



# DIPLOMATE IN LABORATORY MANAGEMENT, DLM(ASCP) EXAMINATION CONTENT GUIDELINE

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The Diplomate in Laboratory Management certification is designed to recognize individuals at a level of expertise appropriate and necessary to effectively manage a clinical laboratory. The emphasis of the examination is on interpretive and problem-solving skills used in the day-to-day practice of managing a laboratory. This document should serve as a useful guide for examination preparation.

## THE EXAMINATION MODEL

Board of Certification exams are constructed based on a three dimensional model.

The **COMPETENCY STATEMENTS** describe the skills and tasks necessary for effective and efficient job performance which are represented on the test.

The **CONTENT OUTLINE** delineates general subject area, sometimes called subtests, which are included on the test.

**TAXONOMY** level is the cognitive skill required to answer the questions. The three taxonomy levels are defined below:

<b>Level 1 - Recall:</b>	Ability to recall or recognize previously learned (memorized) knowledge ranging from specific facts to complete theories.
<b>Level 2 - Interpretive Skills:</b>	Ability to utilize recalled knowledge to interpret or apply verbal, numeric or visual data.
<b>Level 3 - Problem Solving:</b>	Ability to utilize recalled knowledge and the interpretation/application of distinct criteria to resolve a problem or situation and/or make an appropriate decision.

The three dimensions are systematically represented through detailed test specifications which delineate the distribution of items within the test.

In each question a competency is lined to the content area, and the concept tested with a recall, interpretive skills or problem solving situation.

## EXAMINATION REPORTING MECHANISMS

After the examination has been administered and scored, a report is sent to the examinee. The Examinee Performance Report provides the scaled score on the total examination and pass/fail status for all candidates.

In addition, failing candidates receive scaled scores for each subtest (see content outline for subtests). This information may help the examinee identify areas of strengths and weaknesses in order to develop a study plan for future examinations. A total score of 400 is required to pass the examination.

## **COMPETENCY STATEMENTS DIPLOMATE IN LABORATORY MANAGEMENT**

*In regard to Financial Management, Operations Management, Personnel Management and Marketing Management, the Laboratory Manager:*

### **APPLIES**

- principles or theories of laboratory management
- knowledge of market sectors

### **SELECTS**

- instruments (equipment) for the laboratory
- systems
- course of action

### **DEVELOPS**

- policies and procedures
- operational policies and procedures
- goals and objectives
- strategies and plans
- performance standards (formal/informal)
- proposal/justifications/other documents
- programs

### **ESTABLISHES**

- policies and procedures
- relationships (internal/external)
- laboratory systems
- procedural course of action
- programs

### **CALCULATES**

- productivity
- costs (direct/indirect)
- profit margins
- financial ratios

### **ANALYZES**

- sources of error
- effectiveness and efficiency
- reports
- productivity
- data
- laboratory activities

### **EVALUATES**

- personnel
- problem situations
- sources of error
- effectiveness and efficiency
- needs, usage of resources
- data
- relationships (internal/external)
- progress towards goals
- methods
- policies and procedures
- reports and other documents

### **IMPLEMENTS**

- policies and procedures
- operational procedures and systems
- proposals
- strategies

### **MONITORS**

- staff behavior
- direct/indirect cost and/or cash flow
- relationships (internal/external)
- operational procedures and systems

# **CONTENT OUTLINE**

## **DIPLOMATE IN LABORATORY MANAGEMENT**

*Refer to the DLM Competency Statements for the competencies tested in each subtest. The percentages indicate the percent of items that will appear on the examination in each subtest. Included within each subtest are items on planning, organizing, directing, controlling, coordinating and integrating.*

### **I. Financial Management (33%)**

- A. Budgets
- B. Capital Equipment Acquisition
- C. Cost Analysis
- D. Materials Management: Purchasing
- E. Financial Accounting
- F. Reimbursement Issues
- G. Materials Management: Inventory Control
- H. Contract Negotiations
- I. Cash Flow Analysis
- J. Billing and Collection

### **II. Operations Management (29%)**

- A. Performance Improvement
- B. Licensure/Accreditation
- C. Safety
- D. Intra/Interdepartmental Relations, (e.g. Physician Committees)
- E. Information Technology
- F. Risk Management/Medical-Legal Issues
- G. Facilities Management
- H. Data Management
- I. Productivity

### **III. Personnel Management (26%)**

- A. Motivation
- B. Staffing/Scheduling
- C. Performance Standards/Evaluations
- D. Counseling/Disciplinary Action
- E. Education & Training/Continuing Education
- F. Job Descriptions
- G. Wage & Salary Administration
- H. Personnel Negotiations
- I. Conflict Resolution

### **IV. Marketing Management (12%)**

- A. Product Development
- B. Consumer Relations/Customer Service
- C. Market Research/Planning
- D. Managed Care

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

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

**END OF CONTENT GUIDELINE**