QUESTIONS

1. What is the laboratory inspection designed to do?
a. Make sure the laboratory is staffed accordingly.
b. Make sure the laboratory is running profitably for the hospital.
c. Make sure the laboratory has the appropriate instrumentation.
d. Measure compliance with the expectations set forth by local, state and federal organizations.

2. Compliance is measured against expectations set forth by the FDA, CMS/CLIA, OSHA, as well as state and professional organizations.
a. True
b. False

3. Of the 8 key steps the laboratory can follow to minimize the anxiety and anticipation of an inspection, what is the first step?
a. Incorporate quality assessment activities into the daily routine of the laboratory.
b. Determine the laboratory requirements that apply to your laboratory, based on your selected test menu.
c. Train and perform competency assessments on all laboratory personnel. This is an ongoing, documented process.
d. Document and perform QC and achieve acceptable results for all tests performed.

4. What does incorporating quality assessment activities into the daily routine of the laboratory entail?
a. assessing the quality throughout the testing process and taking corrective actions when needed
b. following up on the effectiveness of corrective actions
c. Both A and B
d. Neither A nor B

5. Once an exit conference or interview has occurred with the inspector or surveyor, what's next?
a. Nothing; the inspection is over.
b. The laboratory director should share all findings with the laboratory personnel so deficiencies can be corrected and preparation can begin for follow up inspections.
c. The laboratory director should take corrective action against the technologists if the laboratory failed inspection.
d. The laboratory team can take a break until it's time for the next annual inspection.

6. Process improvement maximizes efficiency by:
a. Reducing redundancy and rework, thus reducing operating costs.
b. Increasing turnaround time and rework, thus increasing general healthcare costs.
c. Reducing staff interdependence and ergonomics, thus reducing employee morale.
d. Increasing waste and clean-up, thus increasing operating costs.

7. Which of the following is not a process that can have a dramatic impact on cost reduction?
a. LEAN
b. Six Sigma
c. CQM
d. TAT

8. Which of the following is not a good approach in preparing for an inspection?
a. "Identifying and prioritizing constraints"
b. "Determining sources of potential error"
c. "All-hands-on-deck"
d. "Workload leveling"

9. The best defense against medical malpractice claims is:
a. Increased laboratory automation
b. Quantitated evidence of good policies and procedures
c. Standardized performance indicators
d. Defined weighting factors

10. For QA automation to be effective, it must:
a. Increase efforts across the board to establish perfection.
b. Alter the "as-is" standards to incorporate more complicated methods.
c. Reduce the current effort and support proactive management.
d. Reinforce the tried methods and maintain consistency.

11. There are significant differences between P&Ps versus SOPs. Which of the following provides an example of these differences?
a. P&Ps give an overview of a company's activities, while SOPs are performed strictly by the book.
b. P&Ps give specific directions, while SOPs are more of recommended guideline.
c. P&Ps give an overview of a laboratory professional's activities, while SOPs are performed strictly by the entire staff.
d. P&Ps are performed strictly by the book, while SOPs give an overview of a company's activities.

12. Which of the following is not a benefit derived from accurate and complete SOPs?
a. Uniformity
b. Reduction in errors
c. Employee improvisation
d. Safety controls

13. SOPs reduces error rates by:
a. Allowing laboratory staff to assess and address a situation individually.
b. Offering a guideline to be considered across each specialty.
c. Enforcing practice and repetition.
d. Providing clear and specific steps in work processes.

14. SOPs should list out:
a. Every conceivable outcome.
b. All the safety precautions that the worker must take to perform his job without injuring himself.
c. Unnecessary precautions and improper uses of safety equipment.
d. General safety concerns in the laboratory.

15. Which of the following is not an example of a topic covered by SOPs?
a. Documents control
b. Platform control
c. Quality control
d. Safety

OBJECTIVES

Upon completion of this series, the reader will be able to:

1. Discuss who performs laboratory inspections and why.
2. Name the seven CMS-approved accreditation organizations.
3. Identify timeframes of inspections and explain why unannounced inspections occur.
4. Determine methods to prepare for a laboratory inspection.

ANSWERS

1.	(A)	B	C	D	6.	(A)	B	C	D	11.	(A)	B	C	D
2.	(A)	B			7.	(A)	B	C	D	12.	(A)	B	C	D
3.	(A)	B	C	D	8.	(A)	B	C	D	13.	(A)	B	C	D
4.	(A)	B	C	D	9.	(A)	B	C	D	14.	(A)	B	C	D
5.	(A)	B	C	D	10.	(A)	B	C	D	15.	(A)	B	C	D

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