 <p>Franciscan Health System</p> <p>St. Anthony Hospital Gig Harbor, WA St. Clare Hospital Lakewood, WA St. Francis Hospital Federal Way, WA St. Joseph Medical Center Tacoma, WA</p>	<h1 style="color: #800040;">POLICY</h1>	DOCUMENT NUMBER R-PO-AD200-04
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QUALITY POLICY: PERSONNEL		

2.0 PURPOSE

This essential describes how the Franciscan Health System Laboratory identifies qualification requirements for employees and ensures that qualified persons are selected, trained, and periodically assessed for competence.

2.1 RESPONSIBILITY

The Laboratory Management Team in coordination with the Human Resources and Education departments are responsible for developing, implementing, and managing the training plan for the laboratory.

2.2 PERSONNEL QUALIFICATIONS

A person's education, prior training, licensure, and job experience are compared with the predetermined requirements for the job via recruitment software used by Human Resources. Only individuals meeting the predetermined requirements for a particular job are forwarded to managers for interview and eventual hire by FHS laboratories. CLIA '88 qualifications for training and education of testing personnel are evaluated for potential candidates for those positions and this evaluation is documented on the New Hire worksheet for technical staff. Training needs of new employees are determined in the same manner. Any gaps identified are filled with appropriate training, and competency is assessed when training is completed and periodically thereafter. Personnel may only perform job tasks independently when assessed as competent in them.

2.3 TRAINING

The FHS Laboratory Training Process ensures the following:

- All employees receive standard training in Safety, Chemical Hygiene, Blood Borne Pathogens, Ethics, and Compliance.
- All employees receive hospital, departmental, and quality system training.
- All employees receive job-specific training (including information technology applications).
- All training processes are validated for effectiveness.
- Retraining is initiated when needed.
- Competence is assessed after initial training and reassessed periodically.
- All training and retraining is documented.
- All training and competency assessments are tracked and maintained.

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Related Documents:	Forms	

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2.4 COMPETENCY ASSESSMENT


The goal of the FHS competency assessment program acts to verify acceptable performance levels for each assessment, and applies acceptable performance levels to all applicable staff. The program is set up to assess competency on an on-going basis as well as at periodic intervals.

Ongoing Assessment

- Management review of the Result Review Report (RRR) monitors individuals with respect to appropriate documentation and adherence to procedures.
- QIM investigations and trends are used to determine needs for assessing competency.
- CAP Survey Performance and Quality Control Performance is used to assess technical staff competency.

Scheduled Assessment

- Assesses competency after completion of training period, at six months, and annually thereafter
- Uses documented exercises with pre-determined acceptable performance levels.
- Annual Skills Day
- Competencies designed to address problems identified in the QI process (i.e., high volume/high risk/error prone)
- Each Employee accepts and independently performs assigned assessment challenges, records all results and signs/dates all assessments, accepting and performing additional assignments when training needs are identified.
- Each department manager or supervisor tracks and documents interpretations of assessments.
- Regulatory Manager tracks general lab orientation, mandatory Skills Day, and fire drill participation.

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2.5 PERFORMANCE APPRAISAL

All employees, with the exception of per diem personnel, have an initial performance evaluation held at the conclusion of their introductory period. Thereafter, all laboratory employees have a performance evaluation held annually in the month of their hire date.

2.6 SUPPORTING DOCUMENTATION

The following is a list of documents that support this Quality System Essential:

- Franciscan Health System Laboratory Job Descriptions
- Franciscan Health System Performance Standards
- New Hire Hospital Orientation Process
- New Hire Lab Orientation Process
- Employee Training Process
- Competence Assessment Program
- Competency Performance Improvement Plan
- Employee Safety Product Usage Letter
- New or Transferred Employee Information Sheet
- Post-test for general lab orientation