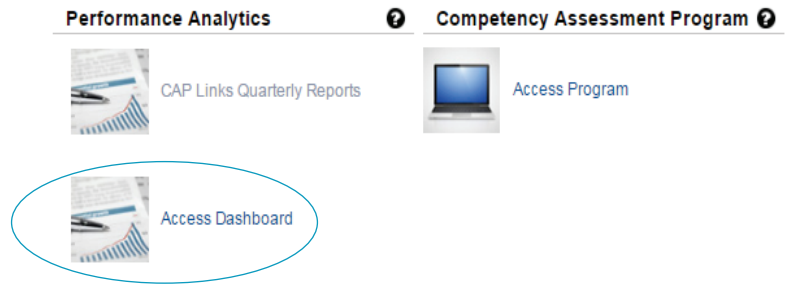


Performance Analytics Dashboard Quick Start for Laboratory Systems

Now proactively monitor performance with daily alerts to identify and mitigate potential negative patient harm with the CAP's Performance Analytics Dashboard. This Web-based reporting tool provides reports at your convenience for the time period of interest to you.

Access the dashboard

1. Log in to e-LAB Solutions Suite.
2. Click lab selector and choose your CAP system number.
3. If your system has not been established, contact the CAP for assistance.
4. This option is recommended if you have more than five laboratories in your system.

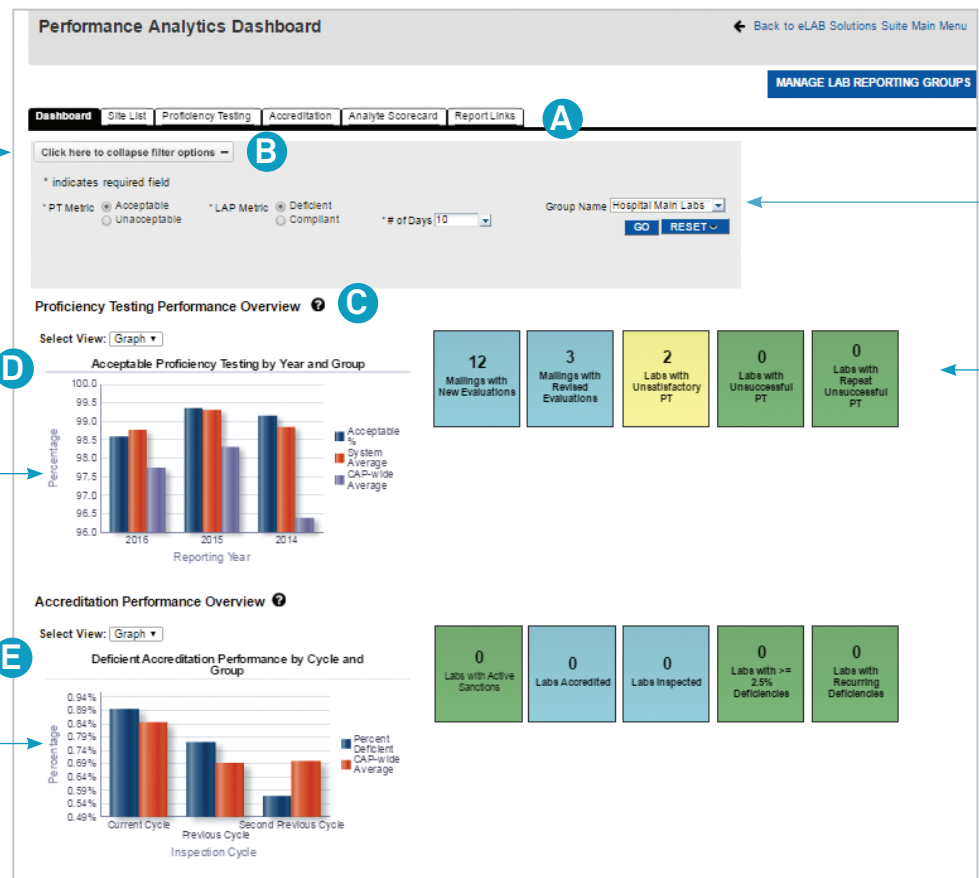


Performance Analytics Dashboard

- A. Navigation Tabs
- B. Collapsible Filter Options
- C. Online Help
- D. Proficiency Testing Performance
- E. Accreditation Performance

Apply filters to access only the data you need.

Customize reporting groups to segment your data. See "How to Manage Lab Reporting Groups" located in e-LAB Solutions Suite Help.



Look for trends in your laboratory and compare performance to the overall system and CAP-wide average.

Click on informational tiles to drill to recent or revised evaluations. Color-coded tiles prompt investigation—click to view the Analyte Scorecard report.

Typical Scenarios – Identifying Laboratories With Proficiency Testing (PT) Problems

OPTION A: Drill to specific analyte issues using color-coded tiles.

1

Dashboard | Site List | Proficiency Testing | Accreditation | Analyte Scorecard | Report Links

Click here to collapse filter options

* indicates required field

* PT Metric Acceptable Unacceptable * LAP Metric Deficient Compliant * # of Days 10 Group Name Hospital Main Labs

GO RESET

Proficiency Testing Performance Overview

Select View: Graph

Acceptable Proficiency Testing by Year and Group

Reporting Year	Acceptable %	System Average	CA-P-wide Average
2016	~98.8	~98.8	~97.8
2015	~99.2	~99.2	~98.2
2014	~99.0	~98.8	~96.5

12 Mailings with New Evaluations

3 Mailings with Revised Evaluations

2 Labs with Unsatisfactory PT

0 Labs with Unsuccessful PT

0 Labs with Repeat Unsuccessful PT

Drill down to the Analyte Scorecard by clicking on the yellow tile to view laboratories with unsatisfactory PT.

2 Analyte Scorecard - Hospital Main Labs

Bolded analytes are regulated analytes as defined in CLIA 88, Subpart I, Proficiency Testing Programs for Nonwaived Testing; Red highlight indicates unsatisfactory performance; Yellow highlight indicates satisfactory performance < 100%.

Select View: Condensed

Analyte	CAP #	Program Year	Event	Evaluation Date	Kit #	Mailing	Score	%	Performance
Cortisol	718888821	2016	1	8/15/2016	29549433-1	K-A 2016	0/5	0	Unsatisfactory
TSH	718888821	2016	1	8/15/2016	29549433-1	K-A 2016	0/5	0	Unsatisfactory
hCG, Serum	718888821	2016	1	8/15/2016	29549433-1	K-A 2016	0/5	0	Unsatisfactory
Amylase	29107641-1	2016	1	8/9/2016	29107641-1	C-A 2016	0/5	0	Unsatisfactory
Carbamazepine	29107641-1	2016	1	8/9/2016	29107641-1	C-A 2016	0/5	0	Unsatisfactory
Gentamicin	29107641-1	2016	1	8/9/2016	29107641-1	C-A 2016	0/5	0	Unsatisfactory
Phenobarbital	29107641-1	2016	1	8/9/2016	29107641-1	C-A 2016	0/5	0	Unsatisfactory
Phenytoin	29107641-1	2016	1	8/9/2016	29107641-1	C-A 2016	0/5	0	Unsatisfactory
Theophylline	29107641-1	2016	1	8/9/2016	29107641-1	C-A 2016	0/5	0	Unsatisfactory
Valproic Acid	29107641-1	2016	1	8/9/2016	29107641-1	C-A 2016	0/5	0	Unsatisfactory

Return

Navigate to the previous screen.

Sort by CAP # to identify laboratories with unsatisfactory proficiency tests.

Access an evaluation by clicking on a kit #.

Color-coded performance indicates unsatisfactory performance and satisfactory performance < 100%.

Typical Scenarios – Identifying Laboratories With Proficiency Testing (PT) Problems

OPTION B: Compare individual laboratories' PT performance to your system.

Navigate to the proficiency testing tab.

Click to expand the Group Level Hierarchy.

1

Dashboard | Site List | **Proficiency Testing** | Accreditation | Analyte Scorecard | Report Links

Click here to expand filter options +

Laboratory System - Lab Services of Arizona (SYSTEM) ?

Yellow highlight indicates acceptable % less than 90; Red highlight indicates acceptable % less than 80.

Group Level Hierarchy	Acceptable %			System Average			CAP-Wide Average		
	2016	2015	2014	2016	2015	2014	2016	2015	2014
Lab Services of Arizona (SYSTEM)	98.75%	99.30%	98.84%	98.75%	99.30%	98.84%	97.75%	98.30%	96.40%

Expand the filter options to see the data of interest to you.

Compare a single laboratory's PT performance to the system average and CAP-wide average for up to three years.

2

Dashboard | Site List | **Proficiency Testing** | Accreditation | Analyte Scorecard | Report Links

Click here to expand filter options +

Laboratory System - Lab Services of Arizona (SYSTEM) ?

Yellow highlight indicates acceptable % less than 90; Red highlight indicates acceptable % less than 80.

Group Level Hierarchy	Acceptable %			System Average			CAP-Wide Average		
	2016	2015	2014	2016	2015	2014	2016	2015	2014
CAP# 2174008 Banner Heart Hospital Main Laboratory 6750 E. Broadway Ave Mesa, AZ 85208-0766	100.00%	100.00%	100.00%	98.75%	99.30%	98.84%	97.75%	98.30%	96.40%
CAP# 2188800 Banner Quest Laboratories of Tucson-Avondale Laboratory 633 N. Avondale Way Ste 120 Tucson, AZ 85710-1595	98.50%	99.55%	99.74%	98.75%	99.30%	98.84%	97.75%	98.30%	96.40%
CAP# 3128101 Banner Care & Health Medical Center West Clinical Laboratory 14500 N. Oracle Blvd Sun City West, AZ 85178-8282	99.63%	99.66%	99.66%	98.75%	99.30%	98.84%	97.75%	98.30%	96.40%
CAP# 7192104 Banner Estrella Medical Center Nursing Point of Care Lab 6221 W. Thomas Rd Phoenix, AZ 85027-0302	100.00%	98.37%	89.00%	98.75%	99.30%	98.84%	97.75%	98.30%	96.40%
CAP# 7192105 Banner Estrella Medical Center Clinical Laboratory 6221 W. Thomas Rd Phoenix, AZ 85027-0302	94.31%	99.76%	99.45%	98.75%	99.30%	98.84%	97.75%	98.30%	96.40%
CAP# 7194802 Banner Thunderbird Med Ctr Point of Care 6555 W. Thunderbird Rd Glendale, AZ 85308-6522	98.88%	99.89%	99.58%	98.75%	99.30%	98.84%	97.75%	98.30%	96.40%
CAP# 7194803 Banner Quest Laboratories of Tucson Central/Point of Care Lab 633 N. Oracle Rd Ste 141 Tucson, AZ 85710-2710	100.00%	100.00%	100.00%	98.75%	99.30%	98.84%	97.75%	98.30%	96.40%

Reports can be printed or exported.

Click the site to view the PT performance by subspecialty and analyte.

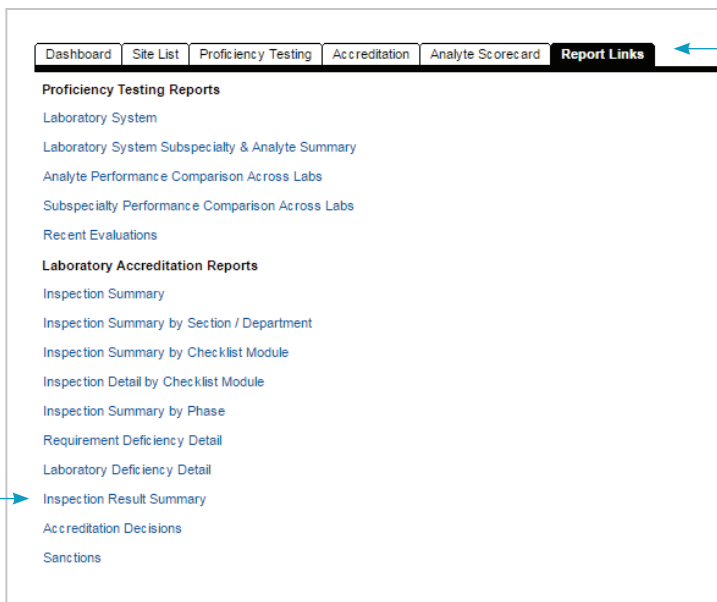
Scroll through the list of laboratories to review color-coded performance indicators.

Yellow highlights indicate acceptable <90%.

Red highlights indicate acceptable <80%.

Log in to e-LAB Solutions Suite to view a tutorial or select the ? to access dashboard help.

Typical Scenarios – Identifying Laboratories With Recurring Deficiencies



Click to view Inspection Results Summary report.

Navigate to the Report Links tab.

Click here to expand filter options +

Back To [Report Links](#)

Inspection Result Summary - [View Statistics of Inspections \(3/15/2016\)](#) ?

Yellow highlight indicates deficiency % higher than demographic group average; **Red** highlight indicates greater than 2.5% deficiencies or more than one recurring deficiency

CAP #	CLIA #	Name / Address	Director	Inspection Date	Inspection Type	Percent Deficient	Recurring Deficiencies
2212881	020102016	Banner QMC 17th Center Phoenix Main Laboratory Phoenix, AZ 85004-2612	Lisa J. Novak-Tobias, MD	3/15/2016	Routine	0.86	2
2212882	020102016	Banner Desert Medical Center Main Laboratory Mesa, AZ 85205-4107	Suzanne M Cook, MD	3/17/2016	Routine	0.92	1
2212883	020102016	Banner Child Granite Medical Center Laboratory Casa Grande, AZ 85122-6303	Jing-Ho Huang, MD	3/16/2016	Routine	0.72	2
2212884	020102016	Banner Thunderbolt Medical Center Main Laboratory Glendale, AZ 85139-4922	Mark A. Reuteris, MD	3/17/2016	Routine	0.81	2
2212885	020102734	Banner Phoenix S.A. Four Hospital Laboratory Mesa, AZ 85204	Gregory Dale Cook, MD	3/15/2016	Routine	0.83	1
2212886	020102016	Banner Desert Laboratories of Tucson Phoenix Laboratory Tucson, AZ 85710-1226	Tal Khamisfarajay, MD	3/16/2016	Routine	1.01	1
7182108	020102184	Banner Phoenix Medical Center Clinical Laboratory Phoenix, AZ 85027-3332	Willy L. McDonald, MD	3/14/2016	Routine	1.08	1
7182110	020102122	Banner Gateway 17th Dr Main Laboratory Gilbert, AZ 85234-1824	Estelle Ferguson, MD PhD	3/15/2016	Routine	0.55	1
7202108	020104078	Banner Quest Laboratories - Yuma	Deanna W. Abbott, MD	3/14/2016	Routine	0.90	1

Print - Export

Navigate back to Report Links.

Scroll through the list of laboratories to review color-coded performance indicators.

Yellow highlights deficiency % higher than demographic group.

Red highlights greater than 2.5% deficiencies or a recurring deficiency.

Reports can be printed or exported.

Drill to see the Laboratory Deficiency Detail including recurring deficiencies.

Phone:
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847-832-7000 option 1 (country code 001)

Email:
contactcenter@cap.org