## 2020 Focus on Compliance Webinars

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<th>Date</th>
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| March 18, 2020       | Root Cause
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         | Checklist Updates
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        | DRA checklist
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 Assessment
Competency Compliance: Strategies to Avoid the 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
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 |