# TELCOR QML® Operator Management
## A Centralized, Extensive Management of Point of Care Testing Operators

## Executive Summary

The TELCOR QML system is known for its centralized and extensive management of point of care testing operators. This document provides a concise summary of operator management and is intended to describe how operators are created, certified, authorized to test, and monitored for ongoing compliance.

## Operator Definition and Lifecycle

Operators in QML include individuals who perform point of care testing as well as staff who manage the POCT program and have access to QML. Operators remain in QML, either active or inactive, with records retained for historical and audit purposes and can be reactivated upon return to service.

## Operator Creation and Status Management

Operator records may be created and updated through multiple methods, including:

- Manual entry within QML.
- Spreadsheet-based imports.
- Automated interfaces from Learning Management Systems (LMS) or HR systems.
- Automatic creation during exception processing when testing is performed by an unknown or inactive operator.

## Certification and Testing Authorization

Operators are certified by device type. Certification establishes an operator's eligibility to perform testing and includes an automatically calculated expiration date based on defined certification profiles.

Testing privileges define which specific devices a certified operator may use. For device types that support electronic operator lists, certified operators with appropriate testing privileges are automatically distributed to devices.

For connected devices without the ability to receive electronic lists, non-connected or manual device types, certifications may still be documented in QML to maintain a single, centralized record of operator competency.

## Certification Renewal Management

Certification renewals are managed through QML tools such as CertificationQ and the Certified Device Type List. These views allow organizations to monitor upcoming expirations and identify operators who have not met recertification requirements.

The Automatic Recertification Process runs every night to determine if operators pending recertification have completed the required number of patient and/or quality control tests and associated competencies the previous day. Competencies may be documented manually or imported automatically through the integrated LMS interface.

If an operator does not meet recertification requirements by the device type certification expiration date, the device type(s) for that operator is marked as expired in QML. Updates are automatically sent to applicable devices to prevent

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continued testing until recertification is completed, or the operator is inactive.

## New in QML Version 2.4 — Working Locations and Find Operators

Working locations are designed for device operators who require certification documentation based on the device type and facility where they are working and performing point of care testing. Prior to Version 2.4, QML allowed a single certification record per device type regardless of the operator's home location or where they are working and performing testing. In 2.4 you can add working locations with certification due dates and history records for each of these facility/locations. The certification requirements can be the same or unique based on the certification assignment now you will have record of certification completion everywhere an operator is working.

The Find Operator is used to locate an operator record already defined in QML who is not working in My Locations such that they can be assigned to any of My Locations.

## Documentation, Logs, and Compliance

QML maintains a comprehensive audit trail for operator management activities. Operator updates, certifications, and competency records are documented within operator Notes, Certification History, Competencies History, and the Auto Recertification Log.

Links to external documents, such as licenses or training records, may be associated with operator records to support regulatory and accreditation requirements. Together, these features provide a complete and auditable history of operator qualification and testing authorization.

QML also provides operator list views that present this information in summarized and filtered formats to support ongoing monitoring and management.

QML operator management functionality supports compliance with College of American Pathologists (CAP) and The Joint Commission (TJC) requirements related to operator qualification, competency assessment, authorization to perform testing, and documentation retention for point-of-care testing programs. QML provides automated certification tracking, recertification monitoring, device-level authorization control, and comprehensive audit logs to support regulatory and accreditation review.

## Summary

QML operator management provides a centralized, automated approach to controlling operator access, tracking certifications, and maintaining compliance across point-of-care testing programs. By integrating operator creation, certification, device authorization, and audit documentation, QML supports efficient operations while meeting regulatory expectations.