

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 SOP Training and Competency Assessment RE-0001. It lists the required steps for every DO.
- This is not personal. Our goal is to identify drift and ensure that everyone is following the SOP.
- What to do when someone does not pass their direct observation:
 - Inform the tech that they CANNOT perform that test/task 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 Competency Assessment form lists all of the supporting documents required. The SOP can be found in Title 21 under Resources ebinder.
 - Competency Level **A** is only given to Leads and MLS2 who successfully complete the direct observation. This means they are competent not only to perform the test/task but also to assess competency in others.
 - Competency Level **B** is for MLS1 and Trainees who successfully complete the direct observation. This means they are competent to perform the test/task.
 - Competency Level **C** is assigned by Crystal in advance based on training. Do NOT use this level for staff.
 - Competency Level **D** is given if the tech cannot complete the test/task without prompting according to the SOP. This means the tech did not pass the direct observation