COLLEGE of AMERICAN PATHOLOGISTS
Laboratory Quality Solutions

Quick Guide for e-LAB Solutions Suite

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Definitions

CAP Individual Account	This is your personal online account and is required for anyone logging on to cap.org and e-LAB Solutions Suite. All laboratory staff with responsibilities that include performing proficiency testing (PT) data entry and review of results will need to have a CAP individual account. This account stays with you, even if you should move to another laboratory.
CAP Laboratory Account	Every laboratory participating in the CAP's PT, accreditation, and Competency Assessment Program has an e-LAB Solutions Suite account. This allows for the online management of these programs. Individuals may be granted access to this laboratory account.
CAP Number	A seven-digit identification number assigned to the laboratory after an initial order form or quote request is submitted.
e-LAB Solutions Suite (ELSS)	The CAP's online portal to manage your laboratory improvement programs, including PT, accreditation, and Competency Assessment Program.
Enroll/Register	A one-time process to activate online access for your laboratory's account using the laboratory's seven-digit CAP number and PIN code (case-sensitive). The PIN is emailed to your laboratory director.
Site Administrator	The primary person responsible for the CAP laboratory account. This person has access to all laboratory data and permissions.
User Permissions	Granted by your site administrator, these security privileges allow viewing or updating access, or both, to specific areas of e-LAB Solutions Suite, including result form data entry, evaluation reports, accreditation information, Competency Assessment Program, and more.

Before You Begin

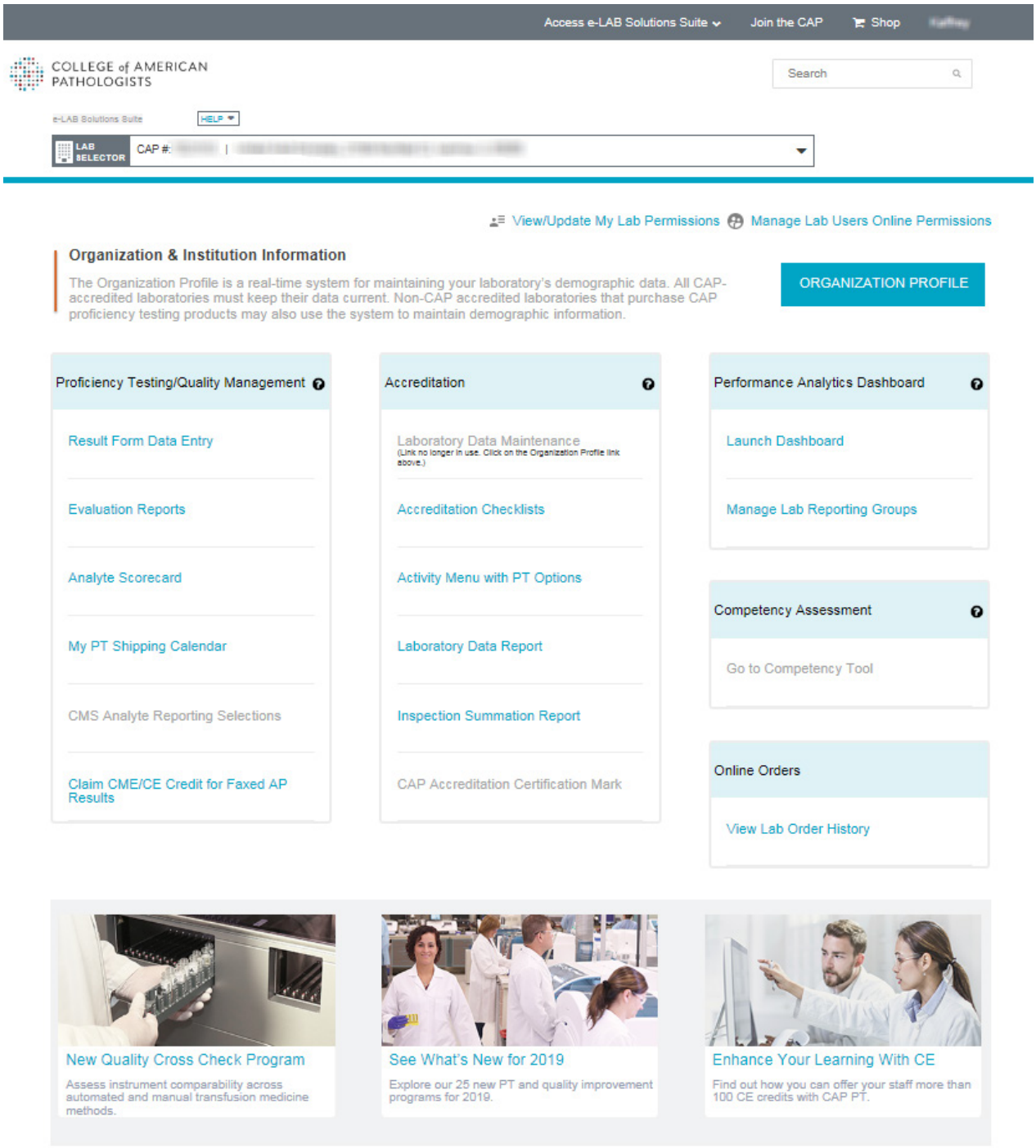
Determine roles and responsibilities to manage PT data.

Site Administrators	Laboratory Staff

As a primary laboratory person for the CAP laboratory account, site administrators should:
• Create their own CAP individual account at cap.org.
  ▪ See Step 1 (**Skip this step if you already have an account.**)
• Enroll/register the CAP laboratory account for online access to ELSS services.
  ▪ See Step 2
• Assign appropriate laboratory staff to register and request access.
• Add, accept, and manage user permissions for other laboratory personnel responsible for conducting PT or accessing online education.
• Assign additional site administrators as backup (at least two are recommended).
	All laboratory staff responsible for conducting PT, performing data entry, and reviewing results should:
	• Create their own CAP individual account at cap.org.
	  ▪ See Step 1 (Skip this step if you already have an account.)
	• Request access to laboratory data from the site administrator through ELSS.

Review How to Navigate e-LAB Solutions Suite

See the online document **How to Navigate e-LAB Solutions Suite** for more detailed information.



Setup and Proficiency Testing Steps

Step 1: Create Your CAP Individual Account

This step must be performed by all site administrators and laboratory staff performing PT.

1. Go to **cap.org.**
2. Click **Login**. Click on **CREATE AN ACCOUNT** and fill in the required fields.
3. You will see a confirmation message and be notified within 24 hours by email when your account has been activated.

Step 2: Enroll/Register Your CAP Laboratory Account to Access Your Laboratory Data Online Through e-LAB Solutions Suite

This step is for site administrators only.

Once an initial PT order is placed, a PIN will be sent via email to the laboratory director. The first person who enrolls/registers the laboratory will automatically become the site administrator. If a laboratory director is responsible for more than one laboratory, that individual will receive an email for each laboratory. The site administrator must enroll/register for each laboratory.

If you did not receive an PIN email, contact the Customer Contact Center at 800-323-4040 option 1 (domestic), or +001-847-832-7000 option 1 (international), or by email at **contactcenter@cap.org.**

Step 3: Grant or Request Online Access and Permissions to Laboratory Staff

Site Administrators

Grant individuals access to use specific areas in ELSS including results form data entry, evaluation reports, and more. You will only be able to grant access to individuals who have requested access first.

You can:

- **Give individual users access** to your laboratory's ELSS account.
- **Approve/decline user requests** to access your laboratory's CAP programs online.
- **Add or remove user permissions** to view, enter, manage, or approve data for all programs.

Laboratory Staff

To request access to view PT reports, enter PT data, view evaluation reports, and/or access Competency Assessment Program:

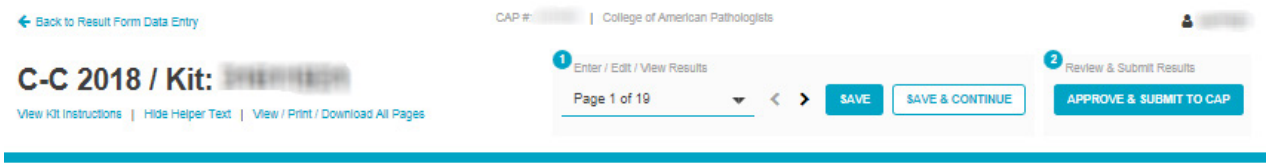
- Follow **the steps to request access** to your laboratory's ELSS account to enter PT results, complete Competency Assessment Program, and more.
- **View current permission status and/or request additional permissions.**

Step 4: Receive Your CAP Proficiency Testing Shipments/Kits and Perform Testing

- View, download, and print your laboratory's **My PT Shipping Calendar.**
- Perform testing as soon as the kit(s) is available in ELSS. Access the online kit instructions and result form and enter data via the **Result Form Data Entry** page.

Step 5: Enter CAP Proficiency Testing Results Online

Follow the steps to enter PT results in the electronic result form(s).



CAP | C-C 2018
(C1,C3,C3X,C4,CZ,CZX,CZ2X)

Last Updated: January 23, 2019

KIT

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Results are due no later than midnight, Central Time:

February 20, 2019

Enter and approve results online at cap.org.

CAP #
Products:C3
College of American Pathologists
TEL# 1-847-832-7294 FAX#

General Chemistry and Therapeutic Drugs Survey Result Form

Important

To print results, you must first save your data.

Results cannot be accepted if received after the due date.

Corrections can be made to this result form at any time **prior** to the due date. For results that are approved online, corrections must also be done online. Faxed or mailed corrections will not be accepted.

If you submit results online, you must click **APPROVE AND SUBMIT TO CAP** in order for results to be received at the CAP.

Alert! Missing or incorrect codes may result in a failure. For those laboratories subject to CLIA regulations, repeated failures may result in a directive from the CMS to cease patient testing for an extended period of time.

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Results

Date samples received in laboratory: 010 0122 (M M D D)

Bilirubin, Direct

Method Code 020: 1113 | Instrument Code 030: 1066 | Reagent Code not required | Unit of Measure 040: (●) 101 mg/dL ( ) 108 µmol/L | Exception Code 050: ( ) 11 ( ) 22 ( ) 33

060 CHM-11	070 CHM-12	080 CHM-13	090 CHM-14	100 CHM-15
####.#	####.#	####.#	####.#	####.#

Bilirubin, Total

Method Code 110: 1113 | Instrument Code 120: 1066 | Unit of Measure 130: (●) 101 mg/dL ( ) 108 µmol/L | Exception Code 140: ( ) 11 ( ) 22 ( ) 33

150 CHM-11	160 CHM-12	170 CHM-13	180 CHM-14	190 CHM-15
####.#	####.#	####.#	####.#	####.#

Calcium - Serum

Method Code 200: 1028 | Instrument Code 210: | Reagent Code not required | Unit of Measure 220: ( ) 101 mg/dL ( ) 107 mmol/L | Exception Code 230: ( ) 11 ( ) 22 ( ) 33

240 CHM-11	250 CHM-12	260 CHM-13	270 CHM-14	280 CHM-15
##.##	##.##	##.##	##.##	##.##

Step 6: Access and Analyze Your Proficiency Testing Results

A. **Access Your Evaluation to assess how your laboratory performed compared to other laboratories.**
Tips to get the most out of the evaluation report:

- Look for any unacceptable or near unacceptable results as well as biases and exception codes.
- Compare your results with the data provided in the Participant Summary Report (PSR).
- For quantitative data, look for trends in your standard deviation indexes (SDI) to prevent future failures, if necessary. Each laboratory should have its own written procedure.

B. **Review your PSR to see lists of results by peer group and compare data against your evaluation report.** Your PSR can be found in the Evaluation Reports section mentioned above.

Tips to get the most out of your PSR:

- Before trying to interpret your results, read the Evaluation Criteria. This section explains how the results were graded and also highlights important method, manufacturer, and specimen information that pertains to that mailing.
- The last pages of the report list the Exception Reason Codes for analytes that were not graded and the action required.
  - If for some reason a challenge cannot be evaluated, you should perform an alternative assessment.

C. **Access Your Analyte Scorecard:**

This report allows you to see the performance of every analyte under a given subspecialty for your laboratory for up to three years of data and can be used as a means of identifying deficiencies or trends in performance. It is also a valuable tool to conduct root cause analysis, since it allows you to drill down at very granular levels. For example, if you are reviewing tests with visual challenges as urine sediments, blood cell identification, parasite identification, etc., you can see the specific images all on one screen.

Tips to get the most out of your Analyte Scorecard:

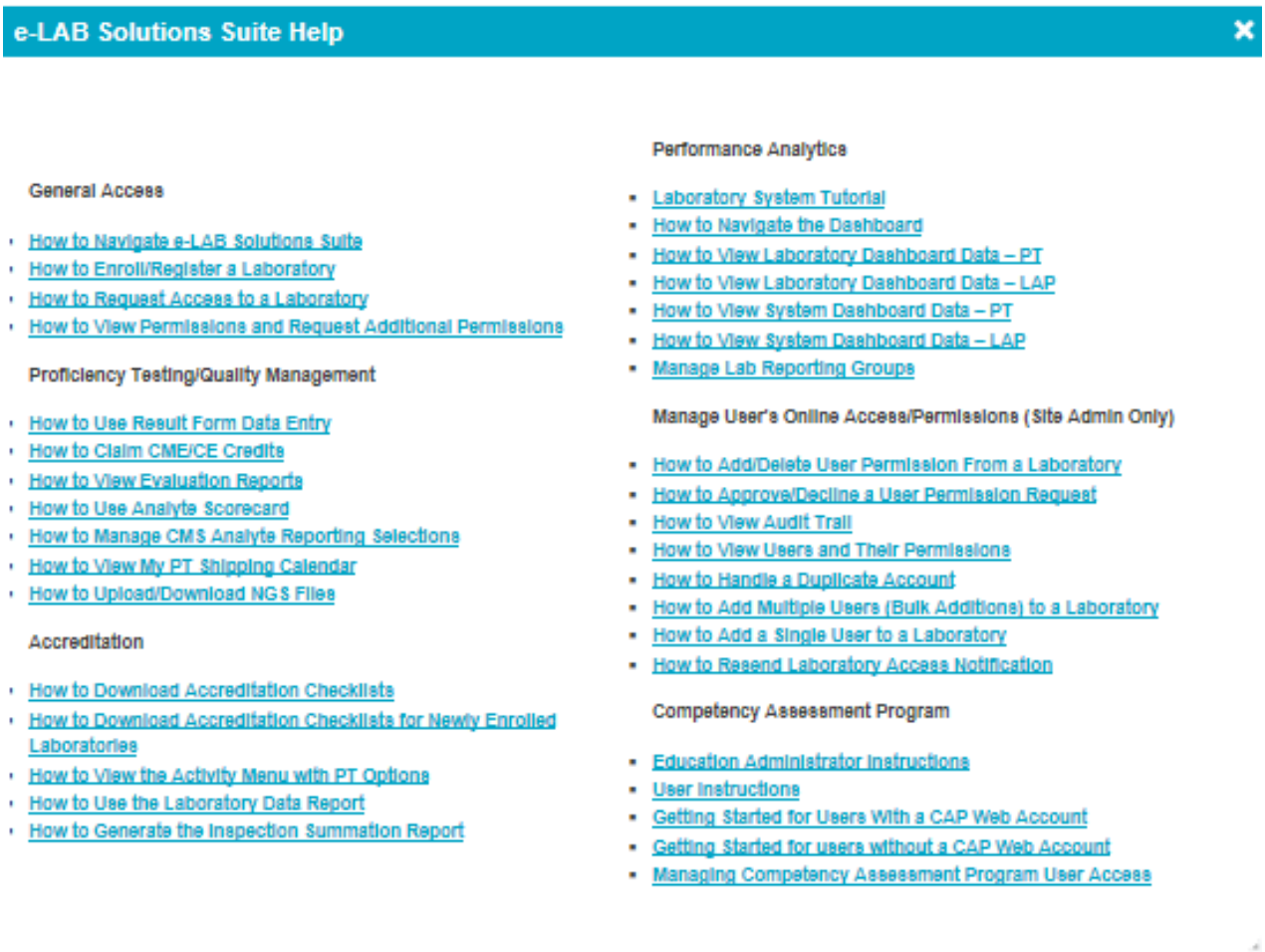
- Review this on a reoccurring basis or at least once per year.
- Conduct an investigation if you see any analyte performance below 80% or ungraded, or if you notice any inconsistencies across multiple periods.

Additional e-LAB Solutions Suite User Resources

Online Help

To access our comprehensive help menu, go to cap.org, log in, and click **Access e-LAB Solutions Suite.** Click **Help** to access the menu.

Visit the **CAP proficiency testing web page** for additional information on the PT programs.



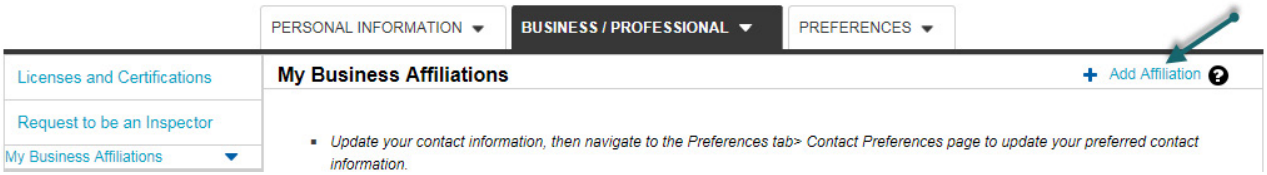
Complimentary Online Education

All laboratory staff can receive complimentary enrollment in **online continuing education (CE) for qualifying Surveys.** Your CAP individual account must be affiliated with the participating laboratory through My Profile.

If you are not affiliated with a laboratory, you need to add a laboratory affiliation.

Add a Laboratory Affiliation to Access Your Online Education

1. Log in.
2. Click **Update My Profile.**
3. Click the Business/Professional tab, then (in the upper right corner) click **+ Add Affiliation** to enter the appropriate information. The system will then recognize your affiliation for future activities.



Access Your Online Education Activities:

If your account is already affiliated with a participating laboratory, follow the steps to access your online education activities.

1. Go to **cap.org.**
2. Click **Login** and enter your User ID and password.
3. Click on the **Learning** tab.
4. In the Search box, enter the Survey Program code (eg, BMD, CGL), then click the arrow icon.
5. In the list of results, click the **Register** button for your activity.
6. After reviewing the Activity Details page, click **Register**.
7. Click **Resume** to access the activity.
8. Click the confirmation checkbox at the bottom of the Activity Overview page, and then click **Continue**.

If you choose to return to the activity later, it can be found under the In-Progress Learning Quick Link. Click on the activity title to return to the activity.

Important: For system compatibility issues, refer to the **System Requirements** document located on cap.org.

Performance Analytics Dashboard

Our Performance Analytics Dashboard gives the comprehensive data view you need to proactively focus energy on areas that need immediate attention while filtering out distractions. Updated daily, this web-based reporting solution for your CAP PT and accreditation performance reduces the stress of managing today's single laboratory or an expansive network's performance with only a few clicks.

Performance Analytics Dashboard Unpacked

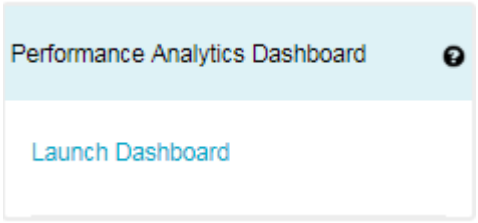
- Perform data analysis to quickly identify trends/patterns to mitigate risk.
- Improve patient care via alerts to prompt action before a cease testing notice is received.
- Benchmark your laboratory against your peers and CAP-wide performance.
- Prepare for accreditation inspections by identifying areas for improvement based on past deficiencies.

Additionally, laboratory networks can:

- Identify systemwide issues by department, discipline, or analyte.
- Benchmark the performance of an individual laboratory against the overall system performance.
- Manage access to your data more efficiently with the ability to customize reporting groups

Access the Dashboard

Use either of the links shown in the image below to access the Dashboard.



Performance Analytics Dashboard Tools

- **Get to know the Performance Analytics Dashboard**
- **Quick Start Guide for a Single Laboratory**
- **Quick Start Guide for Laboratory Systems.**

Other Resources

Guides

- View the **Hematology and Clinical Microscopy Glossary.**
- Investigate any failures using the **Investigation Worksheet.**
- Implement and document corrective action as referenced in the **Troubleshooting Guide.**

Contact Us

For assistance, call a CAP Customer Contact Center representative at 800-323-4040 (domestic), or +001-847-832-7000 option 1 (international), or via email at **contactcenter@cap.org.**

Participants in countries serviced by a designated CAP distributor can also contact their distributor's customer service department.

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