



Training Needs Assessment and Response

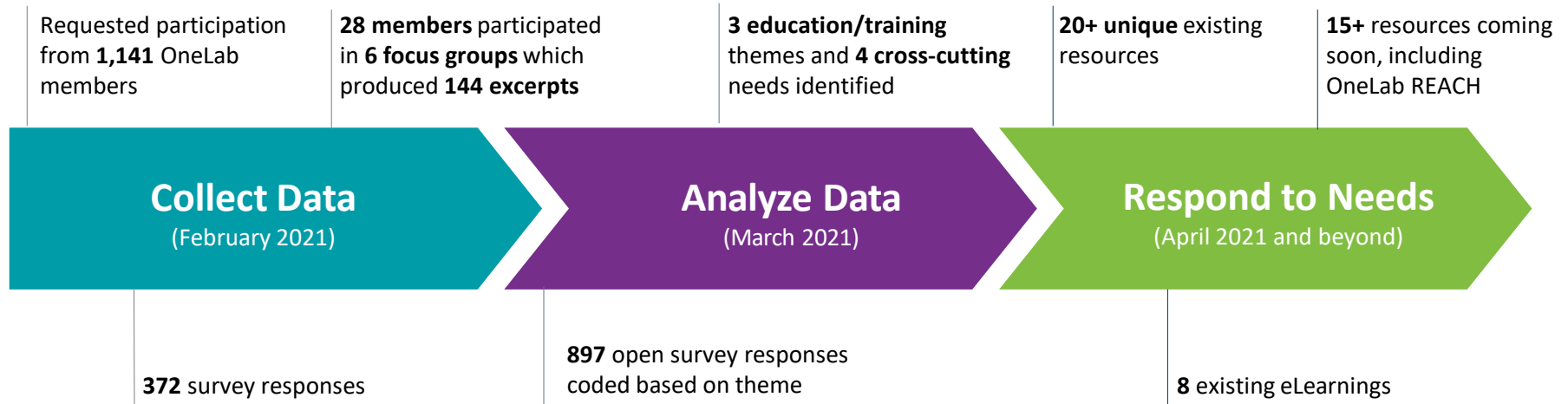
April 23, 2021



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

Training Needs Assessment

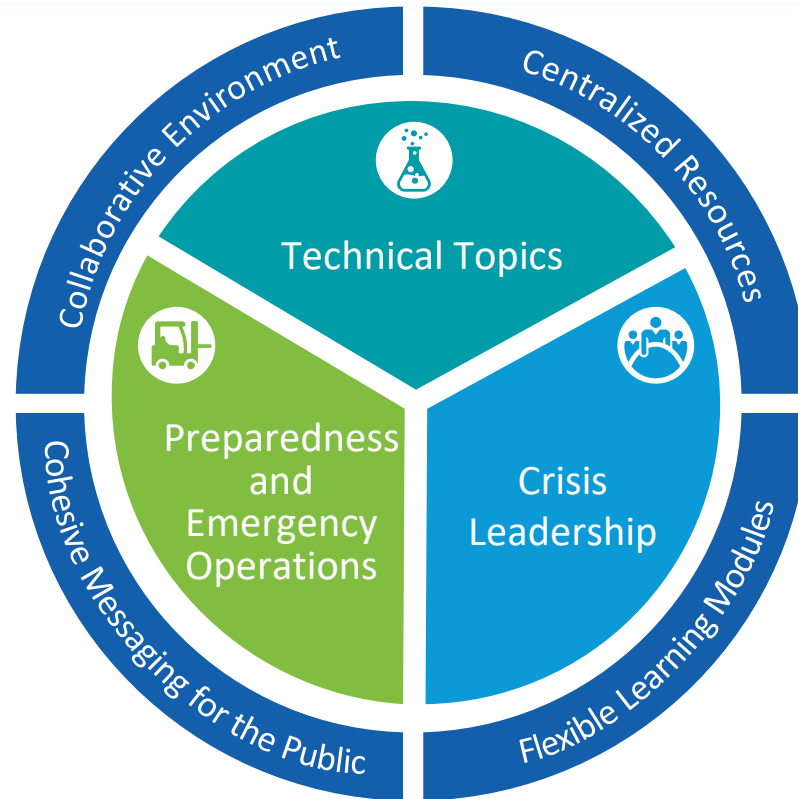
Goal: To support the development and dissemination of relevant and timely education and training resources for OneLab



The background of the slide is a dark blue gradient. In the center, there is a light-colored globe. Overlaid on the globe are several network diagrams consisting of nodes (circles) connected by lines, with arrows indicating direction. The nodes are in various colors: white, grey, black, green, and orange. The text 'ZOOM POLLS' is centered over the globe in a bold, dark blue font.

ZOOM POLLS

Themes from Training Needs Assessment



Education and Training Themes



Technical Topics

Clinical laboratory professionals need additional scientific, technical, and regulation trainings related to completing their daily COVID-19 work



Testing and Laboratory Quality



Regulations, Guidelines, and Reporting



Laboratory Safety



Preparedness and Emergency Operations

Managers need training in laboratory operations and supply chain management



Crisis Leadership

Clinical laboratory senior leaders need training in crisis leadership and communication

Cross-cutting Needs



Collaborative Environment

Clinical laboratory professionals sometimes face challenges in connecting with peers beyond their own team



Centralized Resources

Existing resources are disseminated via various channels (websites, listservs, etc.) – making them challenging to locate and access



Flexible Learning Modules

Trainings may require substantial time spent away from the bench



Cohesive Messaging for the Public

A lack of consistent, cohesive public-facing messaging tools creates challenges in responding to the high volume of requests for information



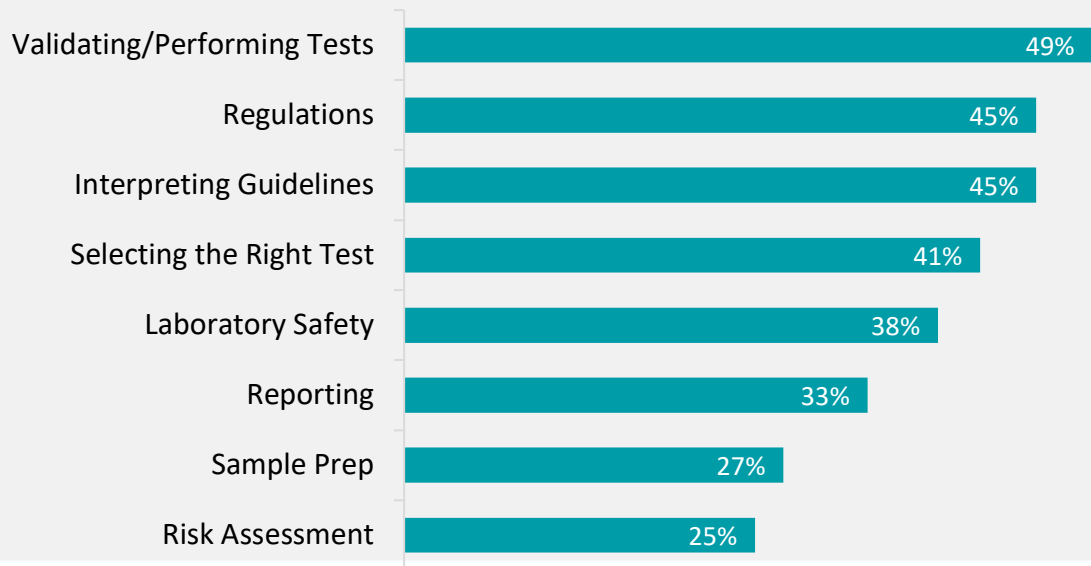
EDUCATION AND TRAINING NEEDS

Technical Topics



Clinical laboratory professionals need additional scientific, technical, and regulation trainings related to their daily COVID-19 work

Critical COVID-19 Related Education and Training Needs



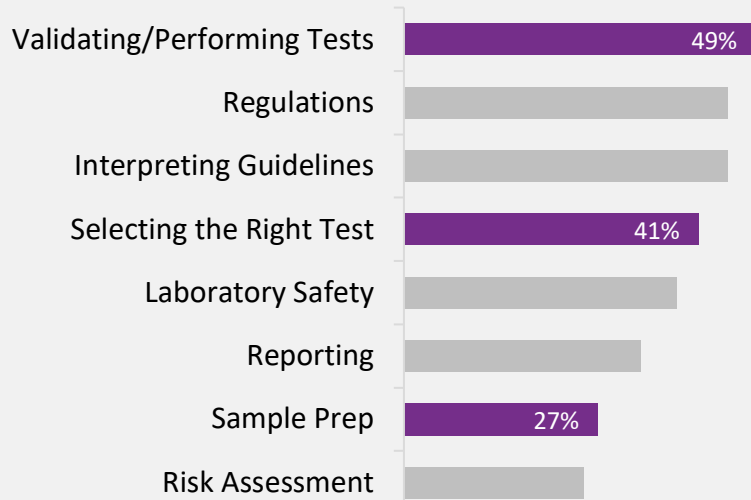
Testing and Laboratory Quality

Technical Topics



Clinical laboratory professionals are finding existing scientific and technical trainings regarding COVID-19 testing and laboratory quality to be insufficient and challenging to locate and access

Critical COVID-19 Related Education and Training Needs



“If we switch specimens or swabs that came with a kit, does it take us back to step one of the **validation process**?”

“We are **relying too heavily on manufacturer websites** and do not have the time or capacity to validate their instructions.”

“[Our primary] challenges are understanding antibody and antigen testing. We don’t have clarity – what is an **acceptable sensitivity** of these tests?”

“It would be great to have a virtual training for **sample collection**, which has a great influence on SARS-CoV-2 test results.”

Testing and Laboratory Quality

Technical Topics



Identified Topics

- Independent verification of manufacturer SOPs
- Test validation, e.g., impact of COVID-19 variants and substitution of reagents on test validity
- Sample validation/suitability
- Acceptable sensitivity and specificity
- Gene sequencing
- New hire resources (quick ramp-up to become laboratory ready)

Available Now

<u>CDC Laboratory Training</u>	eLearning Courses
<u>Ready? Set? Test! Patient Testing is Important. Get the Right Results</u>	eLearning
<u>Waived Tests</u>	Educational resources
<u>Diagnostic Testing Job Aids</u>	Job Aid
<u>Emergence of SARS-CoV-2 Variants and Impact on IVD Testing (CLCR Call - April 5, 2021)</u>	Webinar Recording

Coming Soon!

COVID-19 Variants: Testing and Validation	OneLab Network Meeting & Job Aids	Summer 2021
FAQs on Quality	Job Aid	Fall 2021
New Hire Toolkit	Toolkit	Fall 2021

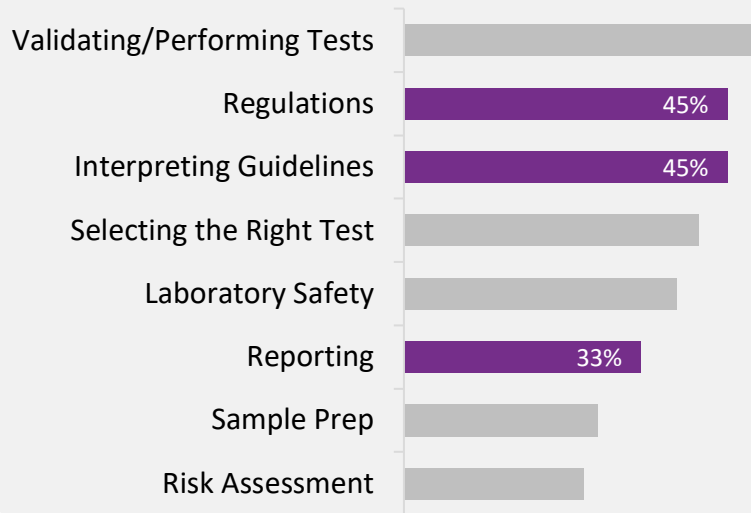
Regulations, Guidelines, and Reporting

Technical Topics



Clinical laboratory professionals need a consolidated source of accurate updates and training resources for COVID-19 related regulations, guidelines, and reporting

Critical COVID-19 Related Education and Training Needs



“I’m worried about **regulations and compliance** around proper specimen storage, swab testing, and identifying new assays as they reach the market.”

“I’m not clear on the **appropriate intended uses** of some tests that are on the market due to **EUAs**.”

“I’m still unsure of how to **report correctly across multiple states!**”

Regulations, Guidelines, and Reporting

Technical Topics



Identified Topics

- Emergency Use Authorizations
- Reporting to public health officials (including across state lines)
- Reporting results to health care providers

Available Now

[Preparing and Supporting Laboratories Responding to COVID-19](#)

Website & Resources

[How To Report COVID-19 Data](#)

Website

[COVID-19 Guidance and Regulation FAQs](#)

FAQs

Coming Soon!

CLIA 101

Curriculum

Fall 2021

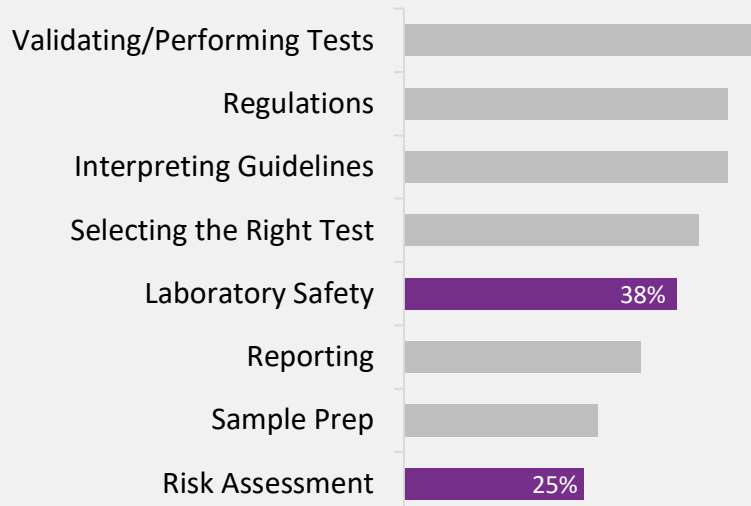
Laboratory Safety

Technical Topics



Clinical laboratory professionals need standardized safety and risk assessment trainings to mitigate workplace changes brought on by the pandemic

Critical COVID-19 Related Education and Training Needs



“[We] need to double down on efforts for **biosafety training**.”

“**Biosafety training** [is a high priority need] for me. I hired a lot of people that don’t have a background in this, and don’t know [how to properly use] **gloves and PPE**.”

“We are in need of one-pagers summarizing **lab safety topics**, specifically **risk assessments** that can easily be distributed to testing sites.”

Laboratory Safety

Technical Topics



Identified Topics

- PPE use (emergencies, supply chain disruptions)
- Safe storage, sample transport
- Biosafety with reagents (e.g., fume hood usage)
- Risk assessment

Available Now

<u>LabVR: Biological Safety Cabinet (BSC)</u>	VR Course
<u>Fundamentals of PPE in Clinical Laboratories</u>	eLearning
<u>Packing and Shipping Dangerous Goods</u>	eLearning
Fundamentals: <u>BSC</u> , <u>Centrifuge</u> , <u>Chemical Fume Hood</u>	eLearning
<u>PPE Videos and Other Safety Job Aids</u>	Job Aids
<u>Risk Assessment Process</u> (<i>printable version coming soon</i>)	Website

Coming Soon!

LabVR: PPE Edition	VR Course	Summer 2021
Intro to Laboratory Risk Management	eLearning	Fall 2021
Laboratory Risk Management	Curriculum	Rolling basis

Preparedness and Emergency Operations



Managers need training in laboratory operations and supply chain management

Some managers feel confused and **overwhelmed with upkeep of equipment and management of materials such as reagents**

“I think that most laboratories in the United States lack an [understanding] of revenue cycle, cost accounting and management, budgets, and how to successfully manage the supply chain. We are very good at managing quality, but the **greatest risk is with operations, budgets, and financial planning and the impact that these things have on business continuity.**”

“I think a **flow sheet** would be very helpful for the **emergency preparedness** and response topic.”

“We need training on **funding and supply chain management** within our labs.”

“We need ... **change management training**, or at the very least **we need to know what other labs are doing.**”

Preparedness and Emergency Operations



Identified Topics

- Supply chain management
- Inventory management
- Supply chain analytics
- Procurement
- Cost accounting, revenue cycle management, financial planning and funding
- Equipment upkeep
- Materials management

Available Now

<u>Continuity of Operations Planning (COOP)</u>	eLearning
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Coming Soon!

Emergency Laboratory Operations Toolkit	Toolkit	Summer 2021
Supply Chain Lessons Learned and Q&A	OneLab Network Event	Fall 2021

Crisis Leadership



Clinical laboratory senior leaders need training in crisis leadership and communication

“**Small lab** leadership needs help thinking [about emergency preparedness] on this scale.” [The CL community needs] **a toolkit or a playbook to guide us through the current and future pandemics.**”

“My staff are feeling **overwhelmed and are burning out.**”

“My staff do not feel that they are identified and appreciated as front-line healthcare workers, and it is affecting their **morale.**”

“I’m concerned about [tracking and maintaining] my **CLIA certifications.**”

Crisis Leadership



Identified Topics

- Crisis leadership
- Crisis communication

Available Now

<u>Crisis and Emergency Risk Communication (CERC)</u>	Online training and resources
<u>OSHA Guide to Managing Stress in a Crisis</u>	Pamphlet

Coming Soon!

Crisis Leadership	Webinar	Summer 2021
Leadership Toolkit	Toolkit	Fall 2021

The background features a stylized globe with various colored dots (orange, grey, black, green) and lines connecting them, suggesting a global network or data flow. The globe is centered in the upper half of the slide. The text "CROSS-CUTTING NEEDS" is prominently displayed in the center of the slide.

CROSS-CUTTING NEEDS

Cross-cutting Needs



Collaborative Environment

Clinical laboratory professionals sometimes face challenges in connecting with peers beyond their own team



Centralized Resources

Existing resources are disseminated via various channels (websites, listservs, etc.) – making them challenging to locate and access



Flexible Learning Modules

Trainings may require substantial time spent away from the bench



Cohesive Messaging for the Public

A lack of consistent, cohesive public-facing messaging tools creates challenges in responding to the high volume of requests for information

Collaborative Environment



Clinical laboratory professionals sometimes face challenges in connecting with peers beyond their own team

"I really hope OneLab becomes **a place where we can all talk** to each other because we desperately need that right now."

"In the future, [we'd like to see] some sort of **round table forum** for validating procedures and making sure we have appropriate validity for testing."

"[COVID-19 has] brought all these **silos of labs together for one common good** – and I want us to [take advantage] of that as we move forward. That's why I'm excited about OneLab."

"COVID-19 caused the **cancellation of conferences**, which usually serve as an opportunities for laboratory management to collaborate"

Collaborative Environment



Identified Topics

- Collaboration across public health laboratories and clinical laboratories
- Environment to share best practices and lessons learned
- Conferences

Available Now

OneLab Network

Meetings & Resources

COVID-19 Laboratory (CLCR) Calls

Live Discussion and Q&A

Ongoing, bi-weekly

Coming Soon!

LabVR: OneLab Edition

Virtual Lab


TBD

OneLab Summit

Virtual Conference

TBD

Centralized Resources



Existing resources are disseminated via various channels – making them challenging to locate and access

“I am scrambling to keep up-to-date with COVID-19 trainings and **need a centralized source of resources.**”

“I get regulatory information from the **FDA, CMS, CDC, CLIA, and CAP... but there is no centralized reporting** [on regulatory updates], which creates confusion.”

“[We need] a **centralized place to communicate.** I really hope OneLab becomes a place where **we can all talk to each other** because we desperately need that right now.”

“**There needs to be a centralized location of regulations for public health laboratories** for individuals that don't have experience and need questions answered.”

Centralized Resources



Identified Topics

- Central hub for crucial COVID-19 related resources and trainings
- Easily accessible location to receive COVID-19 testing updates and reference material
- Centralized location for guidance and regulations from federal agencies

Available Now

<u>CDC Laboratory Training</u>	eLearning Courses
<u>Preparing and Supporting Laboratories Responding to COVID-19</u>	Website & Resources

Coming Soon!

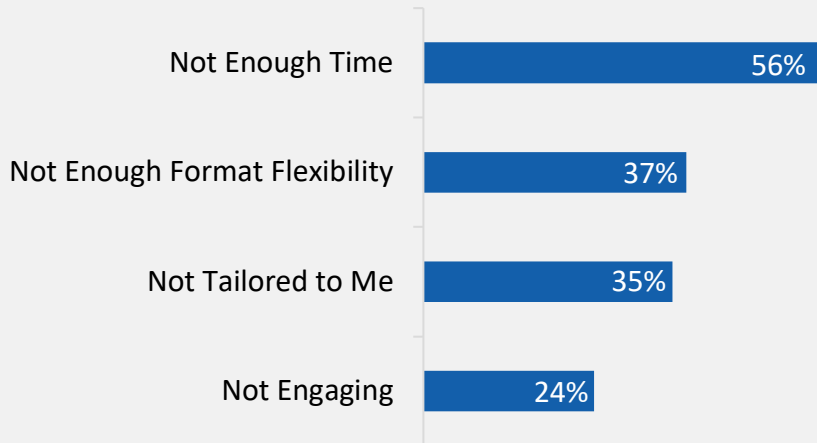
OneLab Initiative Website	Website & Resources	Summer 2021
OneLab REACH	Learning Management System	Fall 2021
Regulation Tracker	Online	TBD

Flexible Learning Modules



Trainings may require substantial time spent away from the bench

Challenges Experienced Regarding Laboratory Education and Training Resources



"[We prefer] trainings in **shorter segments**; especially with **pause feature** since sometimes we are busy and can get distracted."

"I like **short trainings** that incorporate **audio and video** and lots of different training styles. I prefer short videos with **immediate feedback** via quizzes."

"**Webinars** are helpful – webinars that occur on a regular schedule would be incredibly helpful."

"[I prefer] trainings that **are hands-on**, or if they're virtual, I prefer them to be **visual and interactive**."

Flexible Learning Modules



Identified Topics

- Short, self-paced trainings with CEUs
- Webinars
- Visual-heavy one-pagers, infographics, or fact sheets
- Printed materials, in addition to digital
- Structure learning around case studies or real-life scenarios
- Interactive and engaging

Available Now

<u>CDC Laboratory Training</u>	eLearning Courses
<u>CDC Laboratory Videos and Job Aids</u>	Videos and Other Job Aids
<u>Packing and Shipping</u>	Training of Trainers (<i>by request</i>)
<u>LabVR: Biological Safety Cabinet (BSC)</u>	VR Course

Coming Soon!

Effectively Training Adult Learners	Training of Trainers	Fall 2021
Point of Care Testing	Training of Trainers	Fall 2021
LabVR: PPE Edition	VR Course	TBD
LabVR: OneLab Edition	Virtual Lab	TBD
Highlighted Trainings Needs from OneLab Network Meetings	Case Studies	Winter 2021

Cohesive Messaging for the Public



A lack of consistent, cohesive public-facing messaging tools creates challenges in responding to the high volume of requests for information

“The **general public does not understand who we are or what we do**, even at a high level.”

“We need easy-to-read and understand one-pagers to share with **health care providers (HCPs) who do not understand our workflows.**”

“Having material that we can easily put on our website or give out would be helpful. We get lots of **inquiries from non-medical sites.**”

“We are getting an **abnormally large number of calls for information requests** from people who we are not used to responding to.... such as party planners, patients, sporting events, etc.”

Cohesive Messaging for the Public



Identified Topics

- Address public's FAQs on testing (types, interpreting results, sensitivity and specificity)
- Address HCPs' FAQs on test sensitivity/specificity and clinical laboratory workflow (e.g., processing time)
- Communicate role and responsibilities of clinical laboratories
- Provide tools to respond to the unprecedented influx of information requests

Available Now

[CDC COVID-19 FAQs](#)

FAQs

[CDC COVID-19 Testing Overview](#)

Guidelines

Coming Soon!

There's a Test for That! (COVID testing overview)

Video

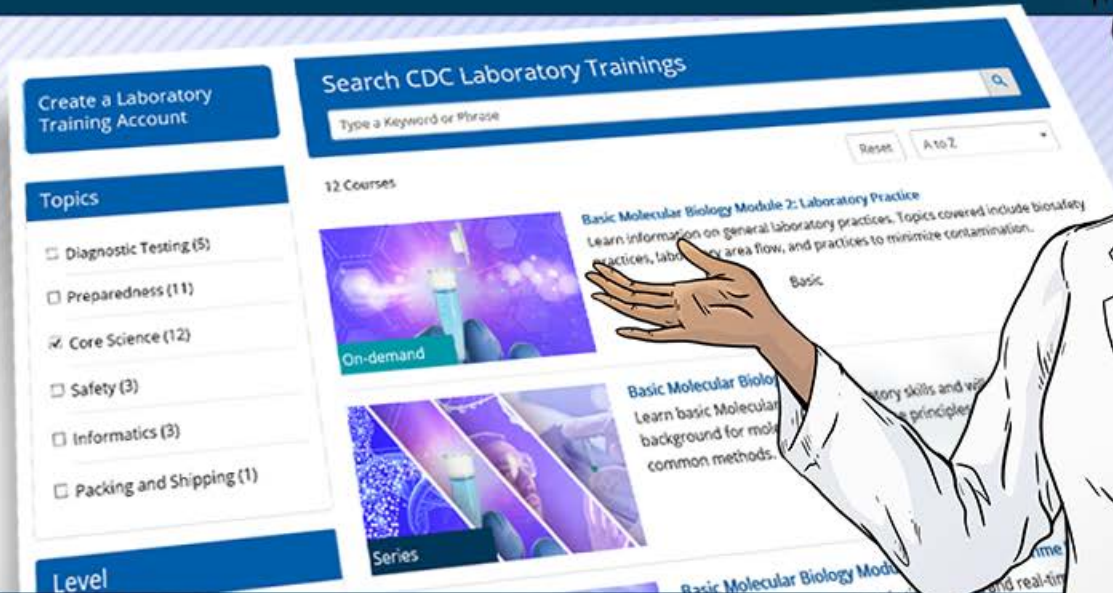
Summer 2021

Prepared Responses for General Public (FAQs)

FAQs

Summer 2021

CDC just made it easier to find the right lab training course for you!



New search tool, active filters, and improved course page layouts

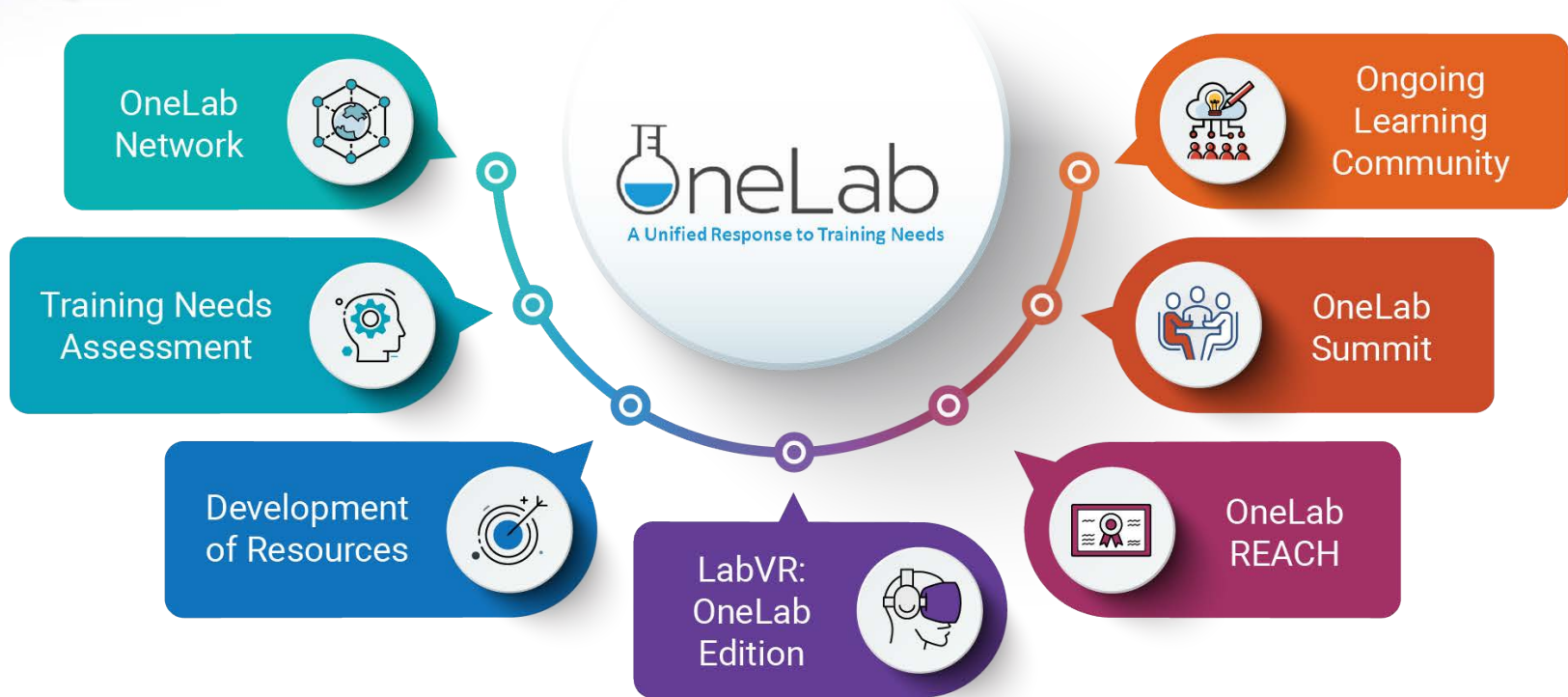
www.cdc.gov/labtraining

Existing Resources

The screenshot shows a web page with a blue header 'Prepared Laboratories' and a breadcrumb trail 'Prepared Laboratories > Outbreak & Response'. On the left is a navigation menu with sections: 'Prepared Laboratories', 'Preparedness Initiatives', 'Outbreak & Response' (selected), 'COVID-19', 'Clinical Laboratory COVID-19 Response Calls', and 'Tools & Resources'. Below the menu is a 'Get Email Updates' form with a text input for 'Email Address' and a 'Submit' button. A 'Related Links' section contains a link for 'Clinical Laboratory Improvement Amendments (CLIA)'. The main content area features a large banner with a microscope image and the text 'COVID-19: Calls for Clinical Laboratory Partners'. Below the banner is a text block stating: 'In support of CDC's COVID-19 pandemic response, the Division of Laboratory Systems continues to work in partnership with clinical and public health laboratories. The division works with colleagues across CDC to ensure the latest [information for Laboratories about Coronavirus \(COVID-19\)](#) is available and accessible.' A 'Frequently Asked Questions' section follows, with a sub-header and a list of topics: 'General Testing and Regulatory Requirements', 'Testing Strategies', 'Anatomic Pathology', and 'Specimen Handling'.

(click to open)

OneLab Initiative




Upcoming



OneLab Network Meeting – June 2021

**Zoom Link / Registration Coming Soon*



For more information, contact CDC
1-800-CDC-INFO (232-4636)
TTY: 1-888-232-6348 www.cdc.gov

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