

UW HEALTH JOB DESCRIPTION

LEAD PHLEBOTOMIST

Job Code: 530013	FLSA Status: Non-Exempt	Mgt. Approval: M. Marggi	Date: August 2023
Department: Laboratory Services		HR Approval: S. Whitlock	Date: August 2023

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. Services are provided for inpatients and/or outpatients at the University Hospital, American Family Children's Hospital, affiliated Satellite laboratories or other off-site locations where UW Health provides service.

The UW Health Phlebotomist Lead provides daily support to other less senior laboratory staff with regard to laboratory policies and procedures. The incumbent will strive to improve the patient continuity of care by closely monitoring daily activities, troubleshooting, documenting problems and providing information for improvement. Individuals in the Phlebotomy Lead position are responsible for providing complex phlebotomy services for inpatients and outpatients and all duties assigned to the Phlebotomist. Training of students and new employees is a major responsibility. Resolution of problems requires independent interpretation and judgment.

The incumbent will maintain patient confidentiality at all times and will ensure the comfort and safety of patients and students. The incumbent will communicate patient problems to the clinical staff including clarification of orders and patient status. The incumbent will work independently to resolve problems, consulting with management or other senior staff when necessary.

MAJOR RESPONSIBILITIES

A. Lead Responsibilities

- Oversee daily activities of phlebotomists and students with focus on safe patient care and satisfaction. Serve as resource to phlebotomy and reception staff.
- Coordinate workflow to ensure timely collection of specimens. Monitor sick call pager. Adjust placements accordingly.
- Serve as technical expert for all collection procedures and assist with difficult draws.
- Oversee proper collection of research kits and other special procedures.
- Assists manager or supervisor in implementing schedule changes.
- Review select policies as required (i.e., annual review). Recommend policy changes and assists with communication of policy changes to testing staff.
- Participate in survey readiness activities.
- Participate in all relevant quality assurance activities.
- Assist manager or supervisor with activities to support Health Link and Laboratory Information System software changes.
- Provide leadership in troubleshooting computer system problems and implementing downtime procedures.
- Oversee hardware inventory and promptly file Service Now ticket or report issue to management.
- Maintain supply inventory and work closely with hospital central supply services and purchasing to resolve ordering/supply problems. Follow department budget guidelines when purchasing supplies and equipment.
- Assist in eliminating waste and improving supply usage.
- Attend and participate in department and other relevant meetings.
- Participate in continuing education.
- Promote teamwork and participate in process improvement teams as assigned.
- Perform additional duties as assigned.

B. Training and Competency Responsibilities

- Serve as primary instructor for teaching venipuncture skills to students, new employees, clinical staff from other UW Health departments, Emergency Medical Technician staff and others as directed by management.
- Serve as primary instructor for teaching blood collection procedures to department staff using department training checklists. Examples include blood cultures and pediatric collection procedures.
- Provide New Employee Orientation assistance as requested by manager.
- With guidance from manager, prepare and present educational and informative material in and outside of department.
- Assist manager in maintaining training and competency testing materials.
- Assess training needs for new staff in area(s) of expertise.
- Assist manager with gathering data for competency assessments.
- Actively participate in mentoring program.

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

JOB REQUIREMENTS

Education	Minimum	High school diploma or equivalent
	Preferred	Completion of accredited phlebotomy training program and clinical rotation.
Work Experience	Minimum	One (1) year of experience in phlebotomy

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	Preferred	Two (2) years of experience in phlebotomy
Licenses & Certifications	Minimum	
	Preferred	Phlebotomist (American Society for Clinical Pathology) or equivalent
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> ▪ Strong communication skills ▪ Tolerance to an acute care setting • Demonstrated organizational skills • Strong attention to detail • Demonstrated training skills • Demonstrated problem-solving skills • Knowledge of quality control and quality assurance • 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

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,

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	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 docket, 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
<input checked="" type="checkbox"/> 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.