

POINT-OF-CARE TESTING TRAINED USER ACCESS POLICY

1. PURPOSE

The PathWest PoCT Service aims to ensure that high quality PoCT results are produced by trained operators using validated POC testing devices. To ensure this service complies with relevant NPAAC standards it operates under a clinical governance framework based on International Organisation for Standardisation (ISO) document 15189. Clinical governance over this service is provided by the Clinical and Governance Committee in accordance with the PathWest Point-of-Care Testing Policy ([POL-249](#)). This PoCT Trained User Access policy aims to ensure that all operators produce high-quality PoCT results that can be utilised in patient management across a wide range of clinical settings. This includes metropolitan health services (i.e. NMHS, SMHS) and country health services (i.e. WACHS) and so covering a wide range of clinical settings (e.g. emergency departments, acute care wards, paediatric wards). In order to deliver a safe, clinically effective, and high quality managed PoCT service, training and competency are of key importance. PathWest will ensure operators receive the necessary training to perform POC testing appropriately using several approaches to encompass the wide variety of clinical areas and hospitals utilising PoCT.

2. SCOPE

The WA Health PoCT Trained User Access Policy is based on standards for performing point-of-care testing and ensuring patient safety. This policy applies to all persons employed in WA Health who perform point-of-care testing, which incorporates the following entities:

- Department of Health
- Metropolitan Health Services
- WA Country Health Service

3. POLICY STATEMENT

Mechanisms for providing training programs

1. PathWest PoCT : PathWest PoCT staff may provide initial on-site training for a new POC testing device. However, given the large number of POC testing sites across WA Health and vast geographical area to be covered, this is not the preferred mechanism for providing initial or ongoing training. PathWest PoCT will provide ongoing support and access to other training approaches as detailed below.
2. WACHS: PoCT eLearning training modules are accessible through the WACHS Learning and Development system for all WACHS staff; this will ensure easy access across all WA Health regions and allow minimum training requirements to be met.
3. PathWest Laboratory Scientists: where applicable, on-site PathWest staff are trained to provide user training. This includes tertiary, metropolitan, and regional laboratories.
4. Senior Nursing Staff: where applicable, senior nursing staff will be trained to be super-users. These staff will be encouraged to on-train new staff members and proactively ensure users are trained before operating PoCT equipment. Super-users can request refresher training at any time and are expected to nominate a replacement if they leave the site/hospital to ensure a continuation of PoCT service at the required standard.

5. Clinical Nurse Educators (CNEs): throughout WA Health CNEs provide refresher and other in-service training across a region. PathWest aims to develop training links with this group to include the provision of PoCT training. It is noted CNEs are not available in all regions or hospitals.
6. Manufacturers: representatives from PoCT device manufacturers are utilised to provide on-site training for WA Health staff. This training is provided to an agreed standard and a training checklist is completed when training is provided and operator certification is completed.
7. eLearning: PathWest will ensure access to eLearning training by ensuring it is accessible from public computers, this will ensure new operators can complete their eLearning training wherever it is convenient for them to do so. The eLearning material is reviewed for relevance to all testing environments and to ensure continuous improvement of the training material trainees can provide feed-back after they complete the training modules
8. Continuous Support Strategy: PathWest PoCT provide regular reports, where possible, to all sites performing POC testing regarding errors to facilitate retraining or further education. This strategy is designed to prevent incorrect sampling or testing techniques being developed by operators or becoming an acceptable work practise within a particular ward/hospital. This strategy is based on maintaining a pro-active relationship with all PoCT sites and operators so that problems are identified and resolved as quickly as possible

4. OUTCOMES

Outcomes of this policy to ensure Trained Operator Access:

- After training has been completed and the operator has received certification to perform the POC test, the operator will be issued with an Operator ID which is used to log-onto PoCT equipment prior to performing testing.
- Operators must not allow other user to use their access barcode. If an operator has not completed any training they should not perform the POC test and should ask a trained operator to perform the test for them.
- If an operator has been trained but does not have an Operator ID, in an emergency setting, an Emergency ID should be used. The Emergency ID should also be used when there is a high level requirement for a result from a POC test but no trained operator is available. The Emergency ID must only be used in emergency situations; in particular, it must not be used as an alternative to an Operator ID.
- The PoCT results generated using the Emergency ID cannot be traced to a specific operator which breaches PathWest's standards of traceability of results for ensuring quality assurance. Also, the results produced using the Emergency ID may have been produced by an untrained/non-certified operator and this may impact the quality of the results produced. Results generated by an operator using the Emergency ID should be viewed with caution by the clinical group and repeated as soon as possible by a certified user or confirmed using the laboratory service.
- Usage of the Emergency ID barcode is monitored by PathWest PoCT Department to ensure it is only used infrequently and only to cover emergency access, when it is used frequently

a report will be provided to the ward/unit/hospital supervisor to identify the operator for training and certification. The Emergency ID will be altered on a regular basis to ensure it is not used inappropriately.

- In remote or single operator sites, training and certification of staff is still expected to be completed. However, it is recognised that there may be more instances when the Emergency ID is utilised to ensure a continuity of POC testing requirements.
- All WA Health staff should ensure they have completed the necessary training to perform the POC test and produce an accurate test result.

5. REFERENCES

PathWest Point-of-Care Testing Policy ([POL-249](#))