<table>
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<th>Date</th>
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| March 18, 2020  | Root Cause Analysis: From Blame to Gain                                     | Frank Schneider, MD, FCAP          | • Recognize how consistent use of root cause analysis (RCA) changes the quality culture of a laboratory  
• Describe key steps in a root cause analysis  
• Describe corrective action methodology that meets the requirements of international quality standards such as ISO 15189  
• Recognize pitfalls in carrying out RCA  
• Identify tools available through the CAP to assist with RCA |
| May 20, 2020    | 2020 CAP Accreditation Checklist Updates: Changes that Matter               | Harris Goodman, MD, FCAP           | • Describe key changes and the rationale for the changes in the 2020 version of the CAP Accreditation Program requirements  
• Use CAP resources to identify changes  
• Implement any necessary changes to ensure compliance with new accreditation requirements |
| July 15, 2020   | Laboratory Operations that Require Director Involvement/Engagement           | Curtis McGuyer, MD, FCAP           | • Identify the most frequently cited deficiencies in the Director Assessment (DRA) Checklist  
• Describe strategies to avoid the most frequently cited DRA Checklist deficiencies  
• Explain DRA Checklist revisions  
• Examine opportunities to increase director involvement |
| September 16, 2020 | Competency Compliance: Strategies to Avoid a Top Deficiency                  | Ericka Olgaard, DO, FCAP           | • Define competency and competency assessment  
• Describe who, when, and how  
• Identify the six elements of competency assessment  
• Recognize common mistakes/reasons for citations  
• Demonstrate compliance |
| November 18, 2020 | Proficiency Testing (PT) Failures: Getting to the “Root” of the Causes       | John Harbour, MD, FCAP              | • List common issues contributing to PT failures  
• Use troubleshooting resources found in the PT toolkit  
• Apply appropriate techniques to investigate PT failures (eg, root cause)  
• Identify opportunities to prevent PT failures |