

Scenario 6

Your site has a great EQA history. Suddenly on the first round for 2017, you get a zero score for urine hCG and 2/5 for RPR. The next panel, you get 100% on hCG but again 2/5 on RPR. Your head explodes.

Focused Questions

- What areas would you investigate?
- Who would you contact for guidance?
- What are implications of failing the two RPR panels?

Talking Points

Investigate:

- Paperwork review-transcription errors, calculations (not for this example, but others)
- Review sample handling –shipping conditions, temperature at receipt, etc
- QC from time of testing
- Discuss with staff who did testing
- Re-test EQA samples when possible
- Give some details on examples hCG and rapid trich situations

Guidance: you can contact local vendor tech support SMILE and PNL. In many cases, your PNL does not to a specific test and they may hand off to another network

Implications: any 2/3 Failed panels lands you on exceptions list. When you are on exceptions list, each network decides if you can continue testing. Generally, if a network decides to continue testing, they will provide DCLOT a rationale.

The ONLY way to get off exceptions list is to pass future panels. You cannot get off exceptions list through investigations.