



TRAINING UPDATE

Lab Location: GEC, SGAH & WAH
Department: Core

Date Distributed: 4/10/13
Due Date: 5/1/13

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Inter-Shift Communication GEC.L08, SGAH.L10, WAH.L10 v004 Bench Pass Down Log AG.F47.004 Tech In Charge Pass Down Log AG.F128.001
Description of change(s):
Section 5 – add LIS message to document instrument problems, delete Cuvette strip check Section 9 – remove appendix C (Reagent Quality Assurance Policy), information contained in QC policies; Bench and TIC logs revised Changes to SOP and Bench logs are shown in color text

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

Approved draft for training all sites (version 004)

Non-Technical SOP

Title	Inter-Shift Communication	
Prepared by	Leslie Barrett	Date: 12/15/2008
Owner	Robert SanLuis	Date: 5/21/2010

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

Review:		
Print Name	Signature	Date

TABLE OF CONTENTS

1. PURPOSE.....	3
2. SCOPE.....	3
3. RESPONSIBILITY.....	3
4. DEFINITIONS.....	3
5. PROCEDURE.....	3
6. RELATED DOCUMENTS	5
7. REFERENCES	5
8. REVISION HISTORY.....	5
9. ADDENDA AND APPENDICES	5

1. PURPOSE

To provide an effective communication tool that can be utilized between shifts to share information with the next shift, the Supervisor, the Laboratory Director and the Medical Director.

2. SCOPE

The Bench Pass Down Log and the Tech-in-Charge (TIC) Pass Down Log will be utilized in the Core Laboratory by each shift as a tool to effectively transfer information on patient care, equipment, staffing and other issues

3. RESPONSIBILITY

All technical staff will be responsible for completing the Bench Pass Down Log on each shift.

The supervisor, Group Lead, or in charge technologist will be responsible for completing the Tech-in-Charge (TIC) Pass Down Log on each shift.

4. DEFINITIONS

TIC: Tech-In-Charge

5. PROCEDURE

A. Bench Pass Down Log

1. The log is initiated for each bench by the first shift tech. Record the date and bench.
2. Review all reagent, QC, and testing material currently in use and verify that none have exceeded the expiration date. Record as 'OK'.
 - a. A zero tolerance policy is employed for use of expired or inappropriate reagents, QC, and other required testing material. Failure to abide by this policy will result in immediate disciplinary action.

- b. If reagent, QC, or testing material is approaching expiration assure lot-to-lot cross-check is complete and replace with new lot prior to expiration as appropriate.
 - c. If expired reagent, QC, or test material is found, remove from use. Immediately notify Group Lead, Tech-In-Charge (TIC) or Supervisor. Replace expired material with in date product and perform required QC as checks as outlined in specific procedures as applicable. Document corrective action in appropriate space on log.
3. Bench and reagent stocked and supplies in proper position – verify correct reagents and consumables are loaded on analyzer and in the correct position. Record Yes or No. If response is No, indicate corrective action in appropriate space on log and complete Quality Variance (QV) form.
 4. For each additional line item, indicate task was performed by checking Yes, No or the appropriate status.
 5. Instrument Status – indicate whether analyzer is functioning properly or other status. Explain any malfunctions or operational issues if necessary in the comment section. Send an LIS mailbox message to document instrument problems that are like to cross multiple shifts. Review instrument status with incoming staff and TIC.
 - ~~6. Cuvette strip checked – document that strip was checked for leaks at the end of each shift if working on the RxL bench. Mark 'N/A' for other benches.~~
 7. Calibrations (lot-to-lot, new lots, calibration due, assigned calibrations) – indicate what calibrations where performed. Review pending calibrations and performed all required. Record N/A if none required.
 8. QC Status – list any exceptions to QC testing. Record N/A if there are none.
 9. Pending Status – print and review LIS pending log, record observations.
 10. Un-received Log Status – print and review LIS un-received log, record observations.
 11. Use the Comments / Corrective Action section to record follow-up from any task marked 'No' or to document other events or occurrences. Use the reverse side of the form if necessary.
 12. At change of shift, review the log with the incoming tech. Both techs must initial in the appropriate space in the Tech Shift Hand-off section at the bottom of the form.
- B. Tech-in-Charge (TIC) Pass Down Log
1. The supervisor, Group Lead, or TIC is responsible for reviewing the previous shift's report upon arriving on duty. Refer to the procedure Group Lead and Tech in Charge Duties for detailed instructions.

2. Prior to the end of the shift, the Supervisor, Group Lead or TIC or will ensure the Tech-in-Charge (TIC) Pass Down Log and the Bench Pass Down Log are complete. These forms are to be turned into the Supervisor at the end of the night shift (0700).

3. These reports are retained for two years, and may be sent to off-site storage.

6. RELATED DOCUMENTS

Group Lead and Tech in Charge Duties, Laboratory policy
 Reagent Labeling and Handling, QA procedure
 QC Responsibilities and Review, QA procedure

7. REFERENCES

N/A

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L031.01		
000	1/26/10	Updated owner. Section 3– added Bench Position Log responsibility Section 5 – added section A and item list for Bench Log, added section B header to item list. Section 9 – added addenda C	L. Barrett	L. Loffredo
001	5/13/10	Updated owner. Section 5 – added A.6 cuvette strip check, retention time increased in B.3 Section 9 – addenda B revised	L. Barrett	L. Loffredo
002	8/4/11	Sections 2,3,5: Bench Position Log title changed to Bench Pass Down Log, instructions updated Lab Status Log title changed to TIC Pass Down Log, format modified Section 6 – Add policy Section 9 – Revise addenda A and B	R.SanLuis	L.Loffredo
003	4/1/13	Section 5 – add LIS message to document instrument problems, delete Cuvette strip check Section 9 – remove appendix C, information contained in QC policies	L. Barrett R.SanLuis	R.SanLuis L.Loffredo

9. ADDENDA AND APPENDICES

- A. Tech-in-Charge (TIC) Pass Down Log (see Attachment Tab of Infocard)
- B. Bench Pass Down Log (see Attachment Tab of Infocard)

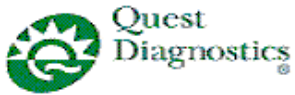
Date: _____

Tech In Charge - Pass Down Log



Lead/Incharge:	Day	Evening-	Night-
Staffing	<input type="checkbox"/> Yes <input type="checkbox"/> No Call Outs:	<input type="checkbox"/> Yes <input type="checkbox"/> No Call Outs:	<input type="checkbox"/> Yes <input type="checkbox"/> No Call Outs:
ADT Log	<input type="checkbox"/> Check and Okay <input type="checkbox"/> Issues Corrected	<input type="checkbox"/> Check and Okay <input type="checkbox"/> Issues Corrected	<input type="checkbox"/> Check and Okay <input type="checkbox"/> Issues Corrected
Maintenance	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly Instrument: _____	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly Instrument: _____	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly Instrument: _____
Peripherals	<input type="checkbox"/> PHNS <input type="checkbox"/> FES <input type="checkbox"/> Quest <input type="checkbox"/> Computer <input type="checkbox"/> Printer <input type="checkbox"/> Label Printer	<input type="checkbox"/> PHNS <input type="checkbox"/> FES <input type="checkbox"/> Quest <input type="checkbox"/> Computer <input type="checkbox"/> Printer <input type="checkbox"/> Label Printer	<input type="checkbox"/> PHNS <input type="checkbox"/> FES <input type="checkbox"/> Quest <input type="checkbox"/> Computer <input type="checkbox"/> Printer <input type="checkbox"/> Label Printer
Temp Issues	<input type="checkbox"/> RT Plant OPS Called <input type="checkbox"/> Supplies Moved <input type="checkbox"/> Supply Stability Maintained <input type="checkbox"/> Supply Stability In Question	<input type="checkbox"/> RT Plant OPS Called <input type="checkbox"/> Supplies Moved <input type="checkbox"/> Supply Stability Maintained <input type="checkbox"/> Supply Stability In Question	<input type="checkbox"/> RT Plant OPS Called <input type="checkbox"/> Supplies Moved <input type="checkbox"/> Supply Stability Maintained <input type="checkbox"/> Supply Stability In Question
Instrument Status	<input type="checkbox"/> All Equipment Functioning Properly <input type="checkbox"/> Equipment was down, issue corrected <input type="checkbox"/> Equipment down - Service Pending	<input type="checkbox"/> All Equipment Functioning Properly <input type="checkbox"/> Equipment was down, issue corrected <input type="checkbox"/> Equipment down - Service Pending	<input type="checkbox"/> All Equipment Functioning Properly <input type="checkbox"/> Equipment was down, issue corrected <input type="checkbox"/> Equipment down - Service Pending
QC Status	<input type="checkbox"/> All QC acceptable, nothing to report <input type="checkbox"/> QC issues noted and documented <input type="checkbox"/> Testing suspended due to QC issues	<input type="checkbox"/> All QC acceptable, nothing to report <input type="checkbox"/> QC issues noted and documented <input type="checkbox"/> Testing suspended due to QC issues	<input type="checkbox"/> All QC acceptable, nothing to report <input type="checkbox"/> QC issues noted and documented <input type="checkbox"/> Testing suspended due to QC issues
Pendings Status	<input type="checkbox"/> No pending issues to report <input type="checkbox"/> Pending issues resolved and documented	<input type="checkbox"/> No pending issues to report <input type="checkbox"/> Pending issues resolved and documented	<input type="checkbox"/> No pending issues to report <input type="checkbox"/> Pending issues resolved and documented
Unreceived Log Status	<input type="checkbox"/> Log reviewed, no issues noted <input type="checkbox"/> Issues resolved <input type="checkbox"/> Issues Passed to Next Shift	<input type="checkbox"/> Log reviewed, no issues noted <input type="checkbox"/> Issues resolved <input type="checkbox"/> Issues Passed to Next Shift	<input type="checkbox"/> Log reviewed, no issues noted <input type="checkbox"/> Issues resolved <input type="checkbox"/> Issues Passed to Next Shift
Corrected Reports	<input type="checkbox"/> Corrected reports reviewed and PI written <input type="checkbox"/> No corrected reports	<input type="checkbox"/> Corrected reports reviewed and PI written <input type="checkbox"/> No corrected reports	<input type="checkbox"/> Corrected reports reviewed and PI written <input type="checkbox"/> No corrected reports
Reagent Receipt Log	<input type="checkbox"/> Reviewed Log - No cross-checks pending <input type="checkbox"/> Reagent Checks Pending <input type="checkbox"/> Reagent Checks Complete	<input type="checkbox"/> Reviewed Log - No cross-checks pending <input type="checkbox"/> Reagent Checks Pending <input type="checkbox"/> Reagent Checks Complete	<input type="checkbox"/> Reviewed Log - No cross-checks pending <input type="checkbox"/> Reagent Checks Pending <input type="checkbox"/> Reagent Checks Complete
POC Issues	<input type="checkbox"/> All glucose meters given to the units were reassigned in the computer to the correct floor	<input type="checkbox"/> All glucose meters given to the units were reassigned in the computer to the correct floor	<input type="checkbox"/> All glucose meters given to the units were reassigned in the computer to the correct floor
LIS QA Logs	<input type="checkbox"/> Reviewed Failed Verify Log <input type="checkbox"/> Reviewed Failed Delta Log <input type="checkbox"/> Reviewed QC Outlier report	<input type="checkbox"/> Reviewed Failed Verify Log <input type="checkbox"/> Reviewed Failed Delta Log <input type="checkbox"/> Reviewed QC Outlier report	<input type="checkbox"/> Reviewed Failed Verify Log <input type="checkbox"/> Reviewed Failed Delta Log <input type="checkbox"/> Reviewed QC Outlier report
Customer Interaction	<input type="checkbox"/> Customer Complaint - PI complete <input type="checkbox"/> Phleb <input type="checkbox"/> Proc <input type="checkbox"/> Core <input type="checkbox"/> Bld Bank	<input type="checkbox"/> Customer Complaint - PI complete <input type="checkbox"/> Phleb <input type="checkbox"/> Proc <input type="checkbox"/> Core <input type="checkbox"/> Bld Bank	<input type="checkbox"/> Customer Complaint - PI complete <input type="checkbox"/> Phleb <input type="checkbox"/> Proc <input type="checkbox"/> Core <input type="checkbox"/> Bld Bank
Reagent/Supply Inventory Issues	<input type="checkbox"/> Pending calibrations completed <input type="checkbox"/> Borrowed Reagents <input type="checkbox"/> Loaned Reagents (Adventist System Only) <input type="checkbox"/> STAT Courier called Item(s): _____	<input type="checkbox"/> Pending calibrations completed <input type="checkbox"/> Borrowed Reagents <input type="checkbox"/> Loaned Reagents (Adventist System Only) <input type="checkbox"/> STAT Courier called Item(s): _____	<input type="checkbox"/> Pending calibrations completed <input type="checkbox"/> Borrowed Reagents <input type="checkbox"/> Loaned Reagents (Adventist System Only) <input type="checkbox"/> STAT Courier called Item(s): _____
End of Shift Status / Comments (Continue comments on back)			
Shift Hand-off	Initials: 1st _____ → 2nd _____	Initials: 2nd _____ → 3rd _____	Initials: 3rd _____ → 1st _____

Supervisor Review: _____



- Germantown Emergency Center
- Shady Grove Adventist Hospital
- Washington Adventist Hospital

Bench Pass Down Log

Bench: _____

Date: _____

Bench: _____	1 st Shift / Tech: _____	2 nd Shift / Tech: _____	3 rd Shift / Tech: _____
Expired Reagent Check?	<input type="checkbox"/> OK	<input type="checkbox"/> OK	<input type="checkbox"/> OK
All reagents stocked and in proper position? <i>MUST BE COMPLETED!</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Maintenance Log Completed?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Instrument Status / Downtime Send mailbox to L – QA in Sunquest	<input type="checkbox"/> All Equipment Functioning Properly <input type="checkbox"/> Equipment was down, issue corrected <input type="checkbox"/> Equipment down - Service Pending	<input type="checkbox"/> All Equipment Functioning Properly <input type="checkbox"/> Equipment was down, issue corrected <input type="checkbox"/> Equipment down - Service Pending	<input type="checkbox"/> All Equipment Functioning Properly <input type="checkbox"/> Equipment was down, issue corrected <input type="checkbox"/> Equipment down - Service Pending
Calibration (new lots)			
Analytes Recalibrated	<input type="checkbox"/> No <input type="checkbox"/> Yes _____	<input type="checkbox"/> No <input type="checkbox"/> Yes _____	<input type="checkbox"/> No <input type="checkbox"/> Yes _____
Required QC Run	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
QC Status (list exceptions)			
Pending Status	<input type="checkbox"/> No pending issues to report <input type="checkbox"/> Pending issues resolved and documented	<input type="checkbox"/> No pending issues to report <input type="checkbox"/> Pending issues resolved and documented	<input type="checkbox"/> No pending issues to report <input type="checkbox"/> Pending issues resolved and documented
Unreceived Log Status	<input type="checkbox"/> Log reviewed, no issues noted <input type="checkbox"/> Issues resolved <input type="checkbox"/> Issues Passed to Next Shift	<input type="checkbox"/> Log reviewed, no issues noted <input type="checkbox"/> Issues resolved <input type="checkbox"/> Issues Passed to Next Shift	<input type="checkbox"/> Log reviewed, no issues noted <input type="checkbox"/> Issues resolved <input type="checkbox"/> Issues Passed to Next Shift
Bench cleaned?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Specimens properly stored?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Comments / Corrective Action:			
Tech Shift Hand-off: <small>(initials of both techs)</small>	1 st _____ → 2 nd _____	2 nd _____ → 3 rd _____	3 rd _____ → 1 st _____