

Laboratory Support Staff Specimen Collection Feedback Procedure

Purpose:

This procedure provides a framework for specimen collection, specimen intake, accessioning, and outreach feedback to laboratory support staff. This feedback is related to issues that affect specimen quality, patient safety and labeling:

Scope:

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

Procedure:

1. The RL6 risk files are reviewed on at least a weekly basis for issues related to specimen quality, patient safety, and specimen labeling.
2. These quality issues are reviewed against previous related incidents.
3. An investigation with the involvement of the employee looking into the events leading to the incident/s is initiated by the supervisory staff.
 - a. This investigation will involve the training program, any or all related procedures, and the employee's processes.
 - b. All incidents including those in the past related to the current investigation being investigated will be examined.
4. Based on the results of the investigation, one of the following resolutions will take place:
 - a. Development of a plan of action
 - i. Feedback Method: The developed plan of action is recorded on a counseling or progressive discipline form and presented to the employee.
 - b. Modification of the new employee training program
 - i. Feedback Method: The training team receives instructions on the modifications from the supervisory staff
 - c. Revision or creation of a new procedure and process
 - i. Feedback Method: Electronic review of the new procedure by current staff. Documentation of review is maintained and reviewed by supervisory staff.
 - ii. Feedback Method: Training of current employees, as a team or individually, by supervisory staff. Documentation of review is maintained and reviewed by supervisory staff.

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