

TRAINING UPDATE

Lab Location: GEC, SGMC & WAH
Department: Staff w/CAP access

Date Distributed: 3/27/2017
Due Date: 4/24/2017
Implementation: 4/24/2017

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
CAP Online Proficiency Testing SGAH.QA26 v3 Note: this has been converted to a system SOP
Description of change(s):
Section 5: update CAP screen shots and instructions (<i>where needed to match new screen shot</i>) This revised SOP will be implemented on April 24, 2017

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

Non-Technical SOP

Title	CAP Online Proficiency Testing	
Prepared by	Marilyn VanDegrift	Date: 10/20/2009
Owner	Cynthia Bowman-Gholston	Date: 10/20/2009

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 defines the process for online entry of proficiency testing (PT).

2. SCOPE

This procedure is utilized for Result Form management of PT surveys, and view / verify receipt of data.

3. RESPONSIBILITY

All laboratory staff, trained on the proper handling, testing, and reporting of PT results must comply with this procedure.

4. DEFINITIONS

CAP – College of American Pathologists

e-LAB Solutions – CAP online proficiency testing program for result management, interactive evaluations and summary reports

PT – proficiency testing

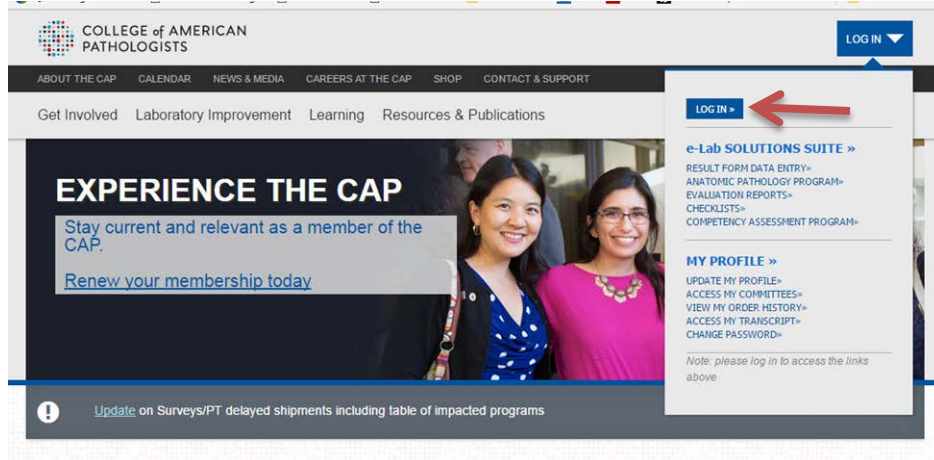
Site Administrator – person within the laboratory who is responsible for setting up and maintaining user privileges to view laboratory data on the CAP Web site.

5. PROCEDURE

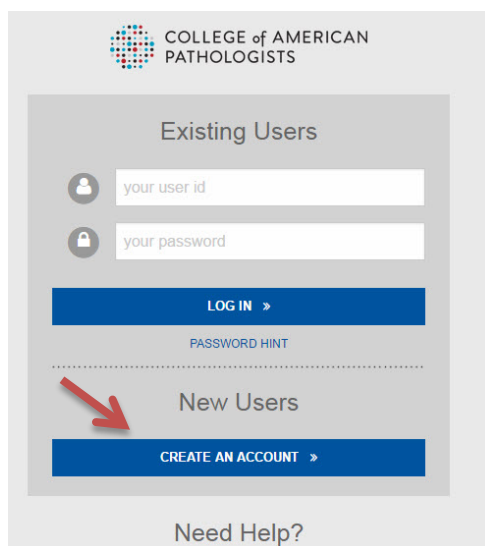
A. General Information

1. Each user must first create an account and login
 - a. Go to www.cap.org

- b. Click on **LOG IN** in upper right corner and then select **Log In** from drop down window



- c. Click on **Create an account**



- d. A page opens to enter personal data and choose user ID/password

Creating Your Web Account Is Easy

For the best experience, we encourage you to use Google Chrome or Mozilla Firefox. If you prefer to use Internet Explorer, please use version 9 & above, and be sure to turn on the compatibility view. If you have any issues in creating a new account, contact the CAP Customer Contact Center.

1. Login Details 2. Personal Details 3. Contact Details CAP

* Required Fields

1. Login Details

* User ID:

* Password:

* Confirm Password:

* Password Hint:

* Email Address:

* 3 Security Questions: (Select and answer three security questions)

1.

2.

3.

- e. Provide answers to security questions, including email address
 - Email may be personal or business, it may **not** be a business email for another facility
 - The supervisor's business email may be used
 - f. Provide business or home address
 - g. CAP will notify you, by email, once your account has been activated. Proceed to step #2.
2. Request access
- a. Log onto the CAP website, <http://www.cap.org/>, using your new user ID/ password. Note you can log directly into the **e-LAB Solutions Suite** by selecting that option from the login drop down.
 - b. On the right side of the screen, under quick links, click on **Request Access to Laboratory Data**. (If you manage multiple sites, you must request access to each site.)
 - c. Enter the 7 digit CAP number for the site, then click **submit**
 - WAH – 7185324
 - SGAH –7185322
 - GEC – 7196153
 - d. On the confirmation screen, review information and click **submit**
 - e. The laboratory's site administrator will be notified of your request, and will assign your rights based upon your job category (technologist, Group Lead, supervisor, or manager)
 - f. You will receive an email when access has been granted
3. Granting access
- a. The Quality Assurance (QA) team receives email notification of access requests. Subject line of email will state 'Request Access to Lab xxxxxxx'
 - b. The body of email includes the requestor's name and email, and the facility. If access for multiple sites was requested, separate emails are sent for each.
 - c. QA personnel will grant the appropriate access. The email is forwarded to the QA team stating access has been completed.
4. With access to a single laboratory, your log on will default into your laboratory.
5. Privileges to multiple laboratories will require a special step to ensure that you are working with the intended laboratory.
- a. Once you log onto the CAP site, go to the **e-LAB Solutions Suite**.
 - b. Click on the link for **Lab Selector** (dark blue button). All laboratories for which you have privileges will appear on the screen with their respective CAP numbers to the left of the laboratory name.

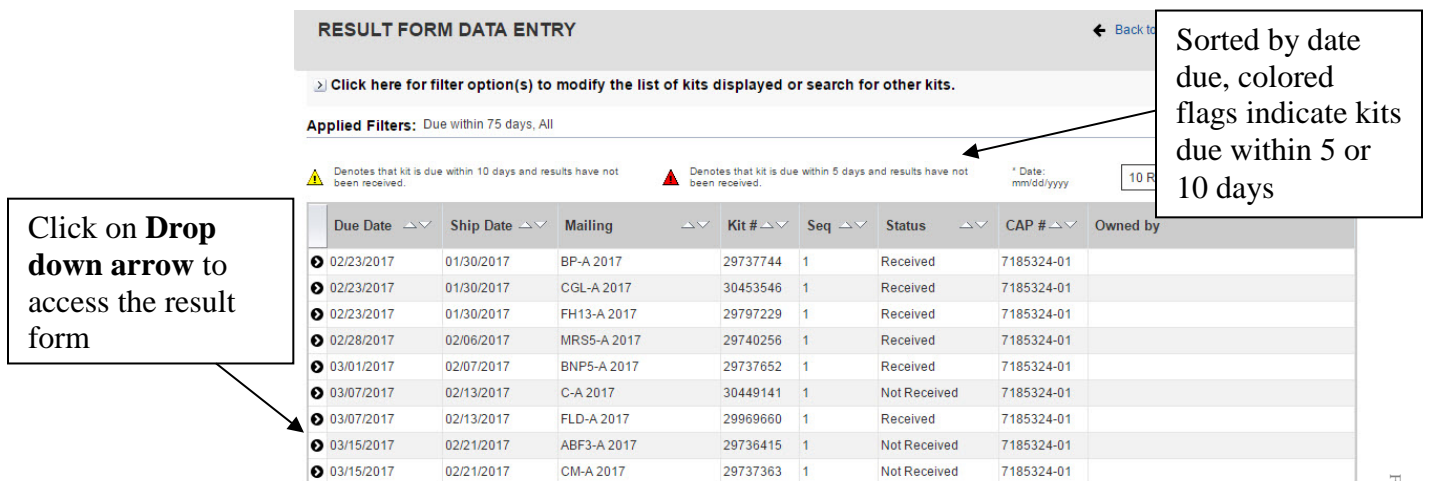


- c. Choose the laboratory that corresponds to your physical location at the time of selection.
- d. The selection will flash a pale blue backlight and the location at the top of the screen will reflect the selected lab. The dropdown list will disappear from the screen, leaving the e-LAB Solutions Menu for the selected lab.

B. Navigating to PT Result Forms – Data Entry

1. Accessing Kits and Forms

- a. Log into **e-LAB Solutions Suite** and look for the area labeled **Proficiency Testing / Quality Management**.
- b. Select the link for Result Form Data Entry. Note that you may login directly to this area if desired.
- c. A list of outstanding and received PT kits will display in order by Due Date.



- d. Click on **Drop down arrow** that corresponds to the PT kit that you need to enter.

- e. A list of each individual result page that shipped with the kit will build on the screen, with its status and receipt information. The 'data' column displays the options for each page, enter/view data.

The screenshot shows a table with columns: Page, Status, Date Received, Via, and Data. Two rows are visible, both with a status of 'Not Received' and a 'Data' column containing a link labeled 'Enter Data'. To the right of the table is a section titled 'OTHER ACTIONS' with links for 'PRINT A BLANK RESULT FORM', 'VIEW/PRINT YOUR SAVED DATA', 'VIEW KIT TRANSACTION HISTORY', 'VIEW KIT INSTRUCTIONS', and 'CONTACT US'. Below the table is a 'Step 2: Review and submit results' section with a button labeled 'APPROVE AND SUBMIT TO CAP'. A callout box with an arrow pointing to the 'Enter Data' link contains the text: 'Click on **Enter Data** to access the result form pages'.

2. Entering Test Data

- a. Perform testing according to applicable technical procedure and QA procedure Proficiency Test Handling and Result Submission.
- b. Transfer results from worksheet or instrument printouts to online – see section 1 above to access kit and forms.
 As you select **Enter Data** for each page, a document identical to the printed form will open. *See example below*

The screenshot shows the 'RESULT FORM DATA ENTRY' page with a navigation bar containing links for 'View Kit Instructions >>', 'View Images >>', 'View / Print >>', and 'Back to Result Form Data Entry Kit Details'. Below the navigation bar is a 'Step 1: Enter/Edit/View Results' section with a 'Go to Page 2' dropdown menu and a 'SAVE' button.

The screenshot shows the CAP CM-A 2017 result form. It includes the CAP logo, the text 'CM-A 2017 (CMP, CMP2, CMP3)', and 'KIT 29737363 6 02 05'. A callout box with an arrow pointing to a data entry field contains the text: 'Click on data entry fields (boxes) to key in results, method codes, etc.' The form has a 'Specific Gravity' section with a warning: 'Alert! When reporting a high quantitative value, do not choose a response greater than...'. Below this are three columns for data entry: Method Code (010) with value 1534, Instrument Code (020) with value 2676, and Exception Code (030) with radio buttons for 01 and 33. At the bottom, there are three more data entry fields labeled CM-01, CM-02, and CM-03, each with a placeholder '#.###'.

- c. Key data into each applicable field.
- d. Save each page using the ‘SAVE’ button at bottom of each page.
- e. **NOTE:** **Select and save each page, even if there is no data to enter**
- f. On the Attestation page, type in name(s) of technologist(s) who performed testing.
- g. To enter or verify methods and instruments –
 - 1) Place cursor in Instrument Code field and a drop-down box will open to provide an alphabetical list of valid instruments and codes.
 - 2) Only codes from this list can be used.
 - 3) If your instrument or method is not listed, enter 010 in the corresponding boxes and save. On the last page, under ‘Use of Other’ type in name of instrument or method.
- h. **NOTE:** Once data has been entered for a particular page, the ‘status’ column will update to Received and ‘data’ column will update to View/Edit.
- i. On ‘Other Actions’ list pick **View/print your saved data** – print and compare the submitted results to the worksheets or instrument printouts, verify no clerical errors. If errors detected, correct online and reprint applicable page(s).
- j. Initial each page.

Due Date	Ship Date	Mailing	Kit #	Seq	Status	CAP #	Owned by
02/23/2017	01/30/2017	BP-A 2017	29737744	1	Received	7185324-01	

Step 1: Enter/Edit/View results

Washington Adventist Hospital
Takoma Park, MD 20912-6367

Total of 4 page(s)

Page	Status	Date Received	Via	Data
1	Received	2/9/17 9:55 AM	Online	View/Edit
2	Received	2/9/17 9:55 AM	Online	View/Edit
3	Received	2/9/17 9:55 AM	Online	View/Edit
4	Received	2/9/17 9:55 AM	Online	View/Edit

OTHER ACTIONS

- [DOWNLOAD A BLANK RESULT FORM](#)
- [VIEW/PRINT YOUR SAVED DATA](#)
- [VIEW KIT TRANSACTION HISTORY](#)
- [VIEW KIT INSTRUCTIONS](#)
- [CONTACT US](#)

Step 2: Review and submit results

- Results have been submitted and received successfully.

APPROVE AND SUBMIT TO CAP

Click on **View/print your saved data** to print

- k. Submit all paperwork (electronic documents, manual worksheets, instrument printouts, etc.) to the supervisor.
3. Approve data
 - a. Supervisor performs routine review process per QA procedure Proficiency Test Handling and Result Submission
 - b. Data can be edited as outlined in step 2 as needed.
 - c. Supervisor logs onto e-LAB solutions and selects appropriate kit, then selects **Approve Pending Pages**

03/07/2017 02/13/2017 C-A 2017 30449140 1 Pending Approval 7185322-01

Shady Grove Medical Center
Rockville, MD 20850-3357

Step 1: Enter/Edit/View results

Total of 25 page(s)

Page	Status	Date Received	Via	Data
1	Pending Approval	2/15/17 3:20 PM	Online	View/Edit
2	Pending Approval	2/15/17 3:22 PM	Online	View/Edit
3	Pending Approval	2/15/17 3:24 PM	Online	View/Edit
4	Pending Approval	2/15/17 3:26 PM	Online	View/Edit
5	Pending Approval	2/15/17 3:26 PM	Online	View/Edit

OTHER ACTIONS

PRINT A BLANK RESULT FORM
 VIEW/PRINT YOUR SAVED DATA
 VIEW KIT TRANSACTION HISTORY
 VIEW KIT INSTRUCTIONS
 CONTACT US

Step 2: Review and submit results

This button is enabled only when results are entered and saved.

APPROVE AND SUBMIT TO CAP

For transaction history - click this link

Click this button to complete approval process.

- d. Scroll through the forms, paying attention to methodology number codes and units of measure for each reported assay.
- e. Verify that ALL pages, even those with no data, have 'Pending Approval' status and are reviewed. For any page that does NOT have the appropriate status, select **Enter Data** and **SAVE**, to change the status.
- f. Click **Approve** on last page
- g. Print the Kit Transaction History to document submission
 - On kit summary page, select View Kit Transaction History. Example shown below
 - Print this page and retain with all survey paperwork.

Kit Transaction History

Print

Kit/Customer Details: Kit #: 29731438, CAP #: 7185322, Survey : MRS5-A 2017, Institution Name : Shady Grove Medical Center

Page	Action	Date/Time	User
1	Received Online	2/13/17 1:23 PM	CAP
1	Approved	2/13/17 1:23 PM	JNEGADO
1	Saved Data	2/10/17 10:57 AM	ZSHEIKH
2	Received Online	2/13/17 1:23 PM	CAP
2	Approved	2/13/17 1:23 PM	JNEGADO
2	Saved Data	2/13/17 1:23 PM	JNEGADO
2	Saved Data	2/13/17 1:23 PM	JNEGADO
2	Saved Data	2/10/17 10:58 AM	ZSHEIKH

CLOSE

4. View data
 - a. Log in, select **e-LAB solutions**, select Proficiency Testing / Quality Management, “select or change lab” (as needed), select **Result Form Data Entry**
 - b. Click the **Drop down arrow** for the appropriate kit (see screen shot under B.1)
 - c. Click on link for View/Edit or View in the ‘data’ column (option depends on individual user’s access)
 - d. These pages will show until the kit’s due date. The link will open a PDF version of the result form.

6. **RELATED DOCUMENTS**
 Proficiency Test Handling and Result Submission, QA procedure

7. **REFERENCES**
 College of American Pathologists, User Guide, Using e-LAB Solutions

8. **REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP QA006.000		
000	5/6/2013	Section 5: A.1 added email address specifications A.3 added B.3 added verification of page status to ensure all are reviewed and submitted	L Barrett	C Bowman
001	5/26/2015	Section 5: A.1 registration / log in instruction and screen shot updated Footer: version # leading zero’s dropped due to new EDCS in use as of 10/7/13	L Barrett	C Bowman
2	3/6/2017	Header: add other sites Section 5: update CAP screen shots and instructions	L Barrett	C Bowman

9. **ADDENDA AND APPENDICES**
 Frequently Asked Questions About Using e-LAB Solutions

Frequently Asked Questions About Using e-LAB Solutions

Where can I find information on how to use e-LAB Solutions?

On the home page, look for the e-LAB Solutions logo at the bottom of the page. Click on “Learn more about e-LAB Solutions,” then click on “Users Guide” to access the PDF document. You may print or save the document. Click on “What can e-LAB Solutions do for you?” to view an online presentation.

What do I have to do to use e-LAB Solutions?

Access to e-LAB Solutions is initiated by a three-step process.

First, your site administrator (designated as the laboratory director) must opt in to create a laboratory account. Each lab was sent a one-time PIN to activate (opt in) the lab’s online account. If you do not have your PIN, call the CAP Customer Contact Center at 800-323-4040 option 1.

Second, each user must create a personal Web account. There is a 24-hour turnaround time for creating personal accounts.

Third, each user must request access to the laboratory's account. An e-mail message will be sent to your site administrator once you have requested access. He or she will then approve you to use the system and assign permissions.

What is the difference between Create an Account and Request Access?

“Create an Account” will set up an individual user account. An individual user account allows you to log in to the CAP Web site and be recognized. “Request Access” triggers an e-mail to your site administrator that you would like to have access to your laboratory’s data.

Where do I go to enter my PT results?

Log in to your Web account at www.cap.org, then click on “e-LAB Solutions” in the Personalized Options list. Under Surveys/EXCEL, click on “Result Forms.” Select the kit for which you wish to enter data, click on “View Details,” and then click “Enter Data.”

Why can't I find my kit online?

All products are grouped to match the organization of the CAP Surveys catalog, and will be found under the same categories as the tabs in the catalog. If you are entering anatomic pathology results, click on “Result Forms” under “Anatomic Pathology Education Programs.” If you are entering results for Q-TRACKS and Q-PROBES, select “Result Forms” under “Q-PROBES” or “Q-TRACKS.”

The default view of PT kits includes kits shipped to your laboratory in the last 60 days. If the kit you seek was shipped more than 60 days ago, use the filter criteria at the bottom of the list page to display earlier shipments.

How do I submit my results online?

This is a two-step process: “Enter/Save Data” and “Approve Pending Pages.”

When you are entering data, the system asks you to save your pages. This captures the information, but does not send it to the CAP. Only those individuals with approval rights have an “Approve Pending Pages” option displayed after the results have been entered and saved. This allows a laboratory, if it chooses, to have another level of validation before the data is sent to the CAP for evaluation.

What happens if I forget to approve the data?

If for any reason we do not have your data for a particular Survey prior to our anticipated evaluation period, we will notify your site administrator(s) via e-mail. You will have at least one day to submit your

data.

The status of my kit reads pending approval, but I already approved it. What should I do?

In order to approve pending pages you must click on “Approve Pending Pages,” scroll through your test result form, and click the “Approve” button on the last page.

How do I handle the attestation page online?

The attestation page has been made available for you to print and have your medical director sign. You should keep it on file with your proficiency testing records.

How do I know that the CAP has received my data?

Once you have approved your data online or submitted your data by fax or mail, you can log in to your Web account and confirm that the CAP has received your data.

Once you are logged in, click on “Result Forms,” look for the kit you are interested in and check under the status column. “Received” means that the CAP has received data. Click on “View Details” to ensure that the CAP has received all of your pages.

How do I access my Surveys or EXCEL evaluation online?

Once you are logged in to your Web account, click on “e-LAB Solutions” in the Personalized Options list then “Evaluations and Reports” under “Surveys/EXCEL Proficiency Testing.” Select the kit you are interested in and then select the evaluation report you want to view. The following reports are available from the drop down menu under Available Reports: Interactive Evaluation, Printed Evaluation and Participant Summary Report.