ASCP BOARD OF CERTIFICATION®

DIPLOMATE IN LABORATORY MANAGEMENT, DLM(ASCP)

EXAMINATION CONTENT GUIDELINE

EXAMINATION MODEL

The DLM(ASCP) certification examination is composed of 100 examination questions given in a 2 hour 30 minute time frame. All examination questions are multiple-choice with one best answer. The DLM(ASCP) certification examination is administered using the format of computer adaptive testing (CAT).

With CAT, when a person answers a question correctly, the next test question has a slightly higher level of difficulty. The difficulty level of the questions presented to the examinee continues to increase until a question is answered incorrectly. Then a slightly easier question is presented. In this way, the test is tailored to the individual's ability level.

Each question in the test bank is calibrated for level of difficulty and is assigned a content area that matches with the subtest area of the content outline for a particular examination. The weight (value) given to each question is determined by the level of difficulty. Therefore, the examinee must answer enough difficult questions to achieve a score above the pass point in order to successfully pass the certification examination.

EXAMINATION SUBTESTS

The DLM(ASCP) certification examination questions encompass four different subtests within the area of Laboratory Management: Financial Management, Operations Management, Personnel Management and Quality Management. Each of these subtests comprises a specific percentage of the overall 100-question certification examination. The subtests for the DLM examination are described in the following table:

SUBTESTS	DESCRIPTION	EXAM PERCENTAGES
Financial Management (FINC)	Financial Decision Making related to: Budgets, Cost Analysis, Utilization, Resource Management, and Cash Flow Analysis	**20-25%**
Operations Management (OPER)	Management of Safety, Information Technology, Supply Chain, Data, and Strategic Planning	**20-25%**
Personnel Management (PERS)	Employee Management to include: Recruitment, Performance Assessment, Education, Counseling, and Conflict Resolution	**30-35%**
Quality Management (QUAL)	Performance Improvement, Risk Management, Regulatory Compliance, and Productivity Assessment	**20-25%**

For a more specific overview of the four subtest areas on the DLM(ASCP) certification examination, please refer to the **CONTENT OUTLINE** on page 2.

© American Society for Clinical Pathology

EXAMINATION CONTENT OUTLINE
DIPLOMATE IN LABORATORY MANAGEMENT

Examination questions, which are related to the subtest areas outlined below, will be both theoretical and procedural. Theoretical questions measure skills necessary to apply knowledge. Procedural questions measure skills necessary to perform laboratory techniques, evaluate laboratory data, and follow quality assurance protocols. Examination questions will include calculations to test knowledge of the content below.

I. Financial Management (20-25%)

A. Budgets
   1. Preparation
   2. Management
B. Capital Equipment Acquisition
C. Cost Analysis (e.g., new tests, setting charges)
D. Materials Management (e.g., purchasing and inventory)
E. Financial Accounting (e.g., general ledger, accounts receivable/payable)
F. Utilization/Reimbursement Management
G. Labor Resource Management
H. Contract Negotiations (e.g., HMO, vendor)
I. Cash Flow Analysis
J. Billing

II. Operations Management (20-25%)

A. Safety and Emergency Management
B. Intra/Interdepartmental Relations (e.g. Physician or Safety Committees)
C. Information Technology (development, implantation, integration, and maintenance)
D. Facilities Management (e.g., space allocation, laboratory design, utilities)
E. Data Management (e.g., research and outcomes)
F. Develop, Evaluate, and/or Validate New Technology/Tests
G. Strategic Planning and Growth
H. Communications (e.g., other departments, vendors)
I. Marketing
   1. Consumer Relations and Customer Service
   2. Market Research and Planning

III. Personnel Management (30-35%)

A. Recruiting and Hiring
B. Personnel Engagement (e.g., motivation, employee recognition)
C. Staffing and Scheduling
D. Performance Standards
   1. Competency Assessments
   2. Evaluations
E. Performance Management (e.g., Coaching, Counseling, Disciplinary Action)
F. Succession Planning and Staff Development
G. Education & Training/Continuing Education
H. Job Descriptions
I. Wage & Salary Administration
J. Personnel Regulatory Compliance (e.g., FMLA, ADA, FLSA, EEOC)
K. Conflict Resolution

IV. Quality Management (20-25%)

A. Performance Improvement (e.g., general, Six Sigma, Lean)
B. Regulatory Compliance and Licensure (e.g., federal and state)
C. Accreditation
D. Risk Management/Medical-Legal Issues
E. Productivity Assessment and Process Improvement

All Board of Certification examinations use conventional and SI units for results and reference ranges.

You will need to bring a non-programmable calculator to the examination.

END OF CONTENT GUIDELINE