**Med Tech Certified and Non-Certified Job Expectations**

**Med Lab Tech Certified and Non-Certified Job Expectations**

**Med Tech Lead Job Expectations**

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| **Job Title:** | med tech lead, MED TECH, MED LAB TECH |
| JOB CODES: | * 101030 * 101043 * 101045 * 101062 * 101065 |
| JOB FAMILY: | Allied Health |
| PATIENT CARE: | Indirect |
| JOB FUNCTION: | Laboratory |
| FLSA STATUS: | Nonexempt |

MISSION, AMBITION, VALUES AND STRATEGIES:

BSWHealth – College Station Laboratory will follow and abide by the BSWHealth Mission, Ambition, Values and Strategies in the following manner:

* **Mission**: Founded as a Christian ministry of healing, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.
* Laboratory personnel will uphold the above Mission by always “doing the right thing” in the pre-analytical, analytical and post-analytical testing phase of all laboratory specimens received into the College Station laboratory.
* Laboratory personnel will dutifully and effectively correct and list errors affecting patient results to laboratory leadership, while also discussing preventative measures to prevent the error with the Laboratory Team.
* **Ambition**: To be the trusted leader, educator and innovator in value-based care delivery, customer experience and affordability.
* Laboratory personnel will strive to obtain an atmosphere of learning and education.
* All customers will be treated as a valued member of the organization and educated on the proper procedures and policies regulated by the laboratory.
* Laboratory personnel are encouraged to bring forward to Laboratory Leadership any testing or platform that would benefit the community we provide services for. Laboratory growth and innovation will be considered when appropriate documentation has been obtained, including financial benefits and costs to performing the testing in-house.
* **Values:** We serve faithfully; We act honestly; We never settle; We are in it together
* **We serve faithfully**
* Laboratory personnel will demonstrate serving faithfully by always doing the right thing for our patients and the communities that we serve.
* Serve faithfully by always interacting with others in a positive and cooperative manner to commit to the best outcome for our patients.
* All personnel will bring forward any inconsistency in testing results so that investigations can be made and possible results corrected.
* All personnel will treat their customers and colleagues with respect and value.
* Discrimination and/or retaliation of any kind will NOT be tolerated.
* **We act honestly**
* Laboratory personnel will demonstrate acting honestly by voicing concerns with policies, procedures or any other potentially hazardous practices within the department to Laboratory Leadership as soon as possible.
* Act honestly when interacting with customers to receive the best possible outcome to the situation.
* All personnel will take an active role in solving problems related to potentially hazardous practices with integrity and kindness.
* All personnel will treat co-workers and all customers with dignity and respect and always strive for positive outcomes when communicating amongst each other.
* **We never settle**
* Laboratory personnel will demonstrate never settling by striving to use positive interactions within the organization for the best outcome of our patient population and communities that we serve.
* Never settle to be just “fine.” Always strive for a zero harm atmosphere within our department by bringing to light situations that need further investigation.
* Be a part of every solution so that we may continually strive for excellence in our laboratory testing.
* Create an environment of safety and security for our team, and the patients we serve in our communities.
* **We are in it together**
* Laboratory personnel will demonstrate being in it together by always offering to help cover lunches, process specimens, release specimen results and any other task that co-workers are in need of help with.
* Being in it together requires commitment to a culture of “Team” instead of a culture of “Me.”
* By having a positive work environment, laboratory personnel will feel more confident in bringing up issues that need to be resolved within the department for the safety of our patients.
* **Strategies:** The keys to achieving BSWHealth Ambition are:
* **Health:** Transform into an integrated network that ambitiously and consistency provides exceptional quality care.
* Laboratory personnel will demonstrate the above strategy by providing high quality care and take an active role in continuous quality improvement with the ultimate goal of relieving suffering, restoring health and promoting wellness for our patients and health plan members.
* All personnel will strive to maintain all instruments in a manner to ensure quality patient results are given at all times.
* **Experience:** Achieve the market-leading brand by empowering our people to design and deliver a customer-for-life experience.
* Laboratory personnel will demonstrate the above strategy by being a part of a team that is interested in innovative experiences for the patients that we serve.
* Continuing Educational opportunities will be acted upon to the best of the abilities of all laboratory personnel to provide an environment of learning and innovation.
* Laboratory Leadership will continually strive to provide our patients with leading technology and testing that is relevant to our providers for diagnosis of disease.
* **Affordability:** Continuously improve our cost discipline to invest in our Mission and reduce the financial burden on our customers.
* Laboratory personnel will demonstrate the above strategy by continually striving to cut costs within our department and inform Laboratory Leadership when cost-savings opportunities arise.
* Cost-savings ideas will be shared with other departments/hospitals so that a culture of accountability will exist within the organization.
* Be extremely conscious of “incidental overtime” minutes. Incidental overtime is when a conscious effort is made to clock in early and/or clock out late without being productive during those additional minutes. Be conscious of always being productive during assigned work hours.
* **Alignment:** Ensure consistent results through a streamlined leadership approach and unified operating model.
* Laboratory personnel will uphold the above strategy by asking questions of Laboratory Leadership when questionable decisions are made.
* Laboratory Leadership will uphold a transparent attitude in regard to the daily, monthly and yearly operational plan to the personnel, answering questions as permitted.
* Laboratory Leadership will strive to form an atmosphere of unity and honesty within the department.
* **Growth:** Pursue sustainable growth initiatives that support our Mission, Ambition and Strategy.
* Laboratory Leadership will strive to grow the laboratory business strategically and with integrity and positive work ethics.
* Based upon volume, staffing needs will be reviewed by leadership and the department will be staffed accordingly, to the best of the Laboratory Leadership’s abilities.

JOB SUMMARY:

Performs and monitors full range of laboratory testing and analysis. Assumes responsibility for problem resolution, quality control, and required maintenance of equipment with minimal supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Perform the following tasks upon arriving to laboratory:

* Arrive to work ready to work – Ask relieving tech where help is needed first. Do not take breaks at the beginning or end of the shift, nor clock in without first putting away personal items into lockers.
* Accept hand-off from prior shift – ask questions as needed and obtain clarification on what is the next priority prior to the co-worker leaving for the day.
* Complete patient testing in a timely manner, running patient testing in the following order:

1. STAT testing, both In-patient and Out-patient orders
2. In-patient Timed specimens
3. In-patient Routine specimens
4. Out-patient Routine specimens

* Call Critical Lab and Alert values as soon as obtained and verified.
* Investigate all Delta checks for results – check in Epic when necessary
* Actively participate in documenting maintenance, QC, patient and instrument problems, etc. on appropriate logs in all departments. Actively check that documentation is completed and ask relieving tech if he/she has completed documentation.
* Check expiration dates on all reagents, quality control, and any open container that has an expiration date on the original bottle.
* Perform necessary maintenance and quality control on a daily basis, as per department policy, and when needed due to extensive instrument maintenance or any other time when questionable. Document on appropriate log once completed.
* Trouble-shoot any instrument abnormalities found – includes calling tech support when needed, and requesting support to be sent out.
* Check supplies on analyzers once hand-off is performed. Refill any supplies so that testing is not interrupted throughout the shift.
* Check Temp-Trak and document accordingly in the Chemistry department log.
* Check REES temperatures when working in Blood Bank and document on appropriate log, filing reports in appropriate binder.
* Check pending lists several times during the shift and actively participate in any investigation that is necessary.
* Resolve any pending specimens located on the pending list by:
* Notifying the appropriate department (i.e. ED, ICU, etc.) via phone call.
* Notifying the appropriate person for recollect or investigation – i.e. Jodi or Cassie Lynn if it is a clinic patient via email.
* Passing along information to the next relieving shift if there was no time to call or email. Leaving a sticky note on a piece of paper may not be enough, and can easily get lost or discarded. Always verbally tell the relieving shift personnel if there are any issues with patients.
* Enter Midas reports as needed – can ask co-workers for help with entering a Midas event if needed.
* Check-in with co-workers throughout the shift for areas of stress – ask where you can help and how. Ask co-workers when they would like to take a break and make sure that there is every effort to cover lunches and breaks. Never assume that your regular lunch time is fine with your co-workers to cover. Always ask what you can do to make sure that it is OK for you to go to your break or lunch.
* Trouble-shoot issues with co-workers in a respectful, calm manner. Effective communication is key and will always be expected to occur.
* Document counter cleaning, microscope maintenance, etc. on the hand-off communication logs on a daily basis.
* Process specimens from the tube station, drop-off bucket from floor, or outlying clinics as needed – help in processing as needed by answering phones, stocking supplies, etc.
* Track specimens as time permits for easier add-on testing needs.
* Restock supplies as they come from the dock in a timely manner.
* Order in Ivalua when needed – can write the item on the white board in Chemistry if you do not know how to order in Ivalua. If the last of an item is opened, notify someone of the need to place an order for replacement.
* Check emails on a daily basis, respond when requested to do so. You are responsible for all email information relayed, regardless of neglect to read the emails.

KNOWLEDGE, SKILLS and ABILITIES:

* Knowledge of laboratory regulations, protocols and procedures are required.
* Analytical and critical thinking skills are expected.
* Ability to comprehend and communicate instructions with co-workers in a respectful and useful manner.
* Ability to perform laboratory protocols and procedures with accuracy and skill.
* Skill in the use of computers and related software applications – skills will be taught during orientation into the department.
* Knowledge of safety and infection control standards is necessary – information can also be found on SharePoint – BSW Connect website.
* Ability to work in a team environment is necessary and key to creating the proper atmosphere.

MINIMUM REQUIREMENTS:

Bachelor’s Degree or Equivalent Combination of Education/Experience to Associate’s Degree, Medical Technology/Clinical Lab Sciences field of study or degree program.

* ASCP – Chemistry Technologist
* ASCP – Hematology Technologist
* ASCP – Microbiology Technologist
* Molecular Biology Technologist
* ASCP – Blood Bank Specialist
* ASCP – Hematology Specialist
* ASCP – Microbiology Specialist
* ASCP – Chemistry Specialist
* ASCP – Histocompatibility Specialist
* Certified Histocompatibility Specialist
* Certified Histocompatibility Technologist
* Clinical Laboratory Scientist
* Medial Laboratory Scientist
* Medical Laboratory Technician
* Medical Technologist
* American Board of Histocompatibility (ABHI)
* American Society for Clinical Pathology (ASCP)
* American Medical Technologists (AMT)
* American Association of Bio analysts (AAB)
* Grandfathered HEW Licensee

WORKING CONDITIONS:

* Physical Requirements: Standing or sitting in the same location; may require to stoop, climb or lift light material (<30 lbs.) or equipment. Examples: programmers, receptionists, medical technologists, dishwashers and security guards.
* Environment: Located in an indoor area with frequent exposure to mild physical discomfort from dust, fumes, temperature, and noise. Examples: patient cares providers and laboratory technicians.
* Respiratory Category: Job tasks may involve infrequent exposure to aerosolized particulate matter or infectious respiratory droplet nuclei, generally in unusual or emergency situations, and “just in time” fit testing and respirator use may be required and may be a condition of employment under specific circumstances.
* Hazard 1, 3 or 3: OSHA Bloodborne Pathogen Category 1: Tasks that involve exposure to blood, body fluids, tissues and other potentially infectious materials.
* Hazard 4: Tasks that involve or may involve exposure to OSHA regulated substances as stated in MSDS.