

TRAINING UPDATE

Lab Location: SGMC and WAH
Department: Laboratory

Date Implemented: 5.31.2017
Due Date: 6.30.2017
SOP Implementation date: 7.1.2017

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

Critical Steps

Description of change(s):

- "Critical step" is defined as a procedure step, series of steps, or action that, if performed improperly, may significantly impact subsequent steps in the process or affect the accuracy of a laboratory result.
- Critical steps will be identified in a procedure using the following banners:



Start Critical Step



End Critical Step

- Whenever possible, an employee should not be interrupted or distracted while performing a critical step. If an employee gets interrupted while performing critical steps, he/she must restart the process from the beginning (from the point in the procedure where the "start critical step" banner is located).
- Visual aids may be used to identify areas where critical steps are performed and/or personnel performing critical steps.
 - Yellow and black striped tape will be placed in areas where only critical steps are performed.
 - A sign using the critical steps symbol will be displayed in areas when a critical step is being performed.
 - The staff member performing a critical step may wear a colored armband or vest.

Non-Technical SOP

Title	Critical Steps	
Prepared by	Stephanie Codina	Date: 5.30.2017
Owner	Robert SanLuis	Date: 5.30.2017

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 delineate the process that will be followed when a critical step is identified in a procedure or process.

2. SCOPE

This procedure applies to any laboratory procedure that contains a specified critical step.

3. RESPONSIBILITY

All laboratory staff members must understand how to identify critical steps in a procedure and understand that a process must be restarted if that person is interrupted while performing a critical step. Laboratory staff members must also be able to identify another employee who is performing a critical step and assist as needed to minimize interruptions.

4. DEFINITIONS



Critical step—A procedure step, series of steps, or action that, if performed improperly, may significantly impact subsequent steps in the process or affect the accuracy of a laboratory result. Critical steps will be identified in a procedure using the following banners:



Examples of critical steps include, but are not limited to, the following:

- Issuing blood products in blood bank
- Identifying patients for phlebotomy
- Aliquotting a specimen into a secondary container or making a dilution

5. PROCEDURE

Step	Action
1	The laboratory will specify critical steps in the standard operation procedure using the start and stop critical steps banners.
2	Whenever possible, an employee should not be interrupted or distracted while performing a critical step. Other staff members must assist customers and answer phones to avoid interrupting an employee while they are performing a critical step. Staff members will not talk to a person who is performing critical steps.
3	If an employee gets interrupted while performing critical steps, he/she must restart the process from the beginning (from the point in the procedure where the “start critical step” banner is located).
4	<p>Visual aids may be used to help other employees identify a person doing critical steps. Visual aids include all of the following:</p> <p>A. Yellow and black striped tape  will be placed in areas where only critical steps are performed.</p> <p>B. A sign using the critical steps symbol  will be displayed in areas when a critical step is being performed.</p> <p>C. The staff member performing a critical step may wear a colored armband or vest.</p>

6. RELATED DOCUMENTS

Any procedure that identifies a critical step

7. REFERENCES

None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES

None