**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 collaborates with the Laboratory Medicine Department 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 Quality Specialist, Lead Technologists, Medical Technologists/Technicians
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| **Staffing** | * + The Transfusion Service 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.
* UWMC Human Resources and Laboratory Medicine 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

Technologist:* Bachelor’s Degree in Medical Technology or related field.
* ASCP certification

Quality Coordinator* Bachelor’s Degree
* Quality Certification
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| **Training** | * + The Transfusion Service 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 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 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 hire
* Annually after the first year
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| **Personnel Records** | * + The Transfusion Service and Laboratory Medicine Administration maintain personnel records for each employee.
	+ The following records are maintained and retained for those authorized to perform or review critical tasks:
* 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 Process Documents support this policy
* Job Description development done in coordination with Human Resources
* Hiring Process consists of UHIREs system maintained by University of Washington.
* Quality Process: Training 1202
* Quality Process: Competency Assessment 1201
* Performance Evaluation tracked by UWMC HR
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