

Frequently Asked Questions (FAQs)

Implementation of Nova Glucose Meters

Version Date: February 1, 2013

1. *Why are the glucose meters being replaced?*

In January 2011 LifeScan Canada advised Capital Health that they would be withdrawing from the hospital meter market effective March 31, 2013. The SureStep Flex meters are no longer manufactured and ALL test strips distributed have an expiry date of March 31st 2013. The timeline is tight but Capital Health has no other recourse.

Training and Competencies

2. *How and when will I be trained on the new meter?*

- Hands-on training will be provided in two ways:
 1. the vendor will train up to 80% of staff,
 2. a Train-the-Trainer model will be used to train remaining staff and new staff on an ongoing basis.
- Training schedules for the Nova StatStrip Glucose Monitor have been distributed to managers and clinical nurse educators.
- Training sessions began the week of January 28, 2013 and will continue through March.
- Trainers will be scheduled for all sites in the District.
- Staff training sessions will be 30-60 minutes.

3. *What if the training is in conflict with another project being implemented?*

We understand that staff are dealing with many initiatives concurrently. However if training and competency to perform POCT glucose testing is not demonstrated, and go-live-dates cannot be achieved, current meters will be removed from the care setting and glucose testing would be referred to the clinical laboratory. This alternative could have patient care impacts.

4. *What if I am not trained when the new meters are put into use?*

Staff who are not trained will be unable to perform testing on the glucose meter.

5. *Is there a LMS module on glucose testing by POCT?*

An LMS module containing slides, short video demonstrations as well as test questions, is in the final stages of development and will be available shortly. However, there is a LMS module available titled POCT Orientation which reviews the Accreditation Canada requirements for POCT; all staff performing any type of POCT is strongly encouraged to complete this module.

6. *On an ongoing basis, how do I maintain my competence?*

Ten patient tests and 5 successful QC must be performed annually after initial certification or competence may be retained by successful completion of the LMS module for glucose testing which includes a “hands on” demonstration and sign off by another health care provider who has competence in POCT glucose testing.

7. *What happens if I do not meet the competency requirements?*

The individual user and their manager will be notified and user access will be removed if:

- The certification criteria is not met
- Audits indicate a quality issue
- Remedial/corrective actions have not been implemented

Implementation (Roll-out) plan

8. *How is the roll out going to happen across the Capital District Health Authority by March 31st?*

The transition to Nova meters will occur in a phased in approach.

9. *What units will be affected by the implementation of these new meters?*

Every unit (>125) that performs glucose POCT will be affected

10. *When will the new meters be implemented?*

The transition to Nova meters will occur as training is completed. Go-live dates will be communicated to each facility.

11. *Will current meters and supplies be removed from my area?*

Meters and supplies will be removed from each area as part of the go-live. This process will be coordinated through the managers.

12. *Can I take advantage of wireless connectivity in my care area?*

To be determined.

13. *What information do I need to place a work order to Maintenance and Engineering to ensure connectivity?*

IT is conducting walk-a-bouts to discuss options with managers and to identify what work needs to be completed in their area. This will establish the requirements for placing the appropriate work order.

Ordering Supplies

14. *Where do I find the appropriate information to order supplies for the new meters?*

Use the SAP system to order the following stock items:

<u>SAP</u>	<u>Product Description</u>	<u>UOM</u>
175556	Stat Strip Glucose Strips	1 box = 100 test strips
176175	GLU - KET Control Level 1	Ea = 1 bottle
176174	GLU - KET Control Level 3	Ea = 1 bottle
176173	GLU - KET Linearity	1 box (1x5 levels)
176441	Plastic Safety Bags	1 box = 100 bags
Non-Stock Item	3.7V rechargeable Lithium polymer	Complete a Non-stock Purchasing Requisition from

	battery	Materials Management with the product description indicated.
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15. When do I need to have supplies for the new meter on my unit?

Supplies must be available prior to go-live date for your unit

What's differences will I notice with the new meter?

16. What are the differences between the new and current meters?

- All users require documentation of education / competency with the new meters before using them for patient glucose tests.
- Unlicensed health care staff (e.g. Continuing Care Assistants) may use the meters to perform testing as long as it is part of their job description, and they report results to a licensed health care professional, if indicated.
- Users must enter or scan a user ID Bar-Code into the glucose meter.
- Patient Encounter number (visit, FIN, or account number) are scanned or entered manually into the meter. This bar-coded number is available on the patient STAR generated label or form. Extra care is required when entering digits manually. Unfortunately the number on the patient's armband is not currently able to be scanned.
- Staff that perform the patient testing must also perform the Quality Control (QC) testing.
- Meters will not be stored in a carrying tote.
- Docking stations are for recharging as well as connecting and downloading data.
- The meter must go to the bedside for testing.
- The meter must be cleaned between patients. (See #23)

17. Are results downloaded in the same way as they were with the Lifescan meter?

When meters are placed in the "Docking stations" the uploading and downloading of data automatically occurs through the IT network.

18. Why can't I store the meter in the carrying tote?

Nova meters use rechargeable batteries requiring meters to be stored in the docking station rather than the tote. Meters may be transported with required supplies in the carrying totes but not left in the tote for hours.

19. Why do I need an operator ID to use the meter?

The unique operator ID or barcode is individual so the user is identifiable and untrained users will not have an active operator ID.

20. Where do I get my User ID?

During implementation staff will have passwords activated. A sticker with each employee's bar-code (employee number) will be put on employee IDs so it will be important for Health Care Providers performing POCT Glucose to wear their ID at all times.

Users must scan a user bar-coded User ID into the glucose meter. The employee number may also be entered manually.

21. If Quality Control (QC) is not done, can I perform the test?

No. Both levels (1 and 3) must be run and pass the criteria set in the meter or the meter cannot be used for patient testing.

22. Why is Quality Control required?

- To check user technique
- To check meter functionality
- To check the accuracy of the meter and strips

23. Is there a procedure for cleaning and disinfecting the meter?

Yes. See [Policy & Procedure for Cleaning Nova StatStrip POC Glucose meter](#)

24. What about patients on isolation restrictions?

Unlike LifeScan meters Nova meters must be taken to the patient and Infection Prevention and Control included in the [Policy & Procedure for Cleaning Nova StatStrip POC \(Point of Care\) Glucose meter](#) the following:

- A patient who is on additional precautions should have dedicated equipment
- If a glucometer being used for a patient on additional precautions (contact, droplet, or airborne) has to be used for more than one patient, then:
 - Glucose testing of a patient on additional precautions will be tested as last patient (if possible)
 - The glucometer to be used on a patient on additional precautions will be placed in a plastic isolation sleeve prior to use. The sleeve will be discarded after the single use
 - The glucometer to be used on a patient on additional precautions will be thoroughly wiped with disinfectant and allowed to air dry before being reused

25. Why are Ward Aides no longer allowed to perform QC?

It is best practice to have staffs that perform the patient testing also perform the Quality Control (QC) but Ward Aides may clean and disinfect the meters.

26. What do I do if the meter won't allow me to perform the glucose test?

Consult the "StatStrip Quick Troubleshooting Guide" distributed to each unit. If unable to correct the problem, contact Biomedical Engineering and they will triage the problem and identify the action required.

27. Will results be documented electronically on the patient's medical record?

Not at this time but we are working towards electronically documenting POCT results on the patient records. In the meantime, results must be documented manually and based on the requirements below, unit based forms may require revisions.

- To meet accreditation standards, documentation in the patient record must include the following:
 - Identification that results are POCT (Point of Care Testing)
 - Date, time and initials/signature of the person who completed the POCT

- The test name and units of measure (e.g. mmol/L)

Further Questions?

28. Who do I contact if I require additional information?

If you have further questions about point of care testing and/or the new glucose meters, please contact:

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