

## Laboratory Staffing Policy

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### Purpose

To maintain an effective level of laboratory personnel to provide patient care, consistent with the goals and philosophy of the laboratory department. The laboratory will be adequately staffed, 24-hours a day, 7 days a week, to meet operational needs.

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### Policy

#### Attendance

All laboratory employees are expected to be in their work area ready for work at their assigned times. In the event of illness or other uncontrollable events, the employee should notify the laboratory as soon as possible so replacements can be found. For all shifts, a two-hour advanced notice is preferred.

- I. Procedure for calling in:
  - A. Call the main laboratory and request to speak to the supervisor, manager or charge tech.
  - B. Failure to report an absence within 48 hours from the start of the shift may be considered job abandonment and voluntary termination of employment.
  - C. Sick coverage assignment is the responsibility of the supervisor, manager or charge tech.
- II. Excessive tardiness and absenteeism:
  - A. Excessive tardiness and absenteeism will be addressed according to the organization employee attendance policy, <http://khan.childrensmn.org/manuals/policy/1000/004936.pdf>. A physicians' statement may be requested at the manager's discretion.

#### Holidays and Leaves of Absences

- I. Holidays:
  - A. When possible, employees will be placed on holiday groups that have rotating schedules. This prevents employees from working the same holidays year after year. The holiday schedule will be posted and the individual employee can request trades. Employees working the 12-hour weekend schedules are responsible to work all holidays that fall on their regularly scheduled shifts.
  - B. When there is extra staff on the weekend holidays, due to the 12-hour shift staff working, all employees working the holiday will be notified of the opportunity to give up or trade their holiday shift. If multiple employees want the day off, then years of service will be used determine the time off.
- II. Leaves of Absence:
  - A. All leaves are handled as defined by the hospital's leaves of absence policy, <http://khan.childrensmn.org/manuals/policy/1000/004896.pdf>. Please refer to this policy for definitions and procedures for all forms of leaves of absence.

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**Open Weekday Shifts, Vacancies and/or Weekend/Holiday openings**

- I. Open Weekday Shifts/Vacancies will be filled by:
  - A. Casual staff per policy [GL 2.7 Casual Laboratory Staff](#).
  - B. If there is additional staff on certain days the scheduler and/or management may ask employees to consider switching shifts.
  - C. Posting the shift(s) for pick-up.
  
- II. Weekend/Holiday open shifts will be filled by:
  - A. Employees who are obligated to pick up another weekend per policy [GL 2.4 Laboratory PTO \(Vacation\) Guideline](#).
  - B. If there is additional staff on certain days the scheduler and/or management may ask employees to consider switching shifts.
  - C. Casual staff per policy [GL 2.7 Casual Laboratory Staff](#).
  - D. Posting the shift(s) for pick-up.

**Schedule, Trades, Unscheduled Emergency Staffing**

- I. Schedule:
  - A. Employees will be given a repeating six-week schedule. This enables employees to make plans for future days off and vacations well in advance.
  - B. Employees are expected to work their scheduled hours and observe their assigned starting times. Start and end times can be altered with prior approval from the supervisor or manager.
  - C. Employees should make every effort to schedule appointments on days off or before/after the start/end of their shift.
  - D. Employees are responsible for checking their schedule when posted. Any discrepancies must be reported to the scheduler, supervisor or manager immediately.
  - E. Exempt employees are expected to work an average of the number of hours that they are contracted for (never less). There is no compensation time recorded or accrued. The basic expectation is that employees will be on time and working productively the entire shift. If an employee is abusing the exempt policy by coming in late, or leaving early, corrective disciplinary action will be taken.
  - F. All overtime needs to be approved by a supervisor, manager, charge tech or director.
  
- II. Trades:
  - A. Prior to a posted schedule, a "Request for Vacation, Holiday and Hour Exchange" form must be completed to request trades and must be signed by all employees involved. Requests must be submitted to the scheduler before the trade occurs, as prior approval is required. After approval, the form will be returned to the employees involved and the schedule will be updated.
  - B. After the schedule is posted, trades should be accomplished through Kronos.
  - C. Trading between employees must involve the exchange of the exact hours worked and must be approved by the scheduler, supervisor or manager. If an employee needs to trade outside of the pay period, the employee will use PTO to bring him/her up to his/her work agreement; or the employee will accept another day off within the same pay period, if staffing allows, and the trade results in an overtime situation.
  - D. The employee must find someone who has the same specialty skills to exchange hours with (e.g. a blood bank technologist must base their trade on providing adequate coverage in blood bank). Consideration of skills needed is at the discretion of the technical specialist, supervisor or manager.

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- E. The employee is responsible for trading their scheduled weekends that occur during their vacation request (Note: There are exceptions for employees who are scheduled to work every other weekend; employees scheduled to work every other weekend are allowed to post one weekend (can be split into two 1-day weekend postings), per calendar year, for pick-up. Holidays weekends cannot be posted.) A trade request must be completed in Kronos. Equal trades (i.e. same skill set, same hours, etc.) will be approved automatically in Kronos. Trades that require review will be sent to the scheduler, supervisor or manager for review and approval. The scheduler will update any necessary changes to the schedule and notify the appropriate individuals.
  - F. Trades are final after approval by the scheduler, supervisor or manager.
  - G. Trades must not result in overtime worked or created.
- III. **Unscheduled Emergency Staffing:**
- A. If an individual is asked to come in (not an extension of a scheduled shift) to cover a busy period or to run a STAT test (not usually performed during that shift with pathology approval), the individual will be paid a minimum of 4 hours of pay.
  - B. Overtime will be paid if applicable.
  - C. Call backs – staff should use the “call back” function in Kronos or notify the supervisor or manager of call back time

**Additional Shifts**

- I. **Additional shifts:**
  - A. Employees are allowed to sign up for one additional shift when there are open shifts posted. Additional sign-ups for open shifts are available once they have been posted for 3 days. Each posting will have a designation requesting Laboratory Associate, MLS/MLT, Blood Banker, etc. First consideration will be given to the exact match in skills.
  - B. A laboratory employee may work a maximum of 120 hours in a pay period.
  - C. At 10 days or less (from the additional day picked up) the employee is responsible for finding coverage if they chose not to work the day.

**Call Pay, Differential Pay, Bonuses and Workshops**

- I. **Call Pay:**
  - A. Call pay is paid to an individual when the lab requires them to be available to be called into work for an unscheduled time. The individual is being paid to be available for a predetermined period of time. All call pay is at the discretion of the manager.
  - B. Human Resources, based on job classification, determines the rate of pay.
  - C. If an individual is called in during that period, he/she will be paid their hourly rate for a minimum of 4 hours. Overtime will be paid if applicable.
  
- II. **Differential Pay:**
  - A. Weekend differential pay is defined by Children’s policy as 7:00 a.m. Saturday to 7:00 a.m. Monday.
  - B. Evening/Night differential pay is defined by Children’s policy as 6:00 p.m. to 6:00 a.m.

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- III. Bonuses:
  - A. A 1.0 PIB bonus is paid out to the 12-hour MLT/MLS when all 6 12-hour shifts are worked in a pay period. A 0.5 PIB bonus is paid out when 3, 4 or 5 shifts are worked in a pay period. And no PIB bonus is paid out if less than 3 shifts are worked in a pay period.

**Workshops, Webinars and CEU opportunities**

- I. Workshops, Webinars and CEU opportunities:
  - A. The decision as to how many staff members and who will be provided time off will be based on multiple factors, which may include:
    1. Current workload
    2. Date the request was received
    3. Previous attendance/requests
    4. Availability of replacement coverage
    5. How many employees are already off
  - B. The operations supervisor or manager is responsible for determining staff attendance to the noted event

**Laboratory Staff Meetings**

- A. Staff are encouraged to attend huddles and meetings. The operations supervisor or manager is responsible for determining staff attendance at scheduled meetings based on work volumes, staff availability and skill mix.

**Low Need Days**

- I. Time off during low need days:
  - A. The supervisor or manager may determine a low need day due to reduced workload and current staffing (see hospital policy, <http://khan.childrensmn.org/manuals/policy/1000/004879.pdf> ). Employees that are sent home under these conditions may use PTO or the HRLOA code in Kronos (HRLOA code preserves their benefits while staff are unpaid).

**Historical  
Record**

Version	Written/Revised by:	Effective Date:	Summary of Revisions
4	Jennifer Heimkes	5/23/2014	Policy updates to all sections.
5	Jennifer Heimkes	7/18/2017	Removed sick line. Added section about staff meetings. Update 24 to 48 hours for reporting absences. Added charge tech responsibility. Removed weekend/holiday pairing. Removed the open weekend obligation/process. Updated differential and bonus pay.
6	Jennifer Heimkes	9/15/2017	Removed the maximum 64 hours work in a week requirement. Changed dropping picked up/additional shifts to 10 days (vs. 7 days). Added charge tech to approve OT under emergency staffing.