

A new look at the most frequent citations

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Top 3 most frequent areas of non-compliance

COLA top 10 citations fall within these categories:

- Personnel responsibilities
 - Laboratory Director
 - Technical Supervisor/Consultant
 - Testing Personnel
- Proficiency Testing
- Competency assessment

Most frequent citations most recent 12 months

Citation	Non-compliance	% labs cited
LDR 4	Laboratory Director not fulfilling the PT responsibilities of the position	19%
PER 5	Competency assessments not performed as required	18%
PER 4C	Technical Consultant/Technical Supervisor not fulfilling the responsibilities of the position	15%
PER 4E	Testing personnel not fulfilling the responsibilities of the position	10%
PT 16	Laboratory Director not reviewing PT results with supervisory staff and testing personnel	10%

Most frequently repeated citation

- *Lack of competency assessment performed as required accounted for 33% of repeated citations in previous 2 survey cycles.*
 - *Multiple moving parts for competency assessment requirements*
 - *Frequency*
 - *Who can perform*
 - *Who is required to undergo competency assessment*
 - *6 required components*
 - *Staff turnover creates a challenge*

What other questions should we be asking?

- What requirements are most challenging to maintain over time (repeat citations)?
- What are the most common citations for start-up laboratories?
- What is the impact of LD/staff turnover on #/types of citations?
- What are some common attributes of laboratories with few/no citations?
 - LD involvement?

Targeting support/education

- Educational course offerings
 - LD responsibilities
 - TC/TS responsibilities
 - Improving PT performance
- Templates for documentation
- Desk review of documentation between surveys
- Resurveys

What is the impact of targeted interventions?

- Collect the data
- What if we are not moving the needle?
 - Adjust educational content to reflect the findings
 - Add or revise requirements



Thank you



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