

DIPLOMATE IN LABORATORY MANAGEMENT, DLM(ASCP)

EXAMINATION CONTENT GUIDELINE

EXAMINATION MODEL

The DLM(ASCP) certification examination is composed of 100 questions given in a 2 hour 30 minute time frame. All exam questions are multiple-choice with one best answer. The certification exam 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 classified by content area. The content area aligns with the examination specific content outline. The examinee must answer enough questions correctly to achieve a measure above the pass point in order to successfully pass the certification examination. There is no set number of questions one must answer to pass, nor is there a set percentage one must achieve to pass. If at the end of the exam the examinee's score is above the pass point, then he or she passes the exam.

EXAMINATION CONTENT AREAS

The DLM exam questions encompass the following content areas within Laboratory Management: Financial Management, Operations Management, Human Resource Management, and Quality Management. Each of these content areas comprises a specific percentage of the overall 100-question exam. The content areas and percentages are described below:

CONTENT AREA	DESCRIPTION	EXAM PERCENTAGE
FINANCIAL MANAGEMENT	Budgets, Capital Equipment Acquisition, Cost Analysis, Materials Management, Financial Accounting, Utilization, Labor Resource Management, Contract Negotiations, Cash Flow Analysis, and Revenue Cycle Management	20 – 25%
OPERATIONS MANAGEMENT	Safety and Emergency Management, Intra/Interdepartmental Relations, Laboratory Information System (LIS) / Hospital Information System (HIS), Facilities Management, Data Analytics, Verification and Validation of Methods/Tests, Strategic Planning, Project Management, Communication Management, and Marketing and Outreach	20 – 25%
HUMAN RESOURCE MANAGEMENT	Recruitment/Hiring and Separation, Engagement, Staffing and Scheduling, Performance Management, Succession Planning and Staff Development, Organization Structure / Job Descriptions, Wage and Salary Administration, Regulatory Compliance, and Conflict Resolution	30 – 35%
QUALITY MANAGEMENT	Performance Improvement, Regulatory Compliance and Licensure, Accreditation, Risk Management / Medical-Legal Issues, Auditing, Quality Assurance, Document Management, and Nonconforming Events / Corrective Action and Preventive Action (CAPA)	20 – 25%

For a more specific overview of the DLM exam, please refer to the [CONTENT OUTLINE](#) starting on page 2.

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EXAMINATION CONTENT OUTLINE

Examination questions, which are related to the subtest areas outlined below, may be both theoretical and/or procedural. Theoretical questions measure skills necessary to apply knowledge and perform calculations. Procedural questions measure skills necessary to perform laboratory techniques and follow quality assurance protocols.

I. FINANCIAL MANAGEMENT (20 – 25%)

- A. Budgets (e.g., preparation, management)
- B. Capital Equipment Acquisition (e.g., return on investment (ROI), net present value, depreciation)
- 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, financial ratios)
- F. Utilization Management
- G. Labor Resource Management (e.g., FTEs, productivity)
- H. Contract Negotiations (e.g., third-party payor, vendor, GPO)
- I. Cash Flow Analysis (e.g., balance sheet, income statement)
- J. Revenue Cycle Management (e.g., coding, billing, reimbursement)

II. OPERATIONS MANAGEMENT (20 – 25%)

- A. Safety and Emergency Management
- B. Intra/Interdepartmental Relations (e.g., Physician or Safety Committees)
- C. Laboratory Information System (LIS) / Hospital Information System (HIS) (e.g., development, validation, implementation, interfaces, maintenance, and security)
- D. Facilities Management (e.g., space allocation, laboratory design, utilities)
- E. Equipment Management
- F. Data Analytics
- G. Verification and Validation of Methods/Tests
- H. Strategic Planning
- I. Project Management
- J. Communication Management
- K. Marketing and Outreach

III. HUMAN RESOURCE MANAGEMENT (30 – 35%)

- A. Recruiting/Hiring and Separation
- B. Engagement (e.g., motivation, employee recognition, continuing education)
- C. Staffing and Scheduling
- D. Performance Management (e.g., onboarding, training, behavioral expectations, competency assessments, evaluations, coaching, counseling, disciplinary action)
- E. Succession Planning and Staff Development
- F. Organization Structure / Job Descriptions
- G. Wage and Salary Administration
- H. Regulatory Compliance (e.g., CLIA, FMLA, ADA, FLSA, EEOC)
- I. Conflict Resolution

IV. QUALITY MANAGEMENT (20 – 25%)

- A. Process Improvement (e.g., workflow mapping, Six Sigma, Lean)
- B. Regulatory Compliance and Licensure (e.g., federal and state)
- C. Accreditation
- D. Risk Assessment
- E. Risk Management / Medical-Legal Issues (e.g., root-cause analysis, failure mode effects analysis (FMEA))
- F. Auditing
- G. Quality Assurance (e.g., quality planning, quality control)
- H. Document Management
- I. Nonconforming Events / Corrective Action and Preventive Action (CAPA)

Examples provided (as indicated by e.g.) are not limited to those listed.

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

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

END OF CONTENT OUTLINE