, Personnel Management, Operations, Financial Management, Informatics, and Compliance. The LMU Advanced Certificate of Completion is awarded on completion of 11 advanced courses including LMU's innovative Portfolio Development course.

Participants select and complete 25 courses under the Fundamentals program at their own pace, receiving their Certificate of Completion in Laboratory Management on completion. All participants who complete the 25-credit Fundamentals program will be prepared to take the LMU

Advanced program for a deeper dive into advanced concepts. LMUAdvanced is also geared toward experienced laboratory supervisors, managers, and directors and pathologists who are well versed in management concepts.

To receive their LMU Advanced Certificate of Completion in Laboratory Management, participants select and complete 10 advanced courses plus the (15 CE) Portfolio Development course at their own pace.

Certificate Requirement(s)

For LMU (Fundamentals)

- Complete 25 courses across six competency areas.
- LMU (Fundamentals) Leadership The Laboratory Medical Director: Roles, Responsibilities and Expectations (Required for Pathologists/Residents)...
- *or*
- LMU (Fundamentals) Leadership The Laboratory Manager/Supervisor: Roles, Responsibilities and Expectations (Required for lab professionals)

For LMU (*Advanced*)

- Complete 10 advanced modules prior to completing the 15 CE Portfolio Development course.
- Complete Portfolio Development course, LMU (*Advanced*) Personnel Management - Portfolio Development

Key Features

- Enroll in LMU anytime and finish at your own pace
- Engaging online multimedia format
- Residents: Courses correspond with many of the ACGME Milestones in Lab Management
- Learn from an impressive lineup of respected experts in laboratory management
- Earn 25+ CME/CMLE credits
- Receive your Lab Management University Certificate of Completion and bolster your career standing

Instructional Methods

All online instructional strategies are approximately 60-90 minutes, including prereading assignments, multimedia educational activities, knowledge checks, case studies, and downloadable educational tools and resources. Each course also includes a five- to ten question posttest. You have three attempts to pass the test with a score of 80% or higher. You can earn 1 to 1.5 AMA PRA Category 1 Credits™ CME/CMLE and SAMs (advanced) credits for each course you successfully complete.

Student Assessments

As an LMU participant, you know the importance of continuing education. Self-assessments can be very helpful in determining where your strengths and weaknesses lie. The following assessment will help you determine the areas you will want to work on as you progress through the LMU Certificate of Completion programs. The assessment will take approximately 15 to 20 minutes.

LMU Fundamentals:

<http://survey.highroadsolution.com/votingmodule/VOTING3/f/499258/2061/?msig=5cc42ebd648c519cf187898c5f2f1871>

LMU Advanced:

<https://s3.amazonaws.com/ascpcdn/static/LMU/LMU+Q-Module/LMU+Self-Assessment+--+Storyline+output/story.html>

Requirements for Fundamentals Certificate

- You must complete 25 courses across six core competencies: Leadership, Personnel Management, Operations, Financial Management, Informatics, and Compliance. All courses are offered online; however, a select number of pre-approved live sessions will be offered at the APF and ASCP live meetings, at additional costs.
- One Roles and Responsibilities course is required as indicated per your certificate program track (one for Residents, Fellows, and Pathologists and the other for Laboratory Professionals). In addition, you should also take at least 2 to 4 courses in each competency area. Based on your individual skill needs, choose all additional courses you deem appropriate to meet the 25 course requirement.
- To receive credit for online or live courses, you must pass an online quiz with a score of 80% or better within three attempts.

Requirements for Advanced Certificate

- You must complete 10 advanced courses plus the 15-credit professional portfolio– development course.
- The Portfolio Development course includes a Multimedia Educational Activity, Guidelines, Resources (Templates/Samples), Portfolio Submission (including 5 work samples), Posttest, and an Evaluation.
- All courses are offered online; however, a select number of pre-approved live sessions will be offered at the APF and ASCP live meetings, at additional costs. To receive credit for online or live courses, you must pass an online quiz with a score of 80% or better within three attempts.

List LMU on Your Resume!

- As an LMU participant, you know the importance for your resume to showcase yourself the best way possible. Here are ways you can list the LMU program on your resume; your certificate(s) from LMU should be placed under Education:
 - o (MonthandDate) **CertificateinLabManagement**, *LabManagementUniversity*, **ASCP/APF**
 - o (MonthandDate) **AdvancedCertificateinLabManagement**, *LabManagementUniversity*, **ASCP/APF**

Education

- July 2017, **Advanced Certificate in Lab Management**, *Lab Management University*, **ASCP/APF**
- June 2016, **Advanced Certificate in Lab Management**, *Lab Management University*, **ASCP/APF**

Fundamentals Course Outline

- Courses bolded in **ORANGE** are the recommended courses, suggested in the logical sequence within each competency. Please choose courses as needed per your skills assessment

*Roles and Responsibilities course required per your career level:

<p>Leadership</p>	<p>The Laboratory Medical Director: Roles, Responsibilities and Expectations (Required for Pathologist/Residents)</p>	<ul style="list-style-type: none"> • Identify the role of medical leadership in the laboratory • Define the unique compliance and regulatory requirements of the medical laboratory • Review examples of leadership which emphasize the role of the Laboratory Medical Director
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Leadership	The Laboratory Manager/Supervisor: Roles, Responsibilities and Expectations (Required for Laboratory Professionals)	<ul style="list-style-type: none"> • Complete a self-assessment and discuss your assessment results with your supervisor or manager • Compare and contrast the role of a Lab Manager and a Lab Supervisor • Identify key supervisor/manager tasks • Identify 7 problem-solving steps • Use problem-solving techniques
Competency Type	Course Titles	Learning Objectives
Leadership	Management Theory: Applying Emotional Intelligence in the Healthcare Environment	<ul style="list-style-type: none"> • Identify opportunities to apply leadership skills • Identify the history of management • Identify the modern elements of management theory • Determine your Emotional Intelligence and how it applies to managing a laboratory and healthcare environment
Leadership	Conducting an Effective Team Meeting	<ul style="list-style-type: none"> • Prepare a meeting agenda • Identify meeting roles and responsibilities • Apply methods of making meetings more productive • Identify and overcome barriers to effective meetings • Communicate post-meeting action items
Leadership	Delivering Effective Presentations	<ul style="list-style-type: none"> • Identify your audience needs • Develop techniques for building content • Create a presentation using best practices for using text and visuals • Explore ways to engage your audience • Overcome fears of presenting
Leadership	Basic Elements of the Strategic Process	<ul style="list-style-type: none"> • Identify elements of a mission statement and identify the difference between a mission statement and a vision • Develop a S.M.A.R.T. goal for your team or organization • Complete a S.W.O.T. analysis on your team or organization • Comprehend what is essential to strategic planning
Leadership	50 Ways to Lead Your Laboratory	<ul style="list-style-type: none"> • Identify how to do more with less by using Shared Management Work Team • Create a motivational atmosphere for the lab • Recognize 25 tips for Success



Leadership	Getting to the Soul of Leadership in Laboratory Medicine: The Skills You Need to Navigate Change (enduring material)	<ul style="list-style-type: none"> • Examine the personal and social competencies of Emotional Intelligence. • Identify what constitutes the characteristics of a team. • Demonstrate a broad range of relevant techniques to deal with stress. • Understand relevant communication skills and strategies
Leadership	Steps to Developing a Sales Strategy for Your Organization	<ul style="list-style-type: none"> • Define your current service/product offerings and value in the marketplace. • Establish a service, price, and growth potential metrics to communicate essential support service areas to achieve targeted goals. • Actively educate all staff members on effective tools and resources for quality customer service processes. • Develop key relationships with all departments within your organization to establish teamwork and communication toward current and future targets. • Determine potential areas of growth within the marketplace. • Collaborate with related ancillary services to implement unique service packs.
Leadership	Empowerment as a Function of Leadership and Peak Performance (enduring material)	<ul style="list-style-type: none"> • Describe the value and function of empowerment which leads to a culture of pride and quality performance. • Apply influence strategies that will promote patient safety and improve patient outcomes. • Implement self-empowering tools which maintain leadership skills and peak performance.
Leadership	Laboratory Personnel Issues: What Works In the Real World! (enduring material)	<ul style="list-style-type: none"> • Participants will demonstrate understanding of motivational theory and practical application to the modern laboratorian. • Participants will identify effective methods for counseling and disciplinary action of laboratory staff. • Participants will utilize proven techniques for conflict resolution.
Personnel Management	Setting Performance Expectations	<ul style="list-style-type: none"> • Describe the performance management life cycle • Prepare to identify performance expectations • Construct a performance expectation • Practice communicating performance expectations



Personnel Management	Coaching for Performance Improvement	<ul style="list-style-type: none"> • Diagnose performance problems • Practice giving feedback to improve performance • Practice strategies for managing challenging responses • Discuss informal and formal corrective actions in situations of continuing poor performance • Implement coaching best practices
Personnel Management	Appraising Employee Performance	<ul style="list-style-type: none"> • Identify common Lab performance appraisal requirements • Prepare you and your employees for the performance appraisal process • Determine and use performance measures to evaluate employees • Avoid perceptual distortions and errors when conducting assessment • Conduct a performance appraisal using best practices
Personnel Management	Delegating for Success and Accountability	<ul style="list-style-type: none"> • Discuss the importance of delegating • Review the tasks performed in good delegation • Practice communication skills for delegating a task or project
Personnel Management	Maintaining Ethics in the Laboratory	<ul style="list-style-type: none"> • Apply a framework for ethical decision making • Identify management responsibilities in terms of employee rights, nondiscrimination, and reporting sexual harassment • Determine ethical responsibilities to patients, staff, laboratory, hospital, industry and other organizations
Personnel Management	Essentials for Creating a Laboratory Job Description	<ul style="list-style-type: none"> • Describe the different components which make up a job descriptions. • Identify training and certification needed for medical laboratory sciences professionals. • Discuss competencies related to assessment for laboratory professionals. • Create an actual job classification with full description. • Identify the career ladder within the applicable laboratory setting.
Operations	Preparing Standard Operating Procedures and Reports	<ul style="list-style-type: none"> • Summarize the CLSI Quality Management System (QMS) framework for the laboratory • Identify the components and delivery of an SOP • Identify the components and delivery of a lab report • Distinguish between properly and improperly written SOPs and lab reports



Operations	Designing Test Menus	<ul style="list-style-type: none">• Identify the reasons for bringing a new test “in house”• • Recognize the differences between implementing a commercially available and a laboratory-developed test• • Describe the steps needed to incorporate a new test into the laboratory
Operations	Developing Quality Control Systems	<ul style="list-style-type: none">• Identify and describe the laboratory three main phases in the laboratory testing process• Discuss the quality control system plan and structure• Analyze and interpret QC data for a common laboratory procedure• Interpret Levy-Jennings plots and Westgard rules for quality.
Operations	Competency Assessment of Testing Personnel Using a Test System Approach	<ul style="list-style-type: none">• Understand competency assessment requirements for testing personnel from a regulatory and accreditation agency (e.g. CAP) perspective.• Understand the importance of and strategies to define a “TEST SYSTEM.”• Design a compliant program for competency assessment with criteria for acceptable performance.• Document competency assessment to meet regulatory requirements.
Financial Management	Foundation in Strategic and Business Planning as basis for Financial Mgmt.	<ul style="list-style-type: none">• Explain the three foundational steps to sound financial planning and management.• Discuss the importance of budget preparation in the context of operational planning.• Apply financial planning and management principles to real life scenarios.• Analyze financial data from a lab setting to identify financial planning pitfalls.
Financial Management	Preparing a Budget for Pathology and Laboratory Services	<ul style="list-style-type: none">• Prepare and justify a budget for a hospital or clinical laboratory• Calculate a fee schedule to meet the Budget • Determine the cost of a new test



Financial Management	Nuts and Bolts Financial Management for the Pathology Practice	<ul style="list-style-type: none"> Review budgeting and financial reporting models for your practice Identify key strategies in pathology revenue cycle management Compare your practice's financial metrics against best practices Understand key measurements that are common to all health pathology practices
Financial Management	Show Me the VALUE – Financial Management for Practice of Pathology	<ul style="list-style-type: none"> Participants will gain a greater understanding of the revenue cycle specific to pathology practices. Participants will obtain examples of benchmarks to use for pathology practice valuation. Participants will examine the ways to improve the pathology practice revenue cycle. Participants will identify how pathology groups can highlight our value added services.
Informatics	Laboratory Management Information Systems in Daily Practice	<ul style="list-style-type: none"> Demonstrate knowledge of laboratory information systems Understand how different LIS systems affect your laboratory Understand the process of system integration • Have the ability to assess and select a new laboratory information system
Informatics	Informatics in the Anatomical Pathology Laboratory: Making It Work For You	<ul style="list-style-type: none"> • Overview of LIS • Review Tracking & Barcodes • Review Tips for working with inspectors • Discuss Synoptic Reporting • Explore Digital Pathology
Compliance	Develop Model Compliance Programs	<ul style="list-style-type: none"> Define critical areas of compliance for all laboratories List the basic elements of a model compliance plan State the basic requirements of HIPAA Describe types of CLIA certification State key requirements of CLIA compliance Define CLIA required Quality Systems in a lab



Compliance	Fundamentals of a Laboratory Safety Program	<ul style="list-style-type: none">• List the basic elements of a laboratory safety program• Define controls/tools available to promote laboratory safety• Gain a basic understanding of the main OSHA regulations that direct a laboratory safety program• Gain an awareness for other areas of safety that require a safety program
Compliance	Patient Safety	<ul style="list-style-type: none">• Explain how a Quality Management system contributes to patient safety.• Gain a basic understanding of the patient safety practices required by regulatory agencies.• Discuss processes to identify and evaluate errors, incidents and other problems that may interfere with patient care in the laboratory.
Compliance	Laboratory Inspections: How To Ensure Your Lab Will Meet The Regulatory Guidelines	<ul style="list-style-type: none">• Further understanding and knowledge of the different regulatory agencies and how to comply with the various standards.• Develop easy solutions to meeting the needs for a higher level of regulatory compliance within the laboratory setting.• Identify ways to increase faculty and staff awareness, knowledge and appreciation for the regulatory compliance needs of the laboratory.
Compliance	Safety Culture, Teamwork, Effective Communication and More: Utilization of High Reliability Practices in Pathology (enduring material)	<ul style="list-style-type: none">• Define High Reliability Organizations, identify basic concepts of high reliability, and utilize gained knowledge to develop and implement plans for achieving high reliability in their own settings• Recognize the importance of teamwork, robust communication practices and a positive safety culture in improving outcomes; evaluate the safety culture in the workplace using standardized tools• Communicate more effectively with pathology/clinical team members and patients and recognize barriers in discussing pathology errors

LMU Advanced Course Outline

Courses bolded in **ORANGE** are the recommended courses, suggested in the logical sequence per competency. The Portfolio Development course should be completed after 10 of the Advanced modules below have been completed.

Competency Type	Course Titles	Learning Objectives
Leadership	Pathology Personnel and The Challenge of Change (Advanced)	<ul style="list-style-type: none"> • Define and understand change management • learn to identify, anticipate, and respond to major changes in the laboratory environment • Identify and anticipate internal and external factors that could initiate significant workflow changes • How to manage personalities during significant departmental changes • Describe ways of reacting to change • Identify models and process strategies for helping change to be accepted and implemented in the workplace
Personnel Management	The Benefits of Mentoring in the Pathology Department (Advanced)(enduring material)	<ul style="list-style-type: none"> • Develop effective mentoring skills for all technical and administrative levels within your organization. • Use mentoring as an effective practice recruitment tool. • Identify the mentoring opportunities suitable for your organization.
Operations	Analyzing and Managing Workflow in the Lab (Advanced)	<ul style="list-style-type: none"> • Describe the benefits of workflow analysis and process improvement • Apply workflow analysis methods to lab processes • Examine the pros and cons for each possible solution • Examine the criteria for measuring improvement • Review success factors for implementation of new process
Operations	Lean Quality Improvement: A Practical Approach (Advanced) (enduring material)	<ul style="list-style-type: none"> • Improve participant skills in quality improvement methods, root cause analysis, and process redesign • Improve participant knowledge of simulation methods • Improve participant skills involved in recognizing bias in the diagnostic process



Operations	Project Management (Advanced)	<ul style="list-style-type: none"> • Improve participants’ understanding of and skill in project management methods. • Apply key philosophies in the contexts of planning, executing and closing of laboratory- based project management. • Demonstrate useful software and social collaboration tools for project management in the laboratory. • Analyze relevant case studies to prepare for and apply project management skills.
Operations	Managing the Utilization Of Diagnostic Tests: Developing a Laboratory Utilization Management Program (Advanced) (enduring material)	<ul style="list-style-type: none"> • Identify the key elements of a utilization management program • Describe the types of intervention strategies that can be used to implement utilization management initiatives • Describe why pathologists are uniquely positioned to lead an institutional utilization management program
Financial Management	Strategic Planning and Performance Analysis for Your Pathology Practice Budget (Advanced) (enduring material)	<ul style="list-style-type: none"> • Review the use of the strategic planning process in budget preparation. • Recognize the role of the entire laboratory and hospital staff in budget preparation. • Prioritize and justify the various components of the budget and identify tools to measure budget performance.
Financial Management	CPT Coding and Medicare Payments: Preparing for Now and Beyond (Advanced) (enduring material)	<ul style="list-style-type: none"> • Become familiar with the new way of reporting IHC, FISH and other special procedures per CPT- 2015. • Learn what Medicare plans for 2015 and beyond that will significantly impact hospital payments for laboratory services. • Understand the process CMS intends to follow starting in 2015 to revise the Medicare clinical lab fee schedule payment rates.
Financial Management	Reimbursement in the Lab	<ul style="list-style-type: none"> • Outline the overarching contextual framework for reimbursement of laboratory services. • List examples of technical, professional and administrative services provided by laboratories. • List the general categories (sources) of reimbursement for laboratory and pathology services. • Provide specific examples of applicable reimbursement mechanisms for multistep laboratory studies and laboratory administrative services.



Informatics	Harnessing Automation and Informatics to Improve Quality, Efficiency, and Turnaround Time in the Clinical Laboratory (Advanced)(enduring material)	<ul style="list-style-type: none"> • Participants will be able to identify practices in the clinical laboratory that may be amenable to automation including interference testing, dilutions, reflex testing, repeat testing, verification of results, and interpretive comments. • Participants will be able to recognize the benefits and challenges of auto-verification of clinical laboratory results. • Participants will be able to describe how to design, validate, and implement auto verification rules using CLSI guidelines as a guide.
Compliance	How to Develop an Individualized Quality Control Plan: Laboratory Risk Management in Action! (enduring material) (Advanced)	<ul style="list-style-type: none"> • Define risk management • Describe how to develop an individualized quality control plan • Identify CLSI EP23 guideline as a resource for developing a laboratory quality control plan based on risk management

The Portfolio Development course is required for the LMU Advanced Certificate of Completion.

What is a portfolio?

A professional portfolio is a collection of carefully selected artifacts that represent your progress and accomplishments as a pathologist or lab professional. It is a professional tool that will help you communicate your skills, knowledge, and accomplishments to your current supervisor or prospective employers.

Why do I need one?

You may be asking yourself, “Why do I need a portfolio? I’m happy with my career and not planning on changing anytime soon.” This reflects a common misconception about portfolios. Although having a good—if not great—portfolio is imperative for a job search, a professional portfolio has other uses as well. Maintaining a professional portfolio can be a valuable personal professional assessment tool.

Prior to completing the posttest for this course, please complete the required minimum of 10 courses for the LMU Advanced Certificate. Posttest questions are taken from these courses.

Personnel Management	Portfolio Development (Advanced) (Required)	<ul style="list-style-type: none"> • Comprehend uses for a professional portfolio in the health care setting. • Determine what documentation should be included in a professional portfolio. • Determine what lab management projects are ideal for a professional portfolio. • Review best practices for developing a resume. • Review best practices for development and implementation of projects in various areas of managing the lab.
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This course requires that you submit portfolio documents as well as take the posttest. Submitting your portfolio requirements is easy! The Dropbox allows participants to upload papers, resumes, and other documents for consideration.

- Please use the Dropbox on the applicable screen to upload your full portfolio or individual portfolio files. You can upload a maximum of 5 files in each section.
- Once you have finished uploading your files, click Submit to submit your files.
- Not ready to submit this portion of the assignment? If you only upload some of your files, you can click Save to save your work so you can return to it later.

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