



2019 NEMC

# Laboratory – Heal Thyself!

Paul Junio



There are no miracles here

- This won't remove your deficiencies
- This won't make regulations unambiguous
- You might decide to not do any of these





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But...

I bet if you try some of these ideas in your lab, you will find your lab improving



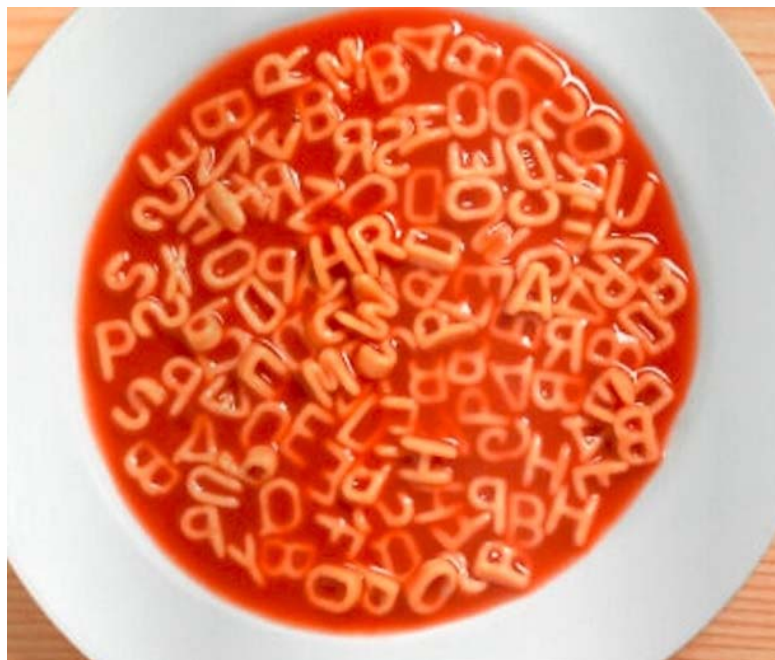
### What do labs do well?

- Acronyms
- Quotes
- Sampling kits



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### Acronyms



### Acronyms

- MRL PQL LOQ RL
- MDL LOD DL
- LCS BS
- MS FM LFMS





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## Acronyms

Laboratories use a variety of alphabet soup terms that mean more or less the same thing

Do your clients know how you use those terms?



### Acronyms

If your client only ever uses one lab (ha!) then you have no issue.

Do they know what your definitions are so that they understand what their data mean?





### Quotes

- We know how to bill for our work
- Cost
- Analyte
- Matrix
- Program





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## Quotes

All of the things we include in a quote are things that are needed to generate a Chain of Custody

Make it easier on your client – do it for them



### Sampling Kits

- Correct bottles
- Preservatives
- Bottle sizes
- Packing lists



### Sampling Kits

Do your labels listing the preservative match the abbreviations on your Chain of Custody or packing list

If you make a packing slip, which COULD come from a quote, it might BECOME a Chain of Custody



### Sampling Kits

Do you label the bottle cap with the preservative in the bottle?

Protect yourself and your client's data



### Sampling Kits

When you send out bottles for both total and dissolved metals – do you mark them as such so they aren't preserved automatically when received?



### Sampling Kits

#### Chain of Custody

- Matrix abbreviations
- Preservative abbreviations
- Fax, or e-mail?



### Communication - Internal

How do you deal with long term absences?

Typically easy, because they are planned





### Communication - Internal

But what about short term absences?

How does your Customer Service Department know what one or the other of them has promised a client?



### Communication - External

Analytical Report is the important means of communicating

It's what a laboratory sells

Does it make sense?



### Communication - External

Spouse test – could your spouse understand a final report?

Format – is it one page long with EVERYTHING crammed into it, or is it 17 pages long with everything spread out



### Communication - External

How comfortable are you with the people issuing reports?

True story - "The vile used to analyze the sample duplicate wasn't visually similar to the original sample."



### Communication - External

All that QC data – does it make sense?

Is there sufficient information to determine how it applies to the data?



### Laboratory – Heal Thyself

Ask your employees what they have done elsewhere that you could do

Again – no promises, but look around at some of these ideas



### Laboratory – Heal Thyself

Suggestions?  
Horror stories?  
Favorite tips?





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