

Expectations for those performing Direct Observations

- You are observing that they can do the process/test without prompting
 - Do NOT coach or ask leading questions.
 - They did it or they did not do it.
 - If they make a mistake, wait to see if they catch themselves. If they catch their mistake and correct it (even if that means starting over) then that is considered a pass.
 - Do NOT allow a mistake that compromises patient care
 - Do NOT answer questions.
 - You may direct them to the SOP, manufacturer's package insert, or operator's guide.
 - The tech must complete testing as laid out in the direct observation (which is taken from the SOP).
 - Please let Crystal know if you find an error in the direct observation so it can be corrected.
- This is not personal. Our goal is to identify drift and ensure that everyone is following the SOP.
- What to do when someone fails their direct observation:
 - Inform the tech that they CANNOT perform that process/test until corrective action is completed and signed off by Nina.
 - Notify Crystal of the failure so that the failure can be assessed and corrective action determined.
- The Instructions at the beginning of the DO list all required supporting documents. Direct observations submitted missing the required supporting documents will be returned.