

TRAINING UPDATE

Lab Location: GEC, SGMC & WAH
Department: All staff

Date Distributed: 3/2/2017
Due Date: 3/21/2017
Implementation: 3/21/2017

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Medical Training Solutions (MTS) SGAH.L46 v3
Description of change(s):
Section 5: revise passing score criteria for competencies, update quiz re-set process Section 9: delete electronic documentation example This revised SOP will be implemented on March 21, 2017

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

Title	Medical Training Solutions (MTS)	
Prepared by	Leslie Barrett	Date: 8/24/2010
Owner	Robert SanLuis	Date: 11/29/2016

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

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1. PURPOSE

This procedure describes the use of Medical Training Solutions (MTS) for administering and tracking competency and training.

2. SCOPE

This procedure applies to all Laboratory staff.

3. RESPONSIBILITY

All employees must understand and utilize MTS in accordance with this procedure.

Supervisors and managers write and revise custom competency tests, and must ensure staff complies with this procedure.

Quality Assurance personnel may facilitate process by editing and loading custom competency tests, assigning tests, and providing compliance reports.

4. DEFINITIONS

MTS – Medical Training Solutions, web based training and competency system accessed via www.medtraining.org.

5. PROCEDURE

A. General Description and Information

1. The system is used for both competency and training.

2. Custom competency tests are added to the system. Other portions of competency assessment (direct observation, record review, test performance) will be administered on paper documents.
Note: Assignments for job specific competencies are based on Job Authorization Grids
3. Training updates are placed on the system in quiz format.
 - a. A copy of the revised SOP will be uploaded onto MTS. Click on 'Download Document' to view the SOP.
 - b. MTS will prompt for acknowledgement that the document has been read. Click to 'check' the box to certify the revised SOP has been read or reviewed.
 - c. Click 'Take Test' to proceed to the quiz. Questions will encompass major revisions to the SOP.
 - d. In some situations, a copy of an SOP may also be placed in the training update binders.
4. MTS contains a training library with modules that cover technical, nontechnical and safety areas of the Laboratory. Applicable training may be assigned at the supervisor's discretion, and will appear in red. Unassigned training modules may also be taken by clicking on the 'Training Library' button and then click the module title.
5. Notification of new assignments may be communicated via LIS mailbox, posted listing or staff meetings. The due date for completing each assignment will be included in the notification. **All employees are expected to log onto the system frequently (a minimum to every 2 weeks) to check for new assignments.**
6. Disciplinary Action Plan for Failure to Complete Assigned Competency and/or Training by due date
 - a. Progressive discipline will be issued each week until the assignment is complete (i.e., move up one step of disciplinary action for every 7 days the person is late)
 - b. Initial failure to meet assigned training or competency deadline – Summary of Discussion
 - Associate cannot perform procedure until assignment is complete
 - Associate will be allowed 7 additional calendar days to complete assignment with passing score from date of summary of discussion
 - c. Failure to meet deadline – Written Warning
 - Associate cannot perform procedure until competent
 - Associate will be allowed 7 additional calendar days to complete assignment with passing score.
 - d. Final Written Warning
 - Associate cannot perform procedure until competent
 - Associate will be allowed 7 additional calendar days to complete assignment with passing score.

- e. Recommendation for Termination
Note: The associate will be placed on an action plan at the time of the initial Summary of Discussion. The expectation to be compliant with the above completion timeline will be reviewed with the associate and attached to the Summary of Discussion. Repeat occurrence within 6 months of any phase of discipline will continue the previous disciplinary process.
 - f. Refer to Employee Conduct policy for details for documenting discipline.
7. After logging into MTS, the Home screen will display 'My Assignments'.
 - a. Custom assignments will display under 'QDx at AHC Content'
 - b. MTS system assignments will display under 'Lab Training Library' or 'Lab Competency Assessment' as appropriate
 - c. Click on the title of an assignment to complete it

B. Login instructions

1. The website is accessed via Adventist Healthcare PCs within the Laboratory. It may be available as an icon, saved as a 'favorite' on Internet Explorer, or accessed by entering www.medtraining.org in the browser.
Note: The website may also be accessed from an employee's home computer.
2. Employees are initially setup on the system with
 - a. User ID is their employee number
 - b. Password is their location (WAH, SGMC, GEC)
3. To change password
 - a. click your UserID shown in the upper right of the screen
 - b. type new password in 'Password' field
 - c. click 'Save' at the bottom of the screen
4. If you have forgotten your password, notify your supervisor who can reset it. Once reset, you can log on and change it as described above.
5. User ID can be changed to an email address (personal or work) by typing it in the 'Email/Username' field and clicking 'Save'.

C. Test Grading for Competencies

1. Passing score is **100%**. ~~80% or greater unless otherwise specified, but any score <100% requires additional action.~~
2. If the score is <100% ~~80—99%~~, the employee must notify their supervisor.
 - a. The supervisor must review all incorrect answers with the employee, **re-set the test and instruct the employee to re-take.**
 - b. The supervisor will **document the review on the MTS reset spreadsheet saved to the shared drive.** ~~create an electronic record of the quiz, document the review and save the record to the shared drive. Refer to addendum B for instructions on one method to create an electronic record.~~ **Note: no person**

with administrative access may re-set their own test. Another competent employee must re-set and document accordingly.

3. If the score on the **second attempt is <100%**:
 - a. Conduct remedial training and review the employee's previous work to determine whether patient results were affected. Additional corrective action is indicated if patient results were affected. **Note:** all remedial training must be documented on a training verification form.
 - b. **Re-set the test again and document as described above.**

D. Test Grading and Failures for Training Updates

1. Passing score is **80% or greater** unless otherwise specified.
2. If an employee fails an update quiz (score <80%), the employee **is expected to review the correct answers on line** and notify their supervisor. The supervisor will re-set the test and instruct employee to re-take (**no documentation required**).
3. **If an employee fails an update quiz a second time, the supervisor must discuss incorrect answers with him/her before re-setting the test.**

E. System Administrators

1. To manage users, assignments, content and create reports refer to addenda C 'MTS Administrative Instructions'.
2. Use the browser arrows at the top of your screen to move back to previous screens.
3. Track Progress
 - a. View Status by Program
 - 1) Click 'Content' button
 - 2) Select Group, Program and Date (MTS utilizes a 6 month time frame) from the drop down.
 - 3) Titles listed to the right have been assigned for the time period. System displays the number of employees assigned, number that have completed and average score.
 - 4) Click on a Title to see list of employees who have completed and their scores.
 - b. View Status by User
 - 1) Click 'User' button
 - 2) Select Group, Program and Date (MTS utilizes a 6 month time frame) from the drop down
 - 3) Employees listed have assignments for the time period. System displays the number of assigned, number that have completed and average score.
 - 4) Click on an employee to see list of assignment titles. Those that have been completed will display their score and date. Click the test title to display a

list of questions; any that were incorrectly answered will be designated as such. Click on the question to display it.

F. Record Retention

1. User test history is maintained online for the life of the system.
2. Upon resignation, a transcript is printed for the employee and retained in their competency file.

6. **RELATED DOCUMENTS**

Policy for Competency Assessment, QA procedure
 Policy for Training Verification, QA procedure
 Employee Conduct, Laboratory policy

7. **REFERENCES**

None



8. **REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
000	5/21/2012	Update owners Section 5: Item C added, subsequent items re-numbered, Item E detail removed and reference to addendum C added Section 9: add addenda B & C	L. Barrett	L. Loffredo
001	11/29/16	Update owner Header: add other sites Section 5: add disciplinary action to Item A Section 6: add lab policy Section 9: update location of addendum C Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13	L. Barrett	R. SanLuis
2	2/15/17	Section 5: revise quiz re-set process Section 9: delete electronic documentation example	L. Barrett	R. SanLuis

9. **ADDENDA AND APPENDICES**

- A. Example of Failed Quiz screen
- B. ~~Creating electronic documentation~~
- C. MTS Administrative Instructions (see Attachment Pane on SmartSolve)

Addenda A



Leslie.X.Barrett@questdiagnostics.com | [Support](#) | [Logout](#)

My Assignments Training Library My CE Manage: Users Content Preferences

TEST
Management of Vendor Notifications SOP v0

LESLIE BARRETT
Score: **66%** [Request Retake](#)
Test Date: 5/11/2012 7:19:01 AM

1 A director, manager or supervisor receives a recall notice for a product in use within the lab. What action should be taken?

- Notify someone in the lab QA team
- Assist the QA team in preparing a response, if applicable
- Immediately call the Medical Director
- Both options 1 and 2
- All of the above

EXPLANATION
Per the Responsibility section of SOP: It is the responsibility of the department directors, managers and supervisors to forward vendor notifications to the QA department AND to act on any vendor required response through the QA department.

2 What is the process for maintaining documentation of vendor notifications?

- Keep paper records in the Operations Director's office
- Supervisor must scan and email

EXPLANATION
The QA department maintains notification documentation and any resolutions and/or responses. Documents will be scanned and saved electronically on the shared drive.

Addenda B

Creating Electronic Documentation

1. Access the employee's MTS records as described in the SOP in item E.3.b. Access the particular competency quiz.
2. Click the 'File', then 'Print'
 - a. When the printer dialog box opens, select Adobe PDF as the printer and click 'Print'.
 - b. When the file save dialog box opens, name the file in the using the following format
Employee first initial last name_title of competency or document_date taken.pdf

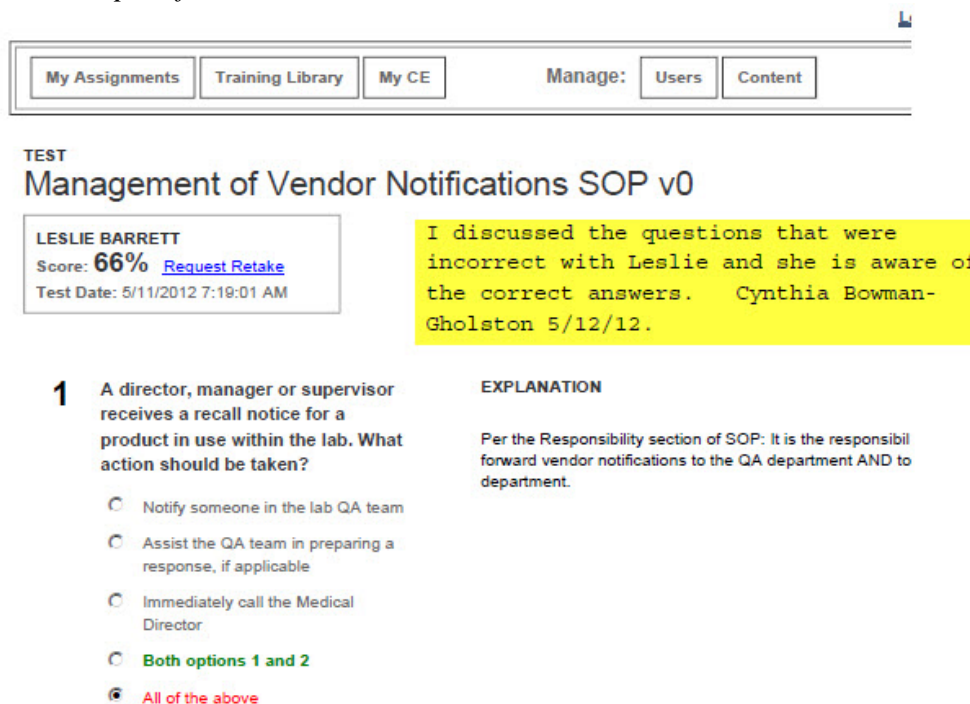
Example: ASmith_Hema1_040512.pdf

- c. Save the file under the following pathway

G:\AHC_Lab\Quality Assurance\Competency\MTS Resets and Failures

3. To document the review and discussion with the employee
 - a. Open the Adobe document
 - b. On the tool bar, select Tools. Select Typewriter.
 - c. Type the discussion and items reviewed, include your name and date.
 - d. Save the changes to the document before closing.

Example of documentation



The screenshot shows a web-based interface for a training system. At the top, there are navigation tabs: 'My Assignments', 'Training Library', and 'My CE'. To the right, there is a 'Manage:' section with 'Users' and 'Content' buttons. Below this, the title of the test is 'TEST Management of Vendor Notifications SOP v0'. On the left, a box displays the user's name 'LESLIE BARRETT', a score of '66%' with a 'Request Retake' link, and the test date '5/11/2012 7:19:01 AM'. On the right, a yellow highlighted box contains the text: 'I discussed the questions that were incorrect with Leslie and she is aware of the correct answers. Cynthia Bowman-Gholston 5/12/12.' Below this, a question is listed: '1 A director, manager or supervisor receives a recall notice for a product in use within the lab. What action should be taken?'. The question has four radio button options: 'Notify someone in the lab QA team', 'Assist the QA team in preparing a response, if applicable', 'Immediately call the Medical Director', and 'Both options 1 and 2'. The fifth option, 'All of the above', is selected. To the right of the question is an 'EXPLANATION' section: 'Per the Responsibility section of SOP: It is the responsibility forward vendor notifications to the QA department AND to department.'