



## TRAINING UPDATE

**Lab Location:** SGAH & WAH  
**Department:** Mgmt, Field Ops Group  
Leads, Field Ops Senior staff

**Date Distributed:** 9/20/2012  
**Due Date:** 10/15/2012

## DESCRIPTION OF PROCEDURE

<b>Name of procedure:</b>
<b>Temporary Employment Assignments SGAH.L50, WAH.L48 v000</b>
<b>Description of change(s):</b>
This is a new procedure

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

Approved draft for training all sites

Non-Technical SOP

<b>Title</b>	<b>Temporary Employment Assignments</b>	
<b>Prepared by</b>	Samson Khandagale	Date: 7/11/2012
<b>Owner</b>	Samson Khandagale	Date: 7/11/2012

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

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

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**1. PURPOSE**

This process is intended to improve hiring practices in the Field Operations department. This ensures that the Field Operations is staffed correctly and allows all hires to be on-the-job interviewed.

**2. SCOPE**

Applies to all new hire applicants to the Field Operations department at Washington Adventist Hospital (WAH) or Shady Grove Adventist Hospital (SGAH)

**3. RESPONSIBILITY**

As a temporary employee, the employee is expected to maintain all attendance, performance, and weekly productivity standards that are identified during training and thereafter.

Field Operations Group Lead, Senior staff and Supervisor provide input on the temporary employee's performance.  
Field Operations Supervisor provides weekly updates to the Field Ops Manager and Functional Director.

**4. DEFINITIONS**

QD: Quest Diagnostics  
AHC: Adventist Health Care  
ES: Employee Services

## 5. PROCEDURE

### A. Quest Temporary staff member will:

1. Attend NEOP before arriving at the hospital
2. Sign a Memorandum (AHC Ending Temporary Assignments – Addendum 1). The supervisor places the original document in the employee’s training file and provides copies to the employee and ES.
3. Read and follow by all policies and procedures set by AHC and QD. Failure to adhere to the policies and procedures will be addressed through the following actions:
  - **Final Documented Discussion:**
    - 1<sup>st</sup> Patient identification error/mislabeled specimen,
    - 1<sup>st</sup> failure to maintain productivity standards
    - 1<sup>st</sup> unscheduled absence or 2<sup>nd</sup> tardy
  - **Release from Temporary assignment:**
    - 2<sup>nd</sup> identification error/mislabeled specimen
    - 2<sup>nd</sup> failure to maintain productivity standards
    - 2<sup>nd</sup> unscheduled absence or 4<sup>th</sup> tardy

### B. Evaluation

1. Monitoring is documented weekly by the Group Lead, Senior staff, Supervisor, Manager, and Site Director, as applicable.
  - a. Rating and comments are made for attendance, performance, and productivity on the AHC Temp Conversion Scorecard (Addendum 2) for 6 weeks.
  - b. Scorecards are submitted weekly to the Supervisor who compiles and submits to the Manager and Functional Director.
  - c. Supervisor and/or Manager is responsible for disciplinary action if warranted.
2. Temp Conversion
  - a. Quest Temp employees cannot be allowed to continue to work past 6 weeks without benefits. By week 6, a decision **MUST** be made to either convert or release the temp employee.
  - b. If more time is needed, then **ONLY** 2 additional weeks may be allowed. (First week to retrain and second week to observe: 8 weeks is the maximum)
  - c. If two more weeks are allowed:
    - 1) Supervisor is to meet with employee and let him/her know that improvement is needed and as a result he/she is not being converted.
    - 2) Present him/her with a Final Documented Discussion. All of his/her infractions will need to be listed in the document (what will be done to help him/her improve and the consequences for no improvement.)

3) At the end of week 2, if he/she has not improved, he/she must be released from assignment.

**6. RELATED DOCUMENTS**

Phlebotomy SOP  
Specimen Processing SOP  
Client Services SOP

**7. REFERENCES**

None

**8. REVISION HISTORY**

<b>Version</b>	<b>Date</b>	<b>Reason for Revision</b>	<b>Revised By</b>	<b>Approved By</b>

**9. ADDENDA AND APPENDICES**

Addendum 1 - AHC Ending Temporary Assignments (see Attachment tab of Infocard)  
Addendum 2 - AHC Temp Conversion Scorecard (see Attachment tab of Infocard)

# Memorandum

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**To:** SGAH/WAH Field Ops Temporary Employees  
**CC:** Employee Services  
**From:** SGAH/WAH Lab Management  
**Date:**  
**Re:** Temporary Employment Assignment

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As you are aware, your current position with Quest Diagnostics is a temporary employment assignment as stated in your offer letter. As a temporary employee in the Field Operations at SGAH/WAH, your assignment can end at any time to meet business needs. Business needs includes your ability to maintain and preserve Quest Diagnostics dedication to Quality and Quantity.

As a temporary employee, you will be expected to maintain all attendance, performance, and weekly productivity standards that are identified during training and thereafter. All attendance, performance, and weekly productivity standards issues will be addressed as such:

- **Final Documented Discussion:**
  - **1<sup>st</sup> Patient identification error/mislabeled specimen,**
  - **1<sup>st</sup> failure to maintain productivity standards**
  - **1<sup>st</sup> unscheduled absence or 2<sup>nd</sup> tardy**
- **Release from Temporary assignment:**
  - **2<sup>nd</sup> identification error/mislabeled specimen**
  - **2<sup>nd</sup> failure to maintain productivity standards**
  - **2<sup>nd</sup> unscheduled absence or 4<sup>th</sup> tardy**

Should you become a regular employee; all documented performance and attendance corrective counseling accumulated during your time as a temporary employee will be considered and applied to future corrective counseling.

As a reminder, all employees are required to abide by the policies of Quest Diagnostics as well as Adventist HealthCare, as they are modified from time to time. Copies of the Company's Human Resources, Compliance and other policies, will be provided to you throughout the course of your employment. By accepting employment with Quest Diagnostics, you have agreed to abide by all current and future Company policies and agreeing that the only binding contract between you and the Company is the Employee Agreement contained on the Company's application. Each respective plan is governed by its terms and may not be amended orally or in writing for any individual.

Please contact your supervisor or manager if you have any questions or concerns about this policy.

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Signature \_\_\_\_\_ Date \_\_\_\_\_ Printed Name \_\_\_\_\_

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**AHC QDx Temp Conversion Scorecard**

Category:	Quality/Safety	Attendance	Productivity	Quality/Safety	Attendance	Productivity
<b>Employee Name &amp; Start Date:</b>	<b>Week 1:</b>			<b>Week 2:</b>		
	<b>Date:</b>			<b>Date:</b>		
<b>Trainer (identify trainer)</b>						
<b>Group Lead</b>						
	comments			comments		
<b>Senior Field Ops</b>						
	comments			comments		
<b>Supervisor</b>						
	comments			comments		
<b>Manager</b>						
	comments			comments		
<b>Site Director</b>						
	comments			comments		
<b>Functional Director</b>						
	comments			comments		

**Criteria for each category**

Quality/Safety	Attendance	Productivity	Comments
1. No performance issues/ QV forms. 2. No Needle-sticks 3. No patient identification errors/mislabeled 4. Uses proper PPE with buttoned lab coat at all times 5. Complies with hospital hand hygiene policy	1. No absences during TEMP period. 2. No tardies during TEMP period.	Phlebotomy a.m. draws 6-8 patients/hour during 2 weeks observation. Evening/Night Phlebotomy 4-6 draws per hour. Specimen Processing 10-15 samples received per hour. Send-out samples batches managed appropriately 1/hour. FES performed hourly according to courier schedule.	EXAMPLE: _____ is progressing very well this week. He/She always displays good work station set-up. Always listens to instructions and refer to her notes when needed. I'm sure she will be doing fine when she is released to the floor if she will continue to ask questions as she does while in the training room.

**Rating:** (GS) good standing if in compliance to all above  
 (NI) needs improvement please provide specifics on items that need improvement