



Frequently Asked Questions (FAQs)

Who should participate?

ASCP is proud to collaborate with the American Pathology Foundation to develop and deliver a variety of courses to further your skills and knowledge in laboratory management so you can achieve your career goals and improve the performance of your lab. The Lab Management University (LMU) Program is a certificate program focusing on the six competencies of lab management: Leadership, Personnel Management, Financial Management, Operations, Informatics and Compliance. LMU is created for residents, fellows, pathologists, and laboratory professionals. Lab Management University is for individuals moving into leadership positions, or who are in the leadership realm and want to bolster their experience.

Is there a *difference* in the curriculum for Pathologists/Residents & Laboratory Professionals in the LMU Laboratory Management Certificate program?

LMU offers all available courses to both audiences. If a course is specific for a particular audience, it will be indicated and identified in the title and description for that course. **If a course is indicated unique to a particular audience, please take the course specified to your role first toward the 25 total requirements.**

What is my investment for LMU?

ASCP offers various pricing options. Please see www.ascp.org/lmu for the latest pricing schedule.

- Individual Pricing
- New non-residential Institutional pricing available
- Residency Program Pricing (Contact ASCP Customer Service about the RISE *Plus* package or LMU only Resident Pricing)
- Membership Sample Pricing Packages

How long will it take to complete the Lab Management Certificate?

The certificate in Laboratory Management is awarded upon completion of 25 courses across six core competencies; Leadership, Personnel Management, Operations, Financial Management, Path Informatics and Compliance. LMU is open entry/open exit program meaning that you can complete your certificate online at your own pace as new courses are available. Although your purchase includes access to LMU for three years, we anticipate the average participant will take approximately six-months to complete the certificate program.

What are the completion requirements for completing the LMU certificate?

The following requirements are required for award of the LMU Certificate of Completion:

- You must complete 25 courses across six core competencies; leadership, personnel management, operations, financial management, informatics, and compliance. All courses are offered online however, a select number of pre-approved live sessions will be offered at the APF and ASCP live meetings, at additional costs.
- One Roles and Responsibilities Course is required as indicated per your certificate program track. (One for Residents, Fellows and Pathologists and the other for Laboratory Professionals). In addition, you should also take at least 2-4 courses in each competency area to meet the 25 course requirement.
- To receive credit for online or live courses you must pass an online quiz with a score of 80% or better within three attempts.

How is my certificate awarded?

- 1) After completion requirements are met. You will receive an email with instructions on how to register to receive your certificate via mail.
- 2) Please register to receive your certificate of completion at <http://survey.highroadsolution.com/f/577545/171a/>. We will verify you satisfied all completion requirements and send your certificate.
- 3) A PDF copy of your certificate will then be sent (allow 1 week) and you should look to receive your original via USPS mail within 10-15 business days.
- 4) We will send you the certificate via mail to your specified address. Special recognition will be provided at the ASCP or APF live meetings each year for all of those who have completed the educational requirements prior to the meeting. There are no additional ASCP credentials associated with LMU.
- 5) As an LMU participant, you know the importance of continuing education. Self-assessments can be very helpful in determining where your strengths and weaknesses are. Please use the following [LMU Self Assessment](#) to determine the effect of the LMU Certificate program on your lab management skills. It will take approximately 15-20 minutes at the most.

What does each online course include?

Each online course is approximately 1-hour consisting of a pre-reading assignment, engaging on-line multimedia activity and 10-question post-test. You have 3 attempts to pass the test with a score of 80% or higher. You can earn *AMA PRA Category1 Credits™* and CMLE credits for each course completed. You will also have access to a library of Laboratory business tools and resources designed to reinforce learning so that you can apply learning on the job.

Can I complete the courses whenever I want and in any order?

LMU is open entry/ open exit program meaning that you can complete your certificate online at your own pace as new courses become available. Online courses are being released throughout the year (Spring, Summer, Fall and Winter). You can access course materials 24/7 online for 3-years after publish up until the completion of 25 courses (meaning you have access for three years to complete the 25 course program). Participants will always have access to completed courses through their transcripts area, in addition to unlimited access to LMU Educational Tools and Resources.

Are all the courses online or is there live course? How will these courses count towards LMU?

Courses may be completed online or at approved APF or ASCP live meetings at an additional fee. As a LMU student, by attending any of the approved ASCP live meetings for LMU, you now have an opportunity to earn *AMA PRA Category1 Credits™* and CMLE credit towards a Certificate of Completion in Lab Management University. Post-Meeting, you will be required to take an online posttest for the approved LMU sessions. If you passed with 80% or better within three attempts you receive credit for the live session toward your LMU Certificate of Completion. Participants in the live sessions had 3 months to complete the posttest to receive credit.

Whom can I contact for help with LMU?

If you have any questions, please contact ASCP Customer Service at 800-267-2727, option 2, Monday through Friday, 8:00 am to 5:00 pm Central Time. You are also invited to join our online chat during normal business hours or email us at lm@ascp.org. The LMU Project Manager at ASCP is Angel Gant, MPM, PMP angel.gant@ascp.org 312.541.4999. We also host monthly new student orientation for all participant questions.

What LMU events are scheduled?

Please register for our **new student orientation** now offered as needed on the last Thursday of each month at 4 pm Central (with the exception of holidays). This new student orientation will outline the structure, benefits, and details around enrolling into the program and obtaining your LMU certificate of completion. Details for the next new student orientation are as follows:

LMU New Student Orientation | Last Thursday of Each Month

Preparing Laboratory Leaders for Today and Tomorrow

Angel Gant, MPM, PMP, LMU Manager – ASCP

[Click Here to Register](#) to receive info on how to access the session.

As an enrollee in Lab Management University (LMU), you are invited to participate in a series of **FREE webinars (non-credit)** quarterly on timely lab management topics hosted by leading experts in the field of lab management. The format will also provide the ability to ask questions and interact with colleagues and other LMU enrollees. If you miss a webinar, a recording will be posted as link and accessed via LMU website.

FREE LMU Webinar

Look for more information soon!

4 pm – 5pm CT (2pm PT/3pm MT/5pm ET)

*Followed by an LMU New Student Orientation 5 pm -5:30 pm CT

At the conclusion of each webinar there will be a 30-minute new student orientation that outlines the structure, benefits, and details around enrolling into the program and obtaining your LMU certificate of completion.

What courses are now available?

Courses are titled with LMU to identify courses toward the LMU certificate in your learning plan. They are also listed by competency area as well.

2013 Courses

Leadership	·The Laboratory Medical Director: Roles, Responsibilities and Expectations (Required for Pathologist/Residents)
	·The Laboratory Manager/Supervisor: Roles, Responsibilities and Expectations (Required for Laboratory Professionals)
	·Management Theory: Applying Emotional Intelligence in the Healthcare Environment
	·Conducting an Effective Team Meeting
	·Delivering Effective Presentations
	·Basic Elements of the Strategic Process
	·50 Ways to Lead Your Laboratory (enduring material)
Personnel Management	·Setting Performance Expectations
	·Coaching for Performance Improvement
	·Delegating for Success and Accountability
	·Appraising Employee Performance
	·Maintaining Ethics in the Laboratory
	·Mis-Hires: How to Avoid Making One and How to Avoid Being One (enduring material)
Operations	· Delegate Effectively to Manage Your Organization (enduring material)
	·Preparing Standard Operating Procedures and Reports
	·Designing Test Menus for a Majority Population
	·Competency Assessment of Testing Personnel Using a Test System Approach (enduring material)
	·Developing Quality Control Systems
Financial Management	·Nuts and Bolts Financial Management for the Pathology Practice (enduring material)
	·Show Me the VALUE -- Financial Management for Practice of Pathology (enduring material)
	·Foundation in Strategic and Business Planning as basis for Financial Mgt
	·Preparing a Budget for Pathology and Laboratory Services
Informatics	·Pathology Informatics Management (Advanced) (enduring material)
	·Informatics in the Anatomical Pathology Laboratory: Making It Work For You (enduring material)
	·Laboratory Management Information Systems in Daily Practice
Compliance	·Pathology compliance Issues and Practical Solutions(Advanced) (enduring material)
	·Laboratory Inspections: How To Ensure Your Lab Will Meet The Regulatory Guidelines (enduring material)
	·Developing Model Compliance Programs

2014 Courses

Leadership	·Getting to the Soul of Leadership in Lab Medicine: The Skills You Need to Navigate Change (enduring material)
	·Beginning to Develop a Sales and Marketing Strategy for Your Organization
Personnel Management	·Laboratory Job Classifications and Job Descriptions
Financial Management	·Budget Analysis and Financial Performance
Compliance	·Fundamentals of a Laboratory Safety Program

How do I Access my CE course?

Step 1 - Login to the ASCP web site: www.ascp.org

Your My Account page will display.

Step 2 - From the My Account page, click the Education icon.

The My Course Options and Learning Plan page displays.

Step 3 - Click My Learning Plan.

Your Learning Plan will display.

Step 4 - From the course title column, click the title of the course you would like to initiate.

The course will open.

How do I view courses already completed or view transcripts?

Step 1 - Login to the ASCP web site: www.ascp.org

Your My Account page will display.

Step 2 - From the My Account page, click the Education icon.

The My Course Options and Learning Plan page displays.

Step 3 - From the upper right hand corner of the screen, click Transcripts.

The My Transcripts and Certificates page will display.

Step 4 - From the Available Options table, do one of the following:

- To view your educational activity click on the course TITLE associated with that course under the “completed courses” column. Your educational activity will display.

- To view your transcript, click on the course ID associated with that course under the “certificate” column. Your transcript will display in a separate window.

Where can I find the Educations Tools and Resources?

These tools and resources are specially designed to reinforce learning acquired in Lab Management University courses. You'll find quick-reference guides, templates, worksheets and related articles that provide additional insights and methods for applying concepts in your organization. You will also find PDFs of the slides for each course that can be printed/used for reference. Once you access a course, there is link titled [LMU Educational Tools and Resources](#) available.

What are the Technical Considerations for viewing LMU courses?

Operating Systems:

For PC users: Windows XP, Windows Vista

For Mac users: Mac OS X or higher, or Windows compatible with Internet browser.

Internet Browsers:

This course is optimized to work with Microsoft Internet Explorer 7.0, Firefox 3.0 and Safari 2.0.

Internet Connection:

Modem, LAN, or Broadband Internet connection.

Monitor/Display:

For best viewing, a screen resolution of 1024 X 768 is recommended with 32 bit color and a 17" monitor.

Video Players:

Some courses may require a video player to view mp4 files. While this will vary, QuickTime 7.7.4 for Windows XP, Windows Vista or Windows 7 video player is recommended. Apple Quicktime (free download) (Download video option - right-click on the link and then select “Save target as” in Internet Explorer or “Save link as” in FireFox/Chrome to save the video to your computer.)

Support: For questions or problems, please contact www.ascp.org/feedback; or call 1-800-267-2727.

Credential Maintenance Program (CMP)

In keeping with our ongoing commitment to assure the continued competence of medical laboratory personnel, the ASCP Board of Certification developed the Credential Maintenance Program (CMP). Lab Management University courses can be used toward your credential maintenance in lab management. This activity meets CMP and state licensure requirements for laboratory personnel.

Earn Free CME!

"Choosing Wisely: How Pathologists Can Influence Appropriate Testing"

[Click here](#) to login and register for this free course.

How is this program *different* from an accredited University Program?

An accredited university program provides broad knowledge and skill sets in management, but does not address the unique skills and knowledge required to manage or supervise a clinical laboratory. This is especially true in the laboratory-specific aspects of Operations Management, Financial Management, Medical Laboratory Informatics and Regulatory Compliance. While the LMU does not provide educational training comparable to that of an accredited university degree, it does provide insights into the unique management challenges of the clinical laboratory in our evolving health care system. LMU is accredited by the American Medical Association where you would earn AMA PRA Category1 Credits™ and CMLE credits towards the Lab Management Certificate of Completion. There are no additional ASCP credentials associated with LMU.

How is the Lab Management certificate *different* from the BOC Diplomate in Laboratory Management (DLM) certificate?

The certification for Diplomate in Laboratory Management is a product of the ASCP Board of Certification and **unrelated** to the educational offering of Lab Management University. LMU focuses on improving skills in six different competencies: Leadership, Personnel Management, Operations, Financial Management, Informatics and Compliance. Improving skills in those areas can add to your knowledge base when studying for the Diplomate in Laboratory Certification Examination. You would apply for Diplomate in Laboratory Medicine certification using the appropriate eligibility route (<http://www.ascp.org/Board-of-Certification/GetCertified#tabs-1>) and if eligible, taking and passing the Diplomate in Laboratory Certification Examination. More specific information about the Diplomate in Laboratory Management (DLM) certification can be found at: <http://www.ascp.org/PDF/BOC-PDFs/Guidelines/ExaminationContentGuidelineDLM.aspx>

How to take the LMU Self-Assessment?

As an LMU participant, you know the importance of continuing education. Self-assessments can be very helpful in determining where your strengths and weaknesses are. The following assessment will help you in determining the areas you will want to work on as you progress through the LMU Certificate of Completion program. It will take approximately 15-20 minutes at the most. [LMU Self-Assessment](#)

Inspiring Lab Management Stories and Quotes

ASCP is collecting stories/testimonials of inspirational successes and challenges in the field of laboratory management. These stories will be collected to engage, inspire, and foster APF/ASCP loyalty. All revenue generated from the eBook will go toward scholarships for deserving Laboratory Professionals that cannot participate due to lack of financial resources.

Submit your story or quote to the Inspiring Laboratory Stories Submission site today!

<http://survey.highroadsolution.com/votingmodule/s180/f/535308/312c/>

Submission Incentives:

- Opportunity to be a published author
- Gift certificate for ASCP products
- LMU T-Shirt or Sweatshirt
- Top 5 voted best stories featured in next issue of Critical Values
- Enter to win a Tuition Waiver or Path Informatics book
- 2014 ASCP AM Meeting fee waiver and/or 2015 APF Spring Meeting fee waiver

ONELab is Here! Log in to ONELab, fill out your profile, and begin exploring the site!

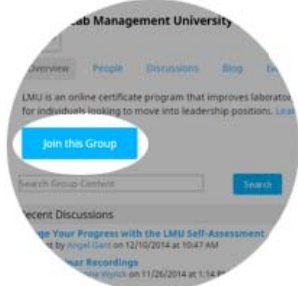
As a member of a community of over 100,000 professionals focused on patient-centric care, we invite you to use this platform to share ideas as you work together, learn together, and move forward together. [LMU has a group in ONELab](#) where you will be able to **Share, Ask, and Contribute!**

1. Visit ascp.org and click "Login" in the top right.
2. Enter your ASCP Member Login and Password.
3. In Your Account Landing Page, please click on the **ONELab** Icon.
4. You will be redirected to the ASCP's online **ONELab** Community page, where you are already logged in.
5. A special [LMU Group](#) has been created specifically about the online certificate program. Check out blogs about Lab Management and Studying for the DLM from guest facilitator Nathan Johnson, Ph.D., FACHE, MASCP, DLM(ASCP). Would you like to be an **ONELab Community Leader**? Contact lmj@ascp.org with your interest.

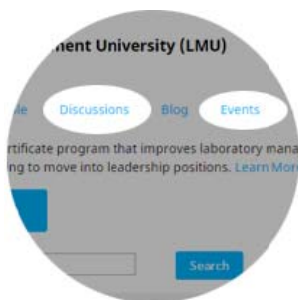


View the LMU Group in **ONELab** >>

Stay up-to-date on the latest LMU news and updates through the LMU Group on ONELab!



Visit the [LMU Group](#) page and join the group.



LMU news and updates will be posted on the group's [Discussions](#) page.

Upcoming events will be posted on the [Events](#) page.

Members of the ONELab LMU Group can receive LMU Group Digest emails with news from the group.

New LMU Group members will receive this digest automatically. Current group members will need to choose to receive the digest via the [LMU Group](#) page:



To begin receiving the LMU Group Digest or change your notification preferences, go to the [LMU Group](#) page and click on **Edit Message Prefs** on the right-hand side of the page.



Check **Receive Group Digest**.

Select **Discussions** and **Events**, as well as any other activities you would like in your digest.

Use **Frequency** to customize how often you would like to receive the digest.

Then click **Submit**!



To receive any messages the LMU Group Manager sends to all members, Leave **Receive Group Manager Messages** checked under **Edit Message Prefs**.

You can update these preferences at any time.