Quest Diagnostics

TRAINING UPDATE

Lab Location:	GEC, SGAH & WAH	**Date Distributed:**	1/2/2013
Department:	Core lab	**Due Date:**	1/31/2013

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Group Lead and Tech in Charge Duties GEC.L01, SGAH.L02, WAH.L02 v003
Description of change(s):
Section 3: Replace PI form with Quality Variance, remove online for IQAP Section 5: Minimum Staffing revised

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training all sites (version 003)

Non-Technical SOP

Title	**Group Lead and Tech in Charge Duties**	
Prepared by	Leslie Barrett	3/23/2010
Owner	Robert SanLuis	3/23/2010

Laboratory Approval		
Print Name and Title	**Signature**	**Date**
Refer to the electronic signature page for approval and approval dates.		
Local Issue Date:	Local Effective Date:	

12 month (or new) management review and approval: Signature acknowledges SOP version remains in effect with NO revisions.		
Print Name	**Signature**	**Date**

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1. PURPOSE

The Group Leads are responsible for various day-to-day activities as outlined in this procedure. If there is no Group Lead on duty (off shifts, weekends, holidays), an MTII or senior staff member will be assigned to assure that there is responsible staff person on duty in the laboratory to answer questions, direct inquires, assure adequate staffing, document sick calls report, and monitor laboratory information systems (LIS) operation.

2. SCOPE

The Group Leads are scheduled as required by the department. The additional duties of the Group Lead are to be completed during the normal course of their day. Administrative time will be indicated on the schedule to allow for completion of duties without resorting to overtime.

The "Tech in Charge" (TIC) is assigned when a Group Lead is not physically on site. This duty is typically rotated among the MT II or Senior MT staff, but may include other experienced technologists that are classified as CLIA General Supervisors.

3. RESPONSIBLITY

The Group Leads are responsible for general operations including QC Review, Inventory Control, Shift Log Review, monitor OL for turn around time (TAT), review pending logs, move staff to workload, coordinate training, and resolving customer concerns, and other duties as assigned.

GROUP LEAD DUTIES

A. DAILY
   1. Review Logs
      - Bench logs, including pending logs and delta failures
      - QA logs
      - Calibration reports (Chemistry)
      - Free Text Log

2. Inventory Control
   - Ensure incoming supplies are properly logged, received, and stowed appropriately.
   - Check incoming QC and reagents to ensure that lot-to-lot and shipment-to-shipment checks are performed prior to being placed in use

3. Monitor Work Assignments
   - Check status of pending calibrations, delegate to staff on the bench.
   - Check OL Monitor status and insure

4. CAP review
   - Check status of proficiency samples (via pending log and/or dry-erase board).
   - Review results by comparing hard-copy results with CAP website entry and document review with initials / date.
   - Submit all appropriately completed documentation to supervisor for final approval.

B. WEEKLY
1. Review QC and submit QC summary reports – all sections due by middle of the following week with complete Quality Variance (QV) forms as applicable.
2. Review Maintenance and Temperature Logs – all sections due by middle of the following week with complete Quality Variance (QV) forms as applicable.
3. Identify QC and maintenance issues and implement corrective action.

C. MONTHLY
1. IQAP for participating instruments – submit data monthly, as assigned.
2. Print monthly QC reports for all areas, place in binders and submit for review to supervisor with the Monthly QC Summary Report.

D. EVERY 6 MONTHS (Coordinated with the Technical Specialist and recurring calendar)
1. Initiate Instrument Comparisons – (Recurring Calendar)
2. Carryover - (Recurring Calendar)
3. Auto versus Manual Comparisons. Enter data in correlation tables and submit to supervisor for approval. (Recurring Calendar)
4. Platelet Poor Plasma verification - (Recurring Calendar)
5. Linearity and Calibration Verification - (Recurring Calendar)

TECH IN CHARGE DUTIES

The supervisor will identify the “Tech in Charge” (TIC) for each shift on the work schedule when a Group Lead is not in site. The TIC is responsible for carrying out the duties each shift as outlined in this procedure. Refer to Tech-in-Charge (TIC) Pass Down Log.

1. Overdue Log Monitor (OL) - (SGAH and WAH only)
   - Check OL Monitor for tests that are coming up to or have passed required turn-around time
   - Follow up with staff to determine cause of delays
   - Reset monitor if necessary

2. Review Logs
   - ADT error log (SGAH and WAH only)
   - Failed Verify Log (Resolve by end-of-shift)
   - QC outlier report will be reviewed 4 hours into each shift to detect missed look-backs

3. Assess Staffing
   - Ensure benches are covered at all times
   - Move staff as needed to cover
   - Review call-in log and reassign benches or ask staff to stay/come in early or contact additional staffing to come in and cover (per minimum staffing requirements)

4. Check Critical Call Queue
   - All critical values are called and documented at the end of each shift

5. Staff Communication
   - Check with Staff for any problems during the shift (FES, QC, etc.)

4. DEFINITIONS

ADT Log – printed report of the Admissions, Discharges, and Transfers for the hospital. An entry is made in the log when Admitting makes more than 3 changes in the patient's demographics.

5. PROCEDURE

1. At the start of the shift the Group Leads or designated TIC will meet with the Group Lead or TIC from the previous shift to get an update on the status of the laboratory. This update will include instrument issues and staffing concerns, as well as any other problems that will affect laboratory operations in the coming shift. The Vocera and Stroke Pager (SGAH Only) will be handed off at this point and will be checked by the incoming TIC.

2. The Group Lead or TIC will evaluate staffing to ensure that the minimum numbers of people are available to work. The minimum number required for each shift is indicated on the tables below.

3. The Group Lead or TIC should attempt to obtain coverage by using the following methods. Assess the work and determine whether shift/workload can be managed by those present. Care should be taken to minimize overtime and double shifts whenever possible. No person may work more than 16 hours in a 24 hour period.

   a. First: Assess whether replacement staff are necessary.
      Contact part-time or on-call personnel.

   b. Second: Ask staff to stay a few hours into the next shift.

c. Third: Contact staff who are coming in for the next shift and ask if they can come in early

d. Last: Contact staff to come in and cover the entire shift.

MINIMUM STAFFING AT WAH

	Monday to Friday					Saturday/Sunday/Holidays				
Shift	Phleb	Front Desk	Spec Proc	Blood Bank	Core Lab	Phleb	Front Desk	Spec Proc	Blood Bank	Core Lab
Early AM	4					4				
Days	3	1	2	2	4	2	1	1	1	4
Evenings	2	1	1	1	3	2	1	1	1	3
Nights	1	NA	1	1	1	1	NA	1	1	1

MINIMUM STAFFING AT SGAH

	Monday to Friday					Saturday/Sunday/Holidays				
Shift	Phleb	Front Desk	Spec Proc	Blood Bank	Core Lab	Phleb	Front Desk	Spec Proc	Blood Bank	Core Lab
Early AM	7					7				
Days	7	2	2	2	5	7	1	1	2	4
Evenings	2	1	1	2	4	2	1	1	1	3
Nights	1	N/A	1	1	2	1	N/A	1	1	2

MINIMUM STAFFING AT GERMANTOWN

	Monday to Friday	Saturday/Sunday/ Holidays
Shift	Core Lab	Core Lab
Days	1	1
Evenings	1	1
Nights	1	1

4. The Group Lead or TIC will ensure that all critical values generated during the shift are called to the appropriate person. The Failed Verify Log should be checked near the end of the shift for both inpatients and outpatients. All critical values that have not been called will be called to the appropriate caregiver and documented per procedure.

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5. The Group Lead or TIC must review the ADT error log during the shift. When a patient appears on the ADT log the Group Lead or TIC should review the information to determine if there is impact on the specimens in the laboratory. Refer to Procedure ADT/OE Error Log.

6. The Group Lead or TIC must be aware of what is happening in the laboratory during his/her shift. This should is accomplished by walking around and asking questions to determine if there are issues that are impacting TAT and patient care.

7. At the end of the shift the Group Lead or TIC will meet with the TIC or supervisor for the next shift and communicate any problems encountered on the shift and any issues that will impact operations on the next shift. SGAH ONLY: The Vocera will be handed off at this point to the incoming Group Lead or TIC.

8. The Group Lead or TIC is responsible for contacting the Pathologist on call and/or the Administrator on call as needed.

9. All Techs should discuss LIS issues with Group Lead or TIC prior to paging LIS on call.

10. Group Lead or TIC will coordinate Instrument and LIS downtime activities. All instrument and LIS downtime is communicated to the ED, Nursing Supervisor, and supervisor/director as appropriate. Updates will be provided hourly to the ED and Nursing Supervisor.

6. RELATED DOCUMENTS

ADT/OE Error Log, LIS procedure
Critical Values – Accepting Results in LIS, LIS procedure
Callback, LIS procedure
Inter-Shift Communication, Laboratory policy
Tech-in-Charge (TIC) Pass Down Log
Recurring Calendar

7. REFERENCES

None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
000	3/23/2010	Updated owner Section 2: General Supervisor CLIA Section 3: General Revision and added assignments Section 5: Group Lead added to all items; Added assess if replacement staff needed; Vocera handoff; Updated Minimum staffing; GL or TIC to coordinate downtime	L.Loffredo R.SanLuis C.Reidenauer	L.Loffredo R.SanLuis C.Reidenauer
001	8/3/2011	Section 3: Add detail to Group Lead duties Section 5: Add instrument downtime and detail to item 10 Section 6: Add Inter-Shift Communication, TIC Pass Down Log, Recurring Calendar	R.SanLuis	L.Loffredo
002	11/15/12	Section 3: Replace PI form with Quality Variance, remove online for IQAP Section 5: Minimum Staffing revised	L.Loffredo R.SanLuis	L.Loffredo R.SanLuis

9. ADDENDA AND APPENDICES

None

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