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<b>DOCUMENT NUMBER:</b> SBMC-PPP-0047
<b>DOCUMENT TITLE:</b> Feedback to Phlebotomists and Laboratory Assistants
<b>DOCUMENT NOTES:</b>

<b>LOCATION:</b> SBMC-rel	<b>VERSION:</b> 03
<b>DOC TYPE:</b> SBMC PPP	<b>STATUS:</b> Release

<b>EFFECTIVE DATE:</b> 20 Mar 2020	<b>NEXT REVIEW DATE:</b> 20 Mar 2022
<b>RELEASE DATE:</b> 20 Mar 2020	<b>EXPIRATION DATE:</b>

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## Feedback to Phlebotomists and Laboratory Assistants

**Introduction** This process describes how to provide feedback to the collectors of specimens on their performance relating to specimen quality and labeling.

**Scope** This process is intended for any General Supervisor, as specified by CLIA, who oversees Phlebotomist or Laboratory Assistant staff who performs specimen collection. Unlicensed staff in this position shall possess a valid and current certified phlebotomy technician (CPT) certification issued by the state of California and work under the supervision of a licensed person as stated in the California Business and Professions code.

**Process** Follow the stages below to provide documented monthly feedback to laboratory personnel. This also documents monthly review of work and ensures personnel are compliant with current SCPMG policies and procedures. Personnel who are not supervised by the laboratory are provided feedback per local protocol(s).

Stage	Responsibility	Description
1	General Supervisor	Monthly review specimen rejection and complaint data for laboratory staff, as well as other concerns noted regarding quality and performance of duties.
2	General Supervisor	Perform and document any corrective action/or comments as appropriate for any concerns found on either the <i>Monthly Review of Work for Certified Phlebotomy Technician (CPT)</i> form or a local form in use.
3	General Supervisor	Report any findings of concern to Laboratory Operations Director (LOD) and/or designee. This may include a single finding of a severe nature or findings of excessive and/or repetitive issues or complaints related to: <ul style="list-style-type: none"> <li>• Non-conformance to policies/procedures</li> <li>• High rejection rate</li> <li>• High number of complaints received</li> </ul>
4	General Supervisor or other qualified staff who may be assigned this responsibility	Document any communication to personnel for a specimen collection issues found either on the form or another record (Quality Reports, meetings, counseling etc.).

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**Non-Controlled Documents** The following non-controlled documents support this process.

- CLIA Requirements, 42 CFR, Part 493, Subpart M
  - College of American Pathologists Laboratory General Checklist (GEN.40499)
  - California Business and Professions Code [CA 17 CCR §1246 (c)]
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**Controlled Documents** The following controlled documents support this process.

Regional Parent Document Reference Number: SCPMG-PPP-0142 Rev. 03

<b>Procedure</b>
Procedure for Venipuncture
Blood Culture – Skin Preparation and Specimen Collection
Drawing Blood from Patients with an IV
Heel Puncture
Fingerstick
CLIA Personnel Duties, Responsibilities, and Requirements

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<b>Form</b>
Monthly Review of Work for Certified Phlebotomy Technician (CPT)

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## Signature Manifest

**Document Number:** SBMC-PPP-0047

**Revision:** 03

**Title:** Feedback to Phlebotomists and Laboratory Assistants

**Effective Date:** 20 Mar 2020

All dates and times are in Pacific Standard Time.

### Feedback

### Initial Approval

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### Operations Director Approval

Name/Signature	Title	Date	Meaning/Reason
Janice Wolf (K119893)	Director Operations Area Lab	21 Feb 2020, 09:50:25 AM	Approved

### Medical Director Approval

Name/Signature	Title	Date	Meaning/Reason
Sony Wirio (A478893)	Pathologist, Medical Director	25 Feb 2020, 11:44:59 AM	Approved