

Quality System Manual Department of Pathology	Document No. CORE 3020 Q Page 1 of 4
Scheduling Policy for Core Laboratory Technical Staff	Origination: 8/1/2007 Version: 5

Policy Statement	In order to facilitate uninterrupted operations of the Core Laboratory, all technical associates are subject to a formal work schedule.
Purpose	The Core Laboratory scheduling is designed to maintain optimal staffing levels on all shifts in order to complete required testing in a timely fashion, to operate within specified budget guidelines and to allow for the safety of technical associates and patients alike.
Scope	All technical associates are expected to work according to their scheduled days and workstation assignments.
Definitions	<ul style="list-style-type: none"> ➤ Scheduling Coordinator – the designated individual in the Core Laboratory responsible for generating the schedules for all shifts ➤ PTO – Paid Time Off ➤ HTO – Holiday Time Off ➤ Kronos – Software system used to track associate work time and time off
Responsibility	<p>All associates are responsible for tracking their personal time, PTO requests, HTO requests and time card approval.</p> <p>The Scheduling Coordinator is responsible for schedule creation, time card reconciliation, notifying associates of the weekend and holiday rotations, start times and lengths of shifts.</p> <p>The Lead Technologists are responsible for the approval of all associates time cards.</p> <p>The Laboratory Director or designee is responsible for the approval of the Lead Technologists time cards.</p>

Workstation Assignments

Workstations in the Core Laboratory were created to optimize workflow. The associates working at the workstations are required to be trained prior to assignment. Associates will rotate through these workstations. Workstation assignments can be changed at any point based on the needs of the laboratory. In the event that staffing falls below the number originally scheduled, one or more workstation duties may change. All technologists are expected to accommodate these changes. The Scheduling Coordinator or Charge Tech will notify the associate of any changes. Lead Technologists may cover workstations on an occasional basis. It is not to be assumed that coverage will be provided if a Lead Technologist or Medical Technologist II does not have a workstation assignment and a PTO request is made.

St. Agnes Hospital, 900 S. Caton Avenue, Baltimore, MD 21229

Quality System Manual Department of Pathology	Document No. CORE 3020 Q Page 2 of 4
Scheduling Policy for Core Laboratory Technical Staff	Origination: 8/1/2007 Version: 5

Weekend Rotation

The Core Laboratory has a designated weekend rotation. All full time Medical Technologists will be included in the weekend rotation. This rotation is subject to change dependent upon staffing needs.

PTO/HTO Requests – Full Timers and Weekenders

The following process should be followed when making PTO or HTO requests. HTO requests are only required if you worked on the holiday. PTO requests exceeding two weeks in duration require the approval of the Laboratory Director. An email must be sent to those associates whose PTO request may be affected, prior to starting the process below.

1. Send an email to the Scheduling Coordinator and Lead Technologist stating the days that you are requesting off.
2. The Scheduling Coordinator will either approve or deny the requests based on staffing needs on the specified days.
3. The Scheduling Coordinator will respond to the email by replying to all recipients. The reply will include if the request was approved or denied.
4. If the request was approved, the associate must enter the PTO request into Kronos. Requests should be made at the time-clock or in the associate portal.
5. The Lead Technologist will approve the request in Kronos.
6. The internal schedule and associates timecard will be adjusted to reflect the PTO.

Lead Technologists should follow the same process, with the initial email being sent to the Scheduling Coordinator and Director.

- Requests for PTO/HTO received after the schedule has been posted, including short notice PTO, will be addressed on a case by case basis.
- PTO requests for blocks of time around holidays submitted by the same person, for the same days, two years in row, may not be approved unless no other associate requests off that time period. PTO will be granted based on a first-come, first-served basis. These requests cover the period from November 1st through December 31st.

Time off Request – Part Timers

The following process should be followed when making requests for time off and you do not accrue PTO.

1. Send an email to the Scheduling Coordinator stating the days that you are requesting off.
2. The Scheduling Coordinator will either approve or deny the requests based on staffing needs on the specified days.

St. Agnes Hospital, 900 S. Caton Avenue, Baltimore, MD 21229

Quality System Manual Department of Pathology	Document No. CORE 3020 Q Page 3 of 4
Scheduling Policy for Core Laboratory Technical Staff	Origination: 8/1/2007 Version: 5

- The Scheduling Coordinator will respond to the email by replying to all recipients. The reply will include if the request was approved or denied.

Requesting Time off on Weekends or Holidays

In the event that an associate requests time off on a scheduled weekend or holiday, the Scheduling Coordinator is not responsible for finding coverage. The associate may switch with a full time co-worker or make arrangements to cover with a part-time or zero-time associate. Any difficulties arranging coverage for a requested weekend off should be brought to the attention of the Scheduling Coordinator as soon as possible. The Scheduling Coordinator will then work to assist the technologist. This assistance can take many forms including but not limited to the following: supplying additional phone numbers, re-arranging workstation assignments or authorizing a split shift. Any arrangement must be provided to the Scheduling Coordinator through email from one or both individuals. Any associate who agrees to work a shift as an agreement to a co-worker and then decides not to work that shift, is held accountable for finding the required coverage.

Holiday Scheduling

Saint Agnes Hospital officially recognizes eight holidays each calendar year. They are: New Years Day, Martin Luther King Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Friday after Thanksgiving and Christmas. A minimum complement of staffing, equivalent to weekend levels is required for each of those holidays. All associates are assigned holidays. The Scheduling Coordinator will design a system of assignment for Holiday coverage. Full-time associates, who work a holiday, receive an additional day off that must be used within 90 days after the holiday. See *PTO/HTO Requests* section of this policy. All associates may make arrangements with co-workers for agreed upon coverage. Arrangements must be submitted to the Scheduling Coordinator by email and will be subject to approval.

Overtime

Overtime is problematic for both the Core Laboratory and Saint Agnes Hospital. It has a detrimental impact on the budget, laboratory needs and potentially testing quality. Therefore, all overtime is strictly monitored and controlled. Any scheduling changes requested by an associate that might incur overtime needs approval. An example of this would be asking a co-worker to work in order to have a day off. If this requires overtime, it must be approved.

On Call

The Core Laboratory utilizes an on call system to ensure that there is no disruption in services providing patient care. In order to allow for efficient activation of the on-call system, any associate who will not be present for a scheduled shift must notify the Charge Tech. Voice messages to the laboratory are unacceptable. When an unscheduled absence or shortage creates staffing levels that fall below minimum levels,

St. Agnes Hospital, 900 S. Caton Avenue, Baltimore, MD 21229

Quality System Manual Department of Pathology	Document No. CORE 3020 Q Page 4 of 4
Scheduling Policy for Core Laboratory Technical Staff	Origination: 8/1/2007 Version: 5

the associate designated as on call will be required to report to work or remain at work. The Charge Tech receiving the call is responsible for notifying the Scheduling Coordinator or the on-call associate, if the Scheduling Coordinator is unavailable. In cases when the on-call associate is offsite they must be accessible during the on call period. Associate's telephone numbers are kept in a binder. It is the responsibility of the associate to ensure that this binder is up to date with current contact numbers. The designated on-call associate will receive the current on-call rate of pay. In the event that an associate is called in to work, they will be compensated at time and one half of their base rate. Once the on-call schedule is posted, it becomes the responsibility of the tech to ensure that they will remain compliant with the guidelines in place should they make any voluntary changes to any of the schedules. On-call will be assigned on a rotating basis involving all of the on-call techs. To ensure that all techs are actively contributing to on-call coverage, all techs who participate in on-call coverage must maintain at least two on-call shifts per month. During periods when there is not optimal staffing on weekends, the day shift techs must maintain at least one weekend and one weekday on-call. Shifts may be switched with another tech, but the two shift minimum must be maintained in doing so. Also, changes to the on-call schedule must be made at least 24 hours in advance. Any changes to the on-call schedule must be approved by the Scheduling Coordinator. In the extreme situation on-call activation is initiated and the designated on-call associate is unable to fulfill their responsibility, volunteers will be requested to cover. In the event that no one volunteers, someone will be designated. Progressive Corrective Action will result for those associates who fail to meet on-call demands.

Open Shifts

Open shifts which are posted on the schedule and indicated by a red box. If the shift remains open it will be responsibility of the on-call tech. Part time technologists have priority over all others to fill the shift. If no part time technologist volunteers and the on-call tech is agreeable to working the shift, they will be assigned and have priority over any other full time techs. Should the on-call tech prefer to not work, the open shift will continue to be posted in order to give any volunteers the opportunity to pick up the shift. If there are no volunteers, the shift will be assigned to the on-call tech.

Approval Process

- Associates are responsible for approving their time card at the end of the time period. If an issue is noted with the time card, notify the Scheduling Coordinator or Lead Technologist as soon as possible.
- The Scheduling Coordinator will reconcile the time cards of all associates on the Monday prior to pay day.
- The Lead Technologist will approve all time cards.
- The Laboratory Director or designee will approve the time cards of the Lead Technologists.

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