

TRAINING UPDATE

Lab Location: GEC, SGAH & WAH
Department: Core Lab

Date Distributed: 7/1/2014
Due Date: 7/31/2014
Implementation: **8/1/2014**

DESCRIPTION OF PROCEDURE

Name of procedure:
Technical Career Ladder, Core Lab SGAH.L871, WAH.L868 v0 Form: Request for Promotion Adventist Hospital Core Lab AG.F287.0
Description of change(s):
<p>This is a new SOP that describes the process that has been in place for several years.</p> <p>This SOP will be implemented on August 1, 2014</p>

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

Approved draft for training all sites (version 0)

Non-Technical SOP

Title	Technical Career Ladder, Core Lab	
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Owner	Robert SanLuis, Lori Loffredo	Date: 5/7/2014

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

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1. PURPOSE

To define a structured job classification process for Core Lab employees that will:

- Outline accountabilities and role expectations associated with jobs at different organizational levels within the technical laboratory.
- Distinguish career paths for individuals who serve as subject matter experts.

2. SCOPE

This procedure applies to technical staff members wishing to progress their careers in the core laboratory.

3. RESPONSIBILITY

All core lab staff members should understand the steps required for career progression.

4. DEFINITIONS

Career Ladder: A process designed to formally progress a staff employee to a higher level of job responsibility within his/her current position. The employee and supervisor work together to progressively advance the employee to the higher level of responsibility.

Benefits of a career ladder:

- Employees can develop new skills and competencies at their own pace in their current jobs.
- Employees can advance to a higher level of responsibility without competition and without moving to a different work area.
- Employees can demonstrate initiative and willingness to work to further departmental and corporate goals.
- The employer can retain valued employees who are motivated to advance their careers.
- The employer can attract high quality employees and provide the employees an opportunity to advance within their positions.
- The employer can develop well-trained employees who have high morale.
- The employer can provide a higher level of quality and service to clients.

5. PROCEDURE

A. Position Titles, Requirements and Grade

MT-I: Medical Technologist I

- BS degree in Medical Technology, Clinical/Medical Laboratory Science or equivalent
- Must have completed training and competency in specimen processing **AND** all areas of the Core lab
- Grade T12

MT-II: Medical Technologist II

- BS degree in Medical Technology, Clinical/Medical Laboratory Science or equivalent and a minimum of 2 years MT experience. (ASCP certification or HEW certification as a Clinical Lab Scientist preferred)
- Must have completed training and competency in
 - Specimen processing **AND** all areas of the Core lab or
 - Blood Bank, one area of core lab, **AND** specimen processing
- Grade T13

Sr. MT: Senior Medical Technologist

- BS degree in Medical Technology, Clinical/Medical Laboratory Science or equivalent with ASCP certification and a minimum of 3 years MT experience. (HEW certification as a Clinical Lab Scientist may be considered in place of BS/ASCP)
- Must be competent in specimen processing **AND** all areas of the Core laboratory **AND** Blood Bank.
- Promotion is at the request of Lab Director who will assign additional Sr. MT duties such as drafting SOPs, training new employees, special projects, validations, etc.
- Grade T14

Group Lead MT:

- BS degree in Medical Technology, Clinical/Medical Laboratory Science or equivalent with ASCP certification and 3-5 years MT work experience. (HEW certification as a Clinical Lab Scientist may be considered in place of BS/ASCP)
- Must be competent in specimen processing **AND** all areas of the Core laboratory **AND** Blood Bank.
- Additional duties include assisting supervisors with scheduling, training and monitoring workflow and special projects, as assigned.
- Must be a posted position
- Grade T14

B. Qualifications for MT-II Reclassification

A current MT-I will be re-classified as MT-II provided the following criteria are met:

1. Education: BS degree with ASCP -or- HEW certification. Must produce evidence of degree and/or certification.
2. Experience: A minimum of 2 years MT experience (from any employer, not just QD)
3. Performance: Last Performance Review Rating (PD&R) Achieves Expectations (3) or better
4. Disciplines: No written disciplinary actions on file in the past 12 months
5. Recommendation from Supervisor
6. Demonstrates the characteristics of the higher position as listed in appendix A. Employees advance through the career ladder based on their ability to routinely perform key functional responsibilities of the position classification currently held by the employee and those of the higher level classification to which the employee aspires.
7. Training: Confirmation of training and competency in the areas listed below:
 - Hematology training documents complete and staff member is competent.
 - Coagulation training documents complete and staff member is competent.
 - Urinalysis training documents complete and staff member is competent.
 - Chemistry training documents complete and staff member is competent.
 - Microbiology training documents complete and staff member is competent.
 - Specimen Processing training documents complete and staff member is competent.
 - Tech-In-Charge training document complete and staff member is competent.
 - GEC training documents complete and staff member is competent (for SGAH staff only).

C. Qualifications for Sr. MT Reclassification

A current MT-II may be re-classified as Sr. MT provided the following criteria are met:

1. Education, Performance and Discipline criteria same as section B
2. Experience: A minimum of 3 years total experience with 1 year as MT-II
3. Recommendation from Supervisor and Lab Director
4. Technologist demonstrates leadership potential and is a resource for peers.
5. Demonstrates the characteristics of the higher position as listed in appendix B. Employees advance through the career ladder based on their ability to routinely perform key functional responsibilities of the position classification currently held by the employee and those of the higher level classification to which the employee aspires.
6. Training: Confirmation of training and competency in the areas listed below:
 - As specified for MT-II plus
 - Blood Bank training documents complete and staff member is competent.

D. Process Steps

1. Employee or supervisor must complete a Promotion Request form.
2. Supervisory recommendation and validation of training, competency and all appropriate documentation.

3. Promotion Request forms must be signed by the Lab Director.
4. Applications must be submitted to Regional Director for final approval
5. Promotional increases will be processed once supporting documentation and approvals have been submitted to Human Resource Service Center.
6. Upon promotion to MT-II, any MT below mid point will receive a 10% adjustment; any MT above mid point will receive a 5% adjustment.
7. Retroactive pay increases will not be given.

6. RELATED DOCUMENTS

Forms:

- Request for Promotion to Medical Technologist II - Adventist Hospitals (AG.F287)
- Request for Promotion to Senior Medical Technologist - Adventist Hospitals (AG.F287)

7. REFERENCES

- A. ASCLS. Model Career Ladder. Position Paper Approved by the ASCLS House of Delegates. July 2004. Retrieved from: <http://www.ascls.org/about-us/voice-your-opinion/position-papers/179-model-career-ladder>.
- B. Kapel, C., and Shepherd, C. Career ladders create common language for defining jobs. Canadian HR Reporter, June 14, 2004. Retrieved from: <http://www.hrreporter.com>.
- C. Surver, J.A. and Wallhermfechtel, M. A comprehensive career ladder for the clinical laboratory. *Clinical Laboratory Management Review: Official publication of the Clinical Laboratory Management Association*. 1991, 5(6), pp. 441-446.

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES

- A. Requirements for Promotion to MT-II, Core Lab
- B. Requirements for Promotion to Senior MT, Core Lab

Appendix A
Requirements for Promotion to MT-II, Core Lab

Required Skills	Examples of How Skills May be Demonstrated
<p>Demonstrates characteristics of MTI plus:</p> <ul style="list-style-type: none"> • Capable (Competent) • Experienced • Knowledgeable • Interacts with other healthcare providers in a professional manner • Acts as clinical laboratory consultant to other members of the healthcare team • Uses evidence based criteria to interpret laboratory-testing data • Works independently • Problem solving skills are well developed • Seeks mentoring for leadership • Continually assesses own skills/abilities pursues continuing education and/or formal education when needed • Actively participates in continuing education • Applies evidence-based criteria to correlate and interpret laboratory testing data • Involved in instruction of new laboratory personnel and student clinical laboratory technicians/scientists 	<ul style="list-style-type: none"> • Understands personal limitations and accurately identifies when to obtain assistance • Understands and accurately interprets all procedures • Consistently meets or exceeds deadlines for mandatory training assignments such as MTS, Learning Suite, and IntelliQuest • Quickly recognizes and helps to solve problems that have the ability to affect testing results or product efficacy or integrity • Demonstrates the ability to work at both sites • Demonstrates flexibility in covering open shifts, regardless of location or hours • Consistently meets or exceeds testing standards and turn-around-time without jeopardizing quality • Assists with special projects such as audits, validations, quality assurance projects • Assist in reviewing and submitting CAP survey results • Demonstrates initiative by actively seeking additional duties • Accurately prioritizes testing • Effectively manages time and utilizes periods of low workload to the benefit of the department (ie does not waste time) • Adequately documents preventive and corrective actions when variance occur; adequately assesses and documents patient impact • Effectively communicates with co-workers during the work day and at change of shift • Consistently treats coworkers with respect and remains calm in difficult situations • Assists in training new employees and/or students • Uses departmental procedures to make judgment decisions • Follows up with manufacturer when problems are noted with instruments and/or reagents • Suggests edits to existing policies and procedures • Consistently demonstrates a positive attitude and readily accepts change

Form revised 3/31/00

Appendix B
Requirements for Promotion to Senior MT, Core Lab

Required Skills	Examples of How Skills May be Demonstrated
<p>Demonstrates characteristics of MT-II plus:</p> <ul style="list-style-type: none"> • Demonstrates leadership skills in problem solving, diagnostic testing management, and conflict management • Develops, performs, and applies clinical research to optimize laboratory testing • Develops and implements a quality management system • Mentors new members of the department/profession • Participates in organization wide activities (committees, taskforces, etc) • Leadership role in education; designs, implements, and evaluates education of new personnel • Involved in the development of new techniques/procedures • Involved in process improvement projects 	<ul style="list-style-type: none"> • Acts as a resource person for fellow technologists for equipment use, preventive maintenance, calibration, quality control • Serves as the go to person in the absence of a Supervisor or Group Lead • Helps to prepare the department for regulatory inspections • Demonstrates an in depth understanding of lab procedures and workflow for all shifts • Assists in writing, reviewing, editing, and developing laboratory processes and procedures • Recognizes trends and/or patterns and proactively prevents problems before they occur • Accurately identify the root cause of issues or variances • Actively suggests solutions to problems by surveying community practice or reviewing evidence-based research • Serves as a role model for customer relations; promotes teamwork with customers; helps to overcome lab-related barriers in other departments • Develops and presents continuing education and in-services for laboratory staff members • Performs TIC duties in the absence of a Group Lead • Assumes major, recurring responsibilities within the department such as: <ul style="list-style-type: none"> ○ Instrument correlations ○ Method (manual vs. automated) correlations ○ Linearity studies ○ Thermometer and timer verification • Validates and verifies new equipment and processes • Readily accepts change • Makes educated and accurate decisions in the absence of a procedure

Request for Promotion to Medical Technologist II - Adventist Hospitals

Name of Employee: _____
 Employee ID#: _____
 Department: _____
 Hire Date: _____

Mandatory	The above named employee meets the following criteria:
()	Employee grade is currently Medical Technologist I.
()	Successful completion of at least 2 yrs as a medical technologist Describe experience, giving dates and locations: _____ _____
()	Bachelor's of Science in Medical Technology, Clinical/Medical Laboratory Science or equivalent (ASCP certification -or- HEW certification as Clinical Lab Scientist preferred). * Evidence of degree on file. * Evidence of Certification if applicable.
()	Last performance review rating equal to or better than "3" Most Recent Rating: _____
()	No disciplinary actions within the past 12 months

Mandatory	Competency and training in the areas below. Supervisor must initial to confirm competency and ALL documentation on file.
()	Hematology training documents complete and staff member is competent.
()	Coagulation training documents complete and staff member is competent.
()	Urinalysis training documents complete and staff member is competent.
()	Chemistry training documents complete and staff member is competent.
()	Microbiology training documents complete and staff member is competent.
()	Specimen Processing training documents complete and staff member is competent.
()	Tech-In-Charge training document complete and staff member is competent.

Additional	Competency and training in the areas below. Supervisor must initial to confirm competency.
()	Blood Bank training documents complete and staff member is competent.
()	GEC training documents complete and staff member is competent (for SGAH staff only) .

Additional	List instruments which technical staff members qualifies as Key Operator
()	1) _____
()	2) _____
()	3) _____
()	4) _____
()	5) _____
()	6) _____

Supervisor Approval: _____
Signature *Date*

Director Approval: _____
Signature *Date*

Note: It is the director's responsibility to ensure that the employee meets the minimum criteria.

To be completed by Employee Services

Date Received: _____

Current base: _____

Recommended increase (5 or 10%): _____

New recommended base: _____

Effective date: _____

Processed by: _____

Request for Promotion to Senior Medical Technologist - Adventist Hospitals

Name of Employee: _____
 Employee ID#: _____
 Department: _____
 Hire Date: _____

Mandatory	The above named employee meets the following criteria:
()	Employee grade is currently Medical Technologist II.
()	Successful completion of responsibility as Medical Technologist II Duties for at least 1 year.
()	Technologist demonstrates leadership potential and is a resource for peers.
()	Bachelor's of Science in Medical Technology, Clinical/Medical Laboratory Science or equivalent with ASCP certification (<i>HEW certification as Clinical Lab Scientist may be considered in place of BS/ASCP</i>). <i>* Evidence of degree on file.</i> <i>* Evidence of Certification on file.</i>
()	Last performance review rating equal to or better than "3" Most Recent Rating: _____
()	No disciplinary actions within the past 12 months
()	Supervisor/Manager and Lab Director Recommendation

Mandatory	Competency and training in the areas below. Supervisor must initial to confirm competency and ALL documentation on file.
()	Hematology training documents complete and staff member is competent.
()	Coagulation training documents complete and staff member is competent.
()	Urinalysis training documents complete and staff member is competent.
()	Chemistry training documents complete and staff member is competent.
()	Microbiology training documents complete and staff member is competent.
()	Specimen Processing training documents complete and staff member is competent.
()	Tech-In-Charge training document complete and staff member is competent.

Additional	Competency and training in the areas below. Supervisor must initial to confirm
()	Blood Bank training documents complete and staff member is competent.
()	GEC training documents complete and staff member is competent. (for SGAH staff only).

Additional	List instruments which technical staff members qualifies as Key Operator
()	1) _____
()	2) _____
()	3) _____
()	4) _____
()	5) _____
()	6) _____

Assignments as Sr MT	
()	1) _____
()	2) _____
()	3) _____
()	4) _____

Supervisor Approval: _____
Signature *Date*

Director Approval: _____
Signature *Date*

Note: It is the director's responsibility to ensure that the employee meets the minimum criteria.

<i>To be completed by Employee Services</i>	
Date Received:	_____
Current base:	_____
Recommended increase (5 or 10%):	_____
New recommended base:	_____
Effective date:	_____
Processed by:	_____