**Purpose**

This policy provides direction for the processes and procedures in place to effectively manage the Transfusion Services resources.

**Policy**

The HMC Transfusion Service Executive Leadership ensures that there are adequate resources to perform, verify, and manage all activities in the Transfusion Service. Where necessary, the Transfusion Service Laboratory collaborates with the Department of Laboratory Medicine and Pathology (DLMP) and the Human Resources Department in these processes.

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| **Responsibility** | The Human Resources Department is responsible for:* Recruiting and posting job positions
* Screening applications for specified qualifications
* Forwarding resumes of screened applicants to the Transfusion Service Manager
* Negotiating Union Contracts (where applicable)
* Interactions with Union representatives
* Providing guidance for disciplinary activities

The Transfusion Service Manager is responsible for:* Ensuring that staffing levels are adequate for the workload
* Requesting adequate resources when workloads exceed established staffing levels.
* Ensuring that job descriptions reflect work performed for the position
* Interviewing applicants together with appropriate team members
* Performance evaluations of the Transfusion Service Compliance Analyst, Lead Technologists, Medical Laboratory Scientists, and Clinical Laboratory Technicians
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| **Staffing** | The Transfusion Service Laboratory employs an adequate number of qualified individuals:* Staffing levels are set according to workload and service standards
* Staffing is reviewed periodically and when processes are modified.
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| **Qualifications and Job Descriptions** | Job descriptions define appropriate education, training, and/or experience for each position and are kept current.* UW Medicine Human Resources and DLMP review job descriptions for class and category.
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| **Educational Requirements** | Medical Director:* + Current WA State License.
	+ Possess qualifications required for board certification in clinical pathology.
	+ Board Certified in Transfusion Medicine

Manager:* Bachelor’s Degree in Medical Technology or related.
* ASCP certification
* SBB certification

Medical Laboratory Scientist:* Bachelor’s Degree in Medical Technology or related field.
* ASCP certification within one year of hire

Compliance Analyst* Bachelor’s Degree in Medical Laboratory Science, Biological Sciences or equivalent experience.
* Quality Certification

Clinical Laboratory Technican* Associate Degree from a Committee on Allied Health Education and Accreditation (CAHEA) accredited Medical Laboratory Technician program including courses in chemistry and biology OR Equivalent education/experience.
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| **Training** | The Transfusion Service Laboratory maintains a process for identifying training needs.* Each employee is assessed for learning style.
* Quality Improvement Monitors capture information that is assessed for training needs.

The Transfusion Service Laboratory also maintains a process for training all personnel who perform critical tasks.* Each new employee must complete task-based training modules.
* Training needs are assessed as part of change control.
* Each training module and task includes evaluation of both trainee and trainer. This feedback is used to modify if appropriate and retrain if necessary.
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| **Competence** | The Transfusion Service Laboratory maintains processes for evaluating competence before independent performance of assigned activities, and for evaluating continued competence at specified intervals.* Initial competency after training (comprehensive)
* Six months after initial competency
* Annually after the first year
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| **Performance Evaluation** | The Transfusion Service Laboratory follows the guidelines of the UW Medicine for evaluating job performance.* At the end of probationary period of six months.
* Annually or as assigned by UW Medicine.
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| **Personnel Records** | The Transfusion Service Laboratory and DLMP maintain personnel records for each employee.* + The following records are maintained and retained for those authorized to perform or review critical tasks. Records may be retained electronically or on paper.
	+ Names
* Signatures
* Initials or Identification codes
* Inclusive dates of employment
* Summary of Training and experience
* Competency
* Formal certification
* Records of Continuing Education
* Performance Evaluation
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| **Supporting Documentation** | The following Processes support this policy* Job Description development done in coordination with Human Resources Policies.
* Hiring Process consists of UWHIREs system maintained by University of Washington.
* Quality Process: Training 1202
* Quality Process: Competency Assessment 1201
* Performance Evaluation tracked by UW Medicine HR
* Form F5602, Transfusion Services Laboratory Staff Signature Form
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