



JOB DESCRIPTION

TITLE: Clinical Lab Assistant (CLA) – Evening Lead
DEPARTMENT: Laboratory
REPORTS TO: Laboratory Director
FLSA: Non-Exempt

SUMMARY OF JOB:

The CLA Evening Lead is an experienced Clinical Laboratory Assistant and Phlebotomist who has demonstrated their ability to perform all job requirements in Clinical Laboratory as a CLA & Phlebotomy areas, has extensive knowledge of phlebotomy skills and operations, strong proficiency in laboratory orderables and performables, specimen processing and accessioning, specimen workflows, set up and send out benches, command of LIS (Meditech) systems, troubleshooting, scheduling staff and has good interpersonal skills. This position supervises the Phlebotomists and CLA's on the evening shift or whenever necessary in the absence of the CLA Supervisor.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

Maintains high proficiency in specimen processing, including: phlebotomy, specimen collection, receiving both patient and POV (NPL) lab specimens into the lab, competently verifies all required patient and sample information is correctly labeled, that received manual requisition forms contain all required fields. Double checks and verifies before accessioning specimens into the Meditech LIS/HIS system. Ensures all STAT, Urgent (3 hr. TAT), and Routine requests are correctly logged, promptly sorted and safely transported to the appropriate section(s) of the laboratory and/or for send-outs, alerts Technologists of all STATs and Urgents.

Works closely with CLA-Supervisor, Laboratory Supervisor and Lab Director to ensure all lab requests are promptly removed from fax machines, printers and from couriers. The CLA Lead is also required to perform phlebotomy on inpatients, walk ins, and is expected to be able to cover remote draw stations and satellite laboratories as assigned, scheduled or requested by lab leadership for coverage.

1. Technical/Documentation:

- A. Locate and properly identify patient specimens, method of collection, labeling
- B. Ensure all required patient identifiers and information are clearly indicated.
- C. Locate all applicable orders. Clarify or locate missing information as needed

- D. Following department procedures, draw blood and/or obtain specimens from patients and accounts, including POV (NPL) lab specimens received into lab.
- E. Provide order entry, bar code labeling, sample preparation, receive in Meditech and deliver for testing. Record inventory of samples collected/received for future reference.
- F. Proper specimen handling, processing, micro culture set-up & gram stain.
- G. Provide BAT's and UDS's following proper collection and chain of custody procedures.

2. Teamwork

- A. Provide immediate processing of STAT requests, and announce STAT's to Technologists, CLA-Leads, Section Leads and Supervisors until acknowledged.
- B. Coordinate with nursing & medical staff including other departments to help define and expedite accurate processing of all lab services.
- C. Monitor supplies inventory and rotate stock. Re-stock trays and draw rooms after use when performing phlebotomy draws.
- D. Use department resources (catalogs, techs, mgrs, pathologists etc) to define unknown tests and procedures. Works closely with CLA-Lead, Section Leads or Supervisors to ensure strict compliance to laboratory best practices and PID.
- E. Service Excellence Standards commitment to fellow team members.

3. Patient/Account Perception

- A. Present and explain ABN to patients as needed
- B. Professionally answer phones and respond to inquires. Work closely with CLA – Client Services and CLA Leads to provide excellence in turn-around times (TAT) maintaining clear, cheerful, professional personal, phone and written communication. Provide follow-through to resolve issues, explain issues to patient/account as needed, and obtain desired services for customer.
- C. Keep laboratory and patient drawing areas, trays, and materials clean and orderly to ensure patient's ability to perceive timeliness, cleanliness and safety.
- D. Perform QC check on requisition entry to ensure accuracy and completeness and other duties as assigned by CLA-Leads, Supervisors.

4. Safety

- A. Assess patient status after draw to determine if they can leave without assistance, or provide/locate required assistance.
- B. Following assigned procedure and wear proper Protective equipment during draw and specimen handling.
- C. Respond appropriately to overhead announcements to protect self and patient.

Lead Responsibilities

Oversee operations and controls duties and performance of CLA's and Phlebotomists for Specimen Processing, Accessioning, and Phlebotomy.

Acts as a resource for problem solving in the department.

Conducts interviews of new employees with Lab Director or Lab Supervisor and CLA Supervisor.

Identifies and provides ongoing training opportunities based on identified competence needs, regulatory requirements and employee interest.

Identifies employee conduct in need of improvement, counsels employees and documents efforts then reports to the CLA Supervisor and Lab Director.

Keeps Director, Lab Supervisor, and CLA Supervisor informed of operational status, emergent and key issues, concerns and problem resolution.

Strong verbal, written and computer skills are essential. Strong working knowledge of Microsoft Office (Word, Excel, PowerPoint).

1. Duties that make this a great department to get care in (Patient satisfaction, Quality domain):
 - a. Assures clinical quality by conducting quality monitoring and assessing performance
 - b. Completes or delegates work orders, orders supplies.
 - c. Creates an environment of high patient satisfaction. Patient satisfaction scores improved as agreed with Lab Director.

2. Duties that make the department and organization financially sound (growth and financial domains):
 - a. Assures efficient service oriented operation
 - b. Interacts with client accounts for resolution of complaints, problems and questions
 - c. Department goals met as agreed with Lab Director.

3. Cooperation with external departments to achieve Hospital Goals:
 - a. Works with other hospital departments to improve the quality of patient care, as needed (e.g., I. T. Projects, Reference Labs, Workflows, TATs, etc.).
 - b. Works with other hospital departments to improve internal efficiencies of the hospital, (e.g., Nursing services, Billing dept., etc.)
 - c. Assists with the creation and maintenance of laboratory resources (i.e. Lab Services Manual, k: drive processes, OP Requisitions, pneumatic tube operation, QC, maintenance, troubleshooting and documentation.

4. Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent; at least two (2) years of experience preferred in the following areas: phlebotomy, specimen accessioning/processing, registration of lab orders and requisitions. Strong working knowledge of laboratory workflows as they relate to orders, requisitions, QC of specimen processing, handling customer calls from medical practices, ordering providers, troubleshooting, including send-outs. Familiarity with diagnosis codes, CPT.

OR

equivalent combination of education and experience.

CERTIFICATES/LICENSES:

ASCP Certification in Phlebotomy preferred but not required.

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee

encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPPA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date