

Scope/Plan of Care

UNIT DESCRIPTION

The laboratory provides diagnostic testing information and relays information to care providers to help guide patient care.

The laboratory is equipped with state-of-the-art instrumentation and a laboratory computer system for reports and data management. The laboratory is licensed for moderately complex testing by the federal government under CLIA'88. The laboratory is accredited by CLIA (Clinical Laboratory Improvement Amendments).

POPULATION SERVED

The patient populations served are infants/neonates, children (pediatrics), adolescents, adults, and geriatric patients.

CRITERIA FOR ENTRY/ADMISSION (LABORATORY ORDERS)

A physician or nurse practitioner's order, standing order, physician approved protocols, or orders from other licensed health care professionals are required before performing laboratory testing.

FREQUENT PROCEDURES/SERVICES/PROCESS

The major services include:

- Hematology
- Serology
- Urinalysis
- Chemistry

HOURS OF OPERATION

The main laboratory performs testing from 7:00am – 6:00pm Monday-Friday.

SERVICE DELIVERY

The laboratory's primary customers are physicians and their patients.

SUPPORT SERVICES PROVIDED BY REFERRAL CONTRACTS

- Northern Plains Laboratory serves as the Reference Laboratory for Open Sky Laboratory

DEPARTMENT ORGANIZATIONAL STRUCTURE

The laboratory services are under the direction of the CLIA Director and owners of Pathology Consultants, P.C. The CLIA Director works collaboratively with the lab's Clinical Consultant and Technical Consultant. The Practice Manager, along with the CLIA director, are responsible for the organization, planning and daily operation of the Laboratory.

MASTER STAFFING PLAN

The current staffing plan, based on patient testing needs, includes a Medical

Laboratory Scientist (MLS), 1 part time MLT, and 1 PRN Phleb/Processor. Vacations are granted based on patient care needs and workload volume.

EMERGENCY PLAN

In the event of a severe emergency, such as severe weather conditions or a disaster the clinic administrator will determine staffing requirements.

STAFF QUALIFICATIONS

The laboratory is under the direction of the Laboratory CLIA Director, and owners of Pathology Consultants, P.C.

The basic requirements for the CLIA Laboratory Director include:

- BS degree in Medical Technology
- Certification by National Agency (ASCP or NCA)
- Current certification by North Dakota Licensure Board.
- Minimum of 6 years Clinical experience including 2 years of supervisory experience

The basic requirements for Medical Laboratory Scientist (MLS) staff include:

- BS degree in Medical Technology, Chemistry, Biology or Microbiology
- Certification by National Agency (ASCP or NCA)
- Certification by State (North Dakota) Licensure Board

The basic requirements for Medical Laboratory Technician (MLT) include:

- AA degree in Medical Laboratory Science or qualifies under CLIA'88 guidelines
- Certification by State (North Dakota) Licensure Board

The basic requirements for the Laboratory Processor/Phlebotomist include:

- Experience preferred with Phlebotomy and Clinical Laboratory Processing tasks

EDUCATION PLAN

Education is provided through various teleconferences and audio conferences, and the staff is encouraged to attend appropriate outside conferences or in-services.

Special training is provided for new equipment on an as needed basis by having a company representative in-service for the staff or by other designated laboratory staff.

ORIENTATION

Laboratory staff participate in the appropriate orientation programs. General, safety and test specific orientation checklists are completed. Orientation records are maintained in employee's personnel file.

ON-GOING COMPETENCY EVALUATION AND JOB PERFORMANCE APPRAISAL

Competency evaluation is performed by participation in API proficiency testing, documentation of problem solving, test performance and instrument maintenance direct observations. Job performance appraisals are performed in accordance with Open Sky Laboratory.

POLICIES AND PROCEDURES

Written safety, general laboratory, phlebotomy and technical policies and procedures specific to each test method are found in the laboratory.

General policies and procedures are developed in response to customer and laboratory needs. Technical policies and procedures are developed as new equipment, procedures, etc. are introduced into the department. Resources used to develop the policies are manufacturer information, and other professional input. New procedures require education before implementation. These policies and procedures require approval of the Laboratory Director and are reviewed as per CLIA standards.

STANDARDS OF PRACTICE/STANDARDS OF CARE/PERFORMANCE

The laboratory has a Certificate of Compliance issued by the ND Department of Health, Division of Health Facilities, CLIA office

PERFORMANCE IMPROVEMENT

See the Laboratory Quality Management policy.

COMMUNICATION/COLLABORATION /FUNCTIONAL RELATIONSHIPS WITH OTHER SERVICES

Communication Methodology:

- Voice mail or e-mail may also be used to communicate internally
- External communications occur referring physicians and their clinic staff, surgeons and their clinic staff and other health care providers via telephone, e-mail, or regular mail.
- Protected health information is never shared via voice mail.