

UW HEALTH JOB DESCRIPTION

MEDICAL TECHNOLOGIST SENIOR

Job Code: 510013

FLSA Status: Non Exempt

Mgt. Approval: M Marggi

Date: 9-18

Department : Laboratory Services

HR Approval: K Sawyer

Date: 9-18

JOB SUMMARY

UW Health Clinical Laboratory is a comprehensive provider of laboratory testing, expert medical interpretation of specimens and innovation in laboratory technology. The laboratory plays an essential role in the quality and safety of patient care by providing accurate diagnostic and treatment information to caregivers and patients.

The Medical Technologist (MT) Senior is a lead position for laboratory testing services. Individuals provide daily direction to other laboratory staff with regard to laboratory workload, policies, procedures, and recommends adjustments to staffing, policies and procedures. The Medical Technologist Senior serves as a consult for test performance and technical problems. In addition, this individual may also provide leadership in a Technical, Education, Informatics or Quality Assurance capacity. The Medical Technologist Senior motivates, coordinates and supports staff to ensure quality results are reported in a timely manner. They assure that all remedial actions are taken whenever test systems deviate from the laboratory's established performance specifications and that patient test results are not reported until all corrective actions have been taken and the test system is properly functioning. Incumbents operate under General Supervision of a laboratory manager, Director or the Director of the Clinical Laboratories.

All MT Senior perform the general responsibilities listed below. Depending upon the business need of the specialty unit in the Clinical Laboratory Department, the Medical Technologist Senior may be expected to specialize in one or more of the following areas. In addition, the incumbent may be asked to coordinate Competency Program for the department.

- 1) Lead Technologist
- 2) Technical Specialist
- 3) Education Coordinator
- 4) Lab Informatics Specialist
- 5) Quality Assurance Coordinator

The responsibilities for each specialization are also listed below.

Organizational skill and ability to prioritize test requests are critical to successful performance. Multiple test requests, with different or the same priority, must be effectively organized by the individual in order to maximize diagnostic impact. A high degree of accuracy and reliability is required to ensure results that can assist in the timely diagnosis and treatment of patients. Duties require interaction with clinical staff and physicians, i.e., explanation of test results or answering a variety of questions.

MAJOR RESPONSIBILITIES

A. General Med Tech Senior Responsibilities

1. Performs moderately and/or high complex testing in the clinical laboratories.
2. Skills to operate calibrate, maintain and troubleshoot analyzers and other lab equipment.
3. Develop and maintain teaching / training materials. Assist manager in assessing training and recommend in-service training.
4. Assist manager with coordinating and maintaining employee competency and compliance with policies and procedures.
5. Coordinate training and competency assessments.
6. Assist with leadership of the department to maintain operations.
7. Participate in inspection readiness and tracer activities for appropriate regulatory and accreditation agencies.
8. Serve as liaison between staff and management. Solicit input from staff about possible changes that would improve the efficiency and quality of service. Implement simple process improvements as appropriate.
9. Responsible for staying current with new technologies and methodologies. Make recommendations to management or Service Team.
10. Write and maintain current procedure manual(s) in area(s) of expertise using an approved accreditation format. Assist with development, maintenance and control of laboratory policies and procedures.
11. Assist in the total quality management in all aspects of training, testing and quality review. Assist in quality assurance and proficiency testing activities.
12. Attend appropriate meetings as assigned.
13. Perform advanced troubleshooting and problem solving. Serve as a resource and mentor to all testing staff in area(s) of expertise.
14. Participate in the development of presentations about lab activities/projects for department staff meetings, University of Wisconsin - Madison or Madison Area Technical College classes, lab-wide meetings, etc.
15. Assist manager with interview process.
16. Serve as a liaison to the Clinical Laboratory Research Coordinator to coordinate research projects within the department. This includes workflow, communication with staff, billing, reporting, maintaining supply inventory and training. Communicate problems and concerns about the research project with the manager/Service Team.
17. Assist manager with the billing process, including ensuring appropriate use of Current Procedural Terminology coding and capturing of charges.
18. Analyze quality control data for trending and problem identification.
19. Provide data to assist manager with the development of the budget. Monitor expenses as requested.
20. Provide leadership and support to manager in oversight of phlebotomy activities.

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B. Lead Technologist Responsibilities

1. Coordinate work-flow throughout the Laboratory to ensure quality results are reported in a clinically useful time frame.
2. Coordinate new employee orientation within the department.
3. Assist manager with assessing, coordinating, documenting and scheduling training and competency testing.
4. Communicate regularly with managers to relay problems or concerns. Act as spokesperson for personnel in recommending changes in staffing or procedures.
5. Communicate and/or clarify procedural and policy changes to other personnel.
6. Assist, with managerial oversight, duties scheduling, writing policies, submitting and responding to Patient Safety Network, troubleshooting quality assurance variance reports and reviewing results.
7. Assist with maintaining inventory and supplies for the operations of the laboratory.

C. Technical Specialist Responsibilities

1. Provide leadership for the testing, interpretation and reporting of results.
2. Review quality control for problem identification and troubleshooting. Use quality control statistics and control procedures such as comparison between methods and results from proficiency testing to identify and or correct performance problems.
3. Provide consultation to health care clinicians.
4. Serve as the primary technical resource.
5. Evaluate and make recommendations of new technology or process improvements to the Service Team.
6. Develop and oversee validation/verification studies for new instruments, methods and tests.
7. Accountable for the oversight of maintenance and performs advanced troubleshooting and problem-solving. Ensures proper instrument calibration and performance.
8. Oversee the inventory of supplies and reagents and apply principles of asset management.
9. Assist with the purchasing functions (interact with purchasing, write specifications, call companies, research and evaluate products).

D. Education Coordinator Responsibilities

1. Coordinate and oversee all educational opportunities and activities—including continuing education opportunities for employees.
2. Consult with faculty and other program administrators to devise and implement teaching programs (e.g., Clinical Laboratory Science, Pathology Resident, medical students, Medical Laboratory Technician, post-doctoral fellows).
3. Coordinate and maintain teaching materials, establish objectives and performance standards, devise examination and evaluation tools, and provide other educational support as needed.
4. Monitor all educational activities to ensure that objectives are met. Ensure that educational activities are appropriate and current, teaching is timely and complete, and duration and scope of teaching meets the needs of the individual.
5. Collaborate with other Educational Coordinators for consistency across the lab.

E. Lab Informatics Specialist Responsibilities

1. Oversee the Laboratory Information System Test build process including table build, testing and documentation.
2. Coordinate the Laboratory Information System validation process for new programs or software changes to ensure accurate display of results and/or information.
3. Ensure that results and information pertaining to results such as methods, units and reference intervals are consistent between all platforms (Laboratory Information System, Test Directory, Health Link etc.).
4. Maintain complete documentation of any LIS changes.
5. Serve as the liaison with the LIS Support staff. Assist with maintenance of Laboratory Information System operations documentation.
6. Attend Laboratory Information System Updates and communicate changes to lab staff.
7. Inform laboratory staff of all information systems changes (e.g., Test Directory, Laboratory Information System, Health Link) changes and assist with training as necessary.
8. Serve as the primary resource for lab staff concerning Laboratory Information System issues.
9. Act as a Test Directory Editor. Keep Test Directory up to date. Add or edit tests as directed by the technical expert or manager.
10. Facilitate computer software upgrades for the Laboratory.
11. Perform periodic Laboratory Information System checks (e.g., calculation, auto verification, patient reports) or reviews and implement any necessary changes.
12. Coordinate and serve as the department liaison for installation and table build for new software system.
13. Assist manager with other computer-related projects as assigned.

F. Quality Assurance Coordinator Responsibilities

1. Oversee quality activities and programs including method and instrument evaluations, quality control processes, materials, documentation and data analysis in accordance with lab policies and accreditation agencies.
2. Use quality control statistics and control procedures such as comparison between methods and results from proficiency testing to identify and or correct performance problems.
3. Serve on the laboratory-wide Quality Support and Integration Team (QSIT) and appropriate laboratory Service Team.
4. Collaborate with Quality Support and Integration Team and Service Team to develop, and review the quality assurance plan with appropriate monitors. Assist with the summary of these monitors and report to Service Team.
5. Evaluate and assure on-going progress of performance improvement activities. Recommend and facilitate work groups/teams to

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- resolve identified problems and maintain or improve service quality. Serve as expert for developing effective quality monitors.
6. Guide selection, training and implementation of statistical quality control procedures.
 7. Coordinate proficiency testing, ensuring appropriate enrollment or alternative method, proper specimen processing and examination, timely specimen and result tracking, and thorough follow-up of performance problems.
 8. In collaboration with Manager, develop and oversee a plan to assure continual accreditation readiness. Maintain annotated checklists in area(s) of expertise.
 9. Serve as consultant and coach for method validation or verification studies.

G. Competency Testing Coordinator Responsibilities

1. Coordinate competency program according to accrediting agency requirements and lab policy.
2. Monitor and document competency of staff. Report issues and concerns to the manager.
3. Develop annual competency plan with approval by manager / Service Team.
4. Work with Quality Specialist/manager to ensure the Competency Plan is meeting the needs of the department.

H. General Laboratory Responsibilities

1. Follows guidelines related to Health insurance Portability and Accountability Act (HIPAA), designed to prevent or detect unauthorized disclosure of Protected Health Information (PHI).
2. Promotes culture of safety for patients through proper identification, proper reporting, documentation and prevention of medical errors in a non-punitive environment.
3. Participates in the teaching/training of staff and students (e.g. Clinical Laboratory Science students, residents, new employees others).
4. Communicate regularly with managers to relay problems or concerns.
5. Assist in the total quality management in all aspects of training, testing and quality review. Assist in quality assurance and proficiency testing activities.
6. Attend appropriate meetings as assigned.
7. Participates in continuing education.
8. Perform additional duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in a chemical, physical, biological or clinical laboratory science, or medical technology. Or Bachelor's degree must include minimally 60 semester hours or equivalent, that includes either: <ul style="list-style-type: none"> • 24 semester hours of medical laboratory technology courses OR • 24 semester hours – 6 chemistry, 6 biology <u>and</u> 12 chemistry, biology, medical laboratory technology in any combination
	Preferred	Bachelor's degree in Clinical Laboratory Science (CLS). Master's degree in Clinical Laboratory Science (MLS) or related science or healthcare field.
Work Experience	Minimum	Two years of experience in a clinical laboratory with emphasis on skills related to work area
	Preferred	Three years of experience in a clinical laboratory with emphasis on skills related to work area
Licenses & Certifications	Minimum	
	Preferred	Certification (Medical Laboratory Scientist, Chemistry, Hematology, Microbiology, Technologist in Blood Bank, Molecular Biology) by the board of American Society of Clinical Pathologists or equivalent
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated strong organizational skills with ability to work in a fast paced environment independently or as part of a team • Strong oral and interpersonal communication skills • Strong attention to detail • Demonstrated strong analytical skills • Demonstrated strong problem-solving skills • Knowledge of quality control, quality assurance principles and proficiency testing procedures • Demonstrated skill with laboratory information systems • Demonstrated leadership skills • Knowledge of The Joint Commission, College of American Pathologists and Clinical Laboratory Improvement Amendments regulations related to work area • Knowledge of adult training methods

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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	X	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.