

Laboratory Support Staff Employee Training Procedure: Main Laboratory

Purpose:

This procedure provides a systematic means of evaluating the various functions of laboratory support staff. The goal is to ensure the highest standard of care for all customers. It is the Laboratory Support Services Manager's responsibility to assess the performance of laboratory support staff. The laboratory support staff shall not perform any procedures independently until the assessment has been completed. A record of this assessment is kept electronically on the College of American Pathologist website.

Scope:

This document applies to employees of the phlebotomy and clerical support department.

Add User Procedure:

1. Upon entry into the Main Lab Phlebotomy Department or the Clerical Support Services Department, the employee is set up on the following web sites with a username and password.
<http://www.cap.org/web/home>
 - a. Sign into CAP.
 - b. Select **Competency Assessment Program**.
 - c. Select **Manage User's Online Access/Permissions**.
 - d. Select **Add New User**. Fill out the name and e-mail information. Select **Continue**.
 - e. Under Competency Assessment select **Access Course**.
 - f. Select **Submit**.

Add User to a Group Procedure:

1. Sign into CAP.
2. Select **Competency Assessment Program**.
3. Select **Manage Users**.
4. Select **View Users**.
5. Select the appropriate employee's **User Info**.
6. From the User Info screen place a check mark next to **Laboratory Support Services** in the Group section.
7. Select **Save Changes**.

Assign Training Procedure:

1. Specifically identified laboratory support staff will assign specific training checklists that pertain to the employee's position on the CAP site.
 - a. Sign into CAP.
 - b. Select **Competency Assessment Program**.
 - c. Select **Manage Assignments**.
 - d. Select **Add Assignments**.
 - e. Select **Select Courses**.
 - f. Select **Laboratory Support Services**. Check the course that is to be assigned to the employee.
 - g. Select **Select Students** to gain access to a list of users. Select the employee by selecting the box next to their name.
 - h. Select **Add Assignments and Send E-mail Notifications**.

Sign off Training Checklist Procedure:

1. Only designated trainers have the ability to sign off laboratory support staff training checklist.
 - a. Sign into CAP.
 - b. Select **Competency Assessment Program**.
 - c. Select **Manage Users**.
 - d. Select **View Users**.
 - e. Find the employee from the list and select **Course Assignments** next to their name.

- f. Find the relevant training checklist in the course/checklist column. Use the action drop down box to select View/Edit Checklist.
Note: If a paper checklist is needed select Generate printable PDF version. All checklists must be completed on the CAP site to receive credit for completion.
- g. Select N, or Y, next to the appropriate task.
Note: N – Does not meet standard; Y – Meets standard
- h. Add comments if appropriate.
- i. When task assessment has been completed select Save Changes.

Generate Report Procedure:

1. Sign into CAP.
2. Select Competency Assessment Program.
3. Select View Reports.
4. Select View use assessment and checklist details.
5. Configure report as needed.
6. Select Display Report


Manager Sign Off:

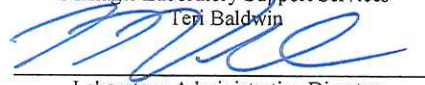
Training is not complete until the Laboratory Support Services Manager has reviewed the employees training checklist, and selected yes next to the task **This employee's training checklist has been reviewed by the Laboratory Support Services Manager. The employee is signed off in this specific platform and is able to perform this duty.**

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Date Placed in Service: 4/6/16

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Laboratory Administrative Director
Richard Vandell

4-4-16
Date

4/5/16
Date


Laboratory Medical Director
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Date

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