

TRAINING UPDATE

Lab Location: SGAH & WAH
Department: Field Ops

Date Distributed: 7/29/2014
Due Date: 8/27/2014
Implementation: **8/27/2014**

DESCRIPTION OF PROCEDURE

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| Name of procedure: |
| Non-Technical Career Ladder SGAH.L882 / WAH.L879 v0 Forms: Request for Cross-Training, Nontechnical Staff AG.F295.0 Request for Promotion to Field Ops II Adventist Hospital AG.F296.0 |
| 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 27, 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

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|--------------------|------------------------------------|-----------------|
| Title | Non-Technical Career Ladder | |
| Prepared by | Leslie Barrett | Date: 7/10/2014 |
| Owner | Lori Loffredo | Date: 7/10/2014 |

| Laboratory Approval | | |
|--|------------------|-----------------------|
| Print Name and Title | Signature | Date |
| <i>Refer to the electronic signature page for approval and approval dates.</i> | | |
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| 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 Field Operations employees that will:

- Outline accountabilities and role expectations associated with jobs at different organizational levels within the non-technical laboratory.
- Provide career paths for individuals to advance.

2. SCOPE

This procedure applies to Field Operations staff members wishing to progress their careers in the non-technical areas of the laboratory.

3. RESPONSIBILITY

All Field Operations staff members should understand the steps required for career progression.

4. DEFINITIONS

Career Ladder: A process designed to formally progress an employee to a higher level of job responsibility within his/her current position. The employee and supervisor / manager 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 in their current jobs.
- Employees can advance to a higher level of responsibility
- 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

Field Operations Representative I

- Must work in one of the following: Specimen Processing, Customer Service or Phlebotomy
- Phlebotomy requires six (6) months to one (1) year of venipuncture experience or graduation from an accredited Phlebotomy or Medical Assistant program. Neonate and pediatric phlebotomy experience preferred.
- Specimen Processing and Customer Service require High school diploma or equivalent. Medical training helpful (medical assistant, paramedic program, etc).
- Grade 27

Field Operations Representative II

- Works in two or more of the following areas on a regular basis: Specimen Processing, Customer Service or Phlebotomy.
- At least one (1) year work experience as Field Operation Representative I with documented competency in two (2) of the following areas; Customer Support, Phlebotomy, or Specimen Processing
- Grade 28

Senior Field Operations Representative

- At least one (1) year of work experience as Field Operation Representative II with documented competency in all of the following areas: Customer Support, Phlebotomy, and Specimen Processing
- Performs additional duties as assigned and floats to other areas (Specimen Processing, Customer Service and Phlebotomy). Examples of additional duties are:
prepares draft schedule, performs audits, trains new employees, trains staff on new SOPs, observes competencies, performs supply inventory and collects, tallies and prepares metric data
- Must be recommended by the Supervisor and approval must be obtained from Manager and Director.
- Grade 29

Group Lead Field Operations Representative

- Responsible for providing work direction to a specific group on a daily basis, training new employees, drafting procedures, preparing schedules and acting as In-Charge in the absence of a supervisor.
- Performs and oversees quality control and maintenance, participates in Quality Projects, and monitors pending and overdue logs.
- Candidates must have a minimum of two (2) years venipuncture experience with neonate and pediatric phlebotomy experience and work at least one (1) year as a Sr. Field Operations Rep.

- Documented competencies must be completed in all of the following areas:
Customer Support, Phlebotomy and Specimen Processing.
- **Must be a posted position**
- Grade 29

B. Qualifications for Field Operations Representative II Reclassification

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

1. Experience: A minimum of six (6) months to one (1) year as a Field Operations Representative I.
2. Performance: Last Performance Review Rating (PD&R) Achieves Expectations (3) or better
3. Discipline: No written disciplinary actions on file in the past 12 months
4. Recommendation from Supervisor
5. Training: Confirmation of training in a second area
6. Expectation: Once cross trained, expected to work in additional areas to reinforce training and allow more flexibility with staffing.

C. Qualifications for Sr. Field Operations Representative Reclassification

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

1. Experience: A minimum of two (2) years of work experience as Field Operation Representative II
2. Performance: Last Performance Review Rating (PD&R) Achieves Expectations (3) or better
3. Discipline: No written disciplinary actions on file in the past 12 months
4. Recommendation from Supervisor/Manager and Lab Director
5. Demonstrates leadership potential and is a resource for peers.
6. Training: Confirmation of training and competency in Customer Support, Phlebotomy, and Specimen Processing

D. Process Steps

1. Employee may complete a Request for Cross-Training form and submit to supervisor/manager. The supervisor will provide feedback on training plan within 30 days of request receipt.
Note: Training may not be feasible during summer months or holidays due to TOP.
2. Supervisor must complete a Request for Promotion form, including supervisory recommendation, validation of training and competency and any other appropriate documentation.
3. Promotion Request forms must be submitted to the Regional Laboratory Director.
4. Finals approval is determined by the Regional Laboratory Director.

- 5. Promotions and accompanying wage adjustments are submitted to Human Resource Service Center for final approval.
- 6. Upon approval a 5% wage adjustment will be processed by HRSC.

6. RELATED DOCUMENTS

Form: Request for Cross-Training, Nontechnical Staff (AG.F295)
Form: Request for Promotion to Field Ops II - Adventist Hospitals (AG.F296)

7. REFERENCES

N/A

8. REVISION HISTORY

| Version | Date | Reason for Revision | Revised By | Approved By |
|---------|------|---------------------|------------|-------------|
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9. ADDENDA AND APPENDICES

None



- Shady Grove Adventist Hospital
- Washington Adventist Hospital

Request for Cross-Training Non Technical Staff

Please note: All requests for cross-training will be considered based on department needs and staffing. Employees will need to be scheduled/work regularly in the areas they are cross-trained. Employees do not qualify for the career ladder unless the employee has a “Meets Expectations” or better on their annual PD&R and no current disciplinary actions.

Name: _____

Department/section to be crossed-trained:

Reason for request (not required):

Employee Signature

Date

Management Response

_____ Approved

Anticipated Start Date: _____

_____ Denied

Denial Reason: _____

_____ On Hold

On-Hold Reason: _____

Re-evaluation date: _____

Manager Signature

Date

Request for Promotion to Field Ops II - Adventist Hospitals

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

The above named employee meets the following criteria:

- () Successful completion of at least 1 year experience (any organization) and 6 months as Field Service Rep I
Describe experience, giving dates and locations:

- () Last performance review rating equal to or better than "3"
Last Rating: _____ Date _____
- () No disciplinary actions within the past 12 months

Current position (area scheduled)
Training and competencies complete and current for the year for current position.
- () Competency and training in the areas below.
Supervisor must initial to confirm competency.

Phlebotomy

Specimen Processing

Client Services

Supervisor Approval: I recommend this person
Signature: _____ Date: _____

Manager Approval:
Signature: _____ Date: _____

Operational Director Approval:
Signature: _____ Date: _____

Regional Director Approval:
Signature: _____ Date: _____

To be completed by Employee Services

Date Received:

Current base:

Recommended increase (5 or 10%):

New recommended base:

Effective date:

Processed by: