

UW HEALTH JOB DESCRIPTION

PROGRAM COORDINATOR LABORATORY QUALITY AND ACCREDITATION

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| Job Code: 530003 | FLSA Status: Exempt | Mgt. Approval: M Marggi | Date: June 2023 |
| Department: Laboratory Services | | HR Approval: S. Whitlock | Date: June 2023 |

JOB SUMMARY

This position is responsible for the support of quality activities across the UW Health Clinical Laboratory. Activities include:

- Ensuring current accreditation status for the clinical laboratory
- Ensuring all areas are enrolled annually in appropriate proficiency testing programs
- Preparation of an annual laboratory-wide quality plan that describes the organizational structure, responsibilities, processes, procedures, and resources for implementing the laboratory's quality management system and ensures a customer focus for all quality activities
- Support of validation activities occurring with new methodologies or equipment
- Ongoing support of National Patient Safety goals in the implementation of new testing programs or procedures
- Support of and participation in the overall quality improvement activities of UW Health Clinical Laboratory.

A very high degree of analytical skills, attention to detail and leadership is necessary to assist with activities that optimize the quality performance of the various methodologies employed in the Clinical Laboratory. A proactive approach must be taken to identifying and quantifying opportunities for quality improvement in order to maximize the operational effectiveness.

The incumbent must work with a variety of individuals across the laboratory such as the quality senior technologists, directors, managers, and faculty experts in the implementation of quality methodology for the various laboratory services. Issues involve not only technical feasibility of quality protocols, but also computer support and user training in quality. Confidential information is handled according to hospital policy.

MAJOR RESPONSIBILITIES

A. Quality Assurance Program

1. Participate in the implementation, documentation and maintenance of an effective system for managing the quality of laboratory testing services throughout the Clinical Laboratory.
2. Provide technical expertise to assist the Clinical Laboratory Quality Technologists in ensuring that all testing decision making is done with the appropriate quality control material and procedures in place and meets all accreditation requirements.
3. Develop appropriate strategies to ensure the external agency documentation requirements are met.
4. Assist in the selection and implementation of statistical quality control procedures.
5. Provide technical expertise and consultation to implement quality practice tools and techniques as part of the routine laboratory operation.
6. Implement and train staff on the use of quality protocols, and manual/computer applications for analytical method evaluation, statistical quality control validation and control, reference value verification, and process control.
7. Actively participate in the meetings that review quality activities and use the information gained to update quality planning and to suggest corrections to quality problems. Maintain an awareness of overall laboratory performance and how well the laboratory seems to be meeting requirements of its users.

B. Proficiency Testing Program

1. Review the external quality control program, including proficiency testing programs, to ensure that the Laboratory meets federal and state licensure regulations. Facilitate selection and enrollment in appropriate proficiency testing programs to meet State/Federal regulations and accreditation guidelines.
2. Receive and review proficiency testing scores and evaluation summaries. Inform quality senior technologists, supervisors and faculty of potential problems, recommend corrective actions and training related to proficiency testing failures.
3. Maintain central proficiency testing records and provide an annual report of proficiency testing performance.

C. Method Validation

1. Support method validation studies by consulting on study design and data analysis and by reviewing studies to determine adequacy and correctness of conclusions.
2. Maintain up-to-date knowledge of systems and applications to assist in the development of quality activities.
3. Review method validation write-ups to ensure that they meet quality requirements for testing.
4. Ensure all documentation and records of method evaluations meet regulatory requirements.

D. Accreditation Program

1. Maintain knowledge of current regulatory and accreditation requirements for all accrediting agencies which impact the operations of UW Health Clinical Laboratory.
2. Maintain knowledge of UW Health Policies and Procedures as they relate to quality and safety and any impact on UW Health Clinical Laboratory policies and procedures, quality planning and improvements approaches, or systems and outcomes analysis.
3. Coordinate all communications with accrediting agencies related to testing changes, proficiency testing orders & updates, and renewal of accreditation certificates.
4. Coordinate activities related to application, on-site and self-inspection of the Clinical Laboratory as they are conducted in the manner required by licensing and accrediting agencies.

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5. Assist in on-site inspections of the Clinical Laboratory by licensing and accrediting agencies as directed by the Director of the Clinical Laboratory. Serve as a member of an off-site College of American Pathologists survey team, as requested.
6. Coordinate any other activities required for the laboratory to retain accreditation and maintain ability to perform testing under the UW Hospital and Clinic Authority umbrella. Ensure that all accreditation certificates are up to date.

E. Quality Improvement Activities

1. As a member of the Quality Service Team, participate in defining, evaluating, and revising the Laboratory's quality systems.
2. Lead and/or facilitate sub-teams to examine quality practices and formulate standard operating procedures across the Laboratory.
3. Do data searches, analyze, trend and summarize data to be used in the investigation of patient safety events, complaint follow-up, quality reports for clients, annual quality report and other quality improvement activities of the clinical laboratories.
4. As a member of the Laboratory Quality Committee, participate in reviewing quality monitors and in prioritizing and reviewing quality improvement projects. Serve as support for implementation of consistent monitors and quality tools across the laboratory.
5. Participate in multidisciplinary team activities within and outside of the laboratory as directed.
6. Serve as the expert resource for quality-related training for assigned service teams.
7. Participate in the planning and delivery of laboratory-wide quality training as required.
8. Keep informed of quality-related training offered through the UW Health Learning and Development, local, regional and national professional organizations. Publicize these to laboratory staff. Evaluate usefulness and recommend participation.
9. Participate in the development of quality requirements (performance standards) and monitors for laboratory services; perform necessary research/literature review including investigation of "current best practices" through benchmarking activities; participate in, evaluate, and improve processes for determining current/future requirements and expectations of the laboratory's internal and external customers and accreditation bodies.
10. Serve as the liaison and resource for reviewing and reporting of events reported in the HERO system.
11. Participate in the hiring and training of quality senior technologists and contribute information for use in work planning and annual performance appraisals, as requested.

F. General Laboratory Responsibilities

1. Follows guidelines related to Health insurance Portability and Accountability Act, designed to prevent or detect unauthorized disclosure of Protected Health Information.
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.

G. Other duties as requested

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

JOB REQUIREMENTS

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| Education | Minimum | Bachelor's degree in a medical laboratory science, chemical, physical, biological science |
| | Preferred | Bachelor's degree in Medical Laboratory Science or other related clinical laboratory field. Courses towards Bachelor's or Master's degree or certification in a healthcare field or lab specialty area. |
| Work Experience | Minimum | Three (3) years' work experience in a clinical laboratory, quality control, proficiency testing, method validation, accreditation, or quality improvement participation and computer skills with programs that support these activities. |
| | Preferred | Five (5) years' work experience in a clinical laboratory. Experience in quality control, proficiency testing, method validation, accreditation, quality improvement participation and computer skills with programs that support these activities |
| Licenses & Certifications | Minimum | |
| | Preferred | American Society for Clinical Pathology certification (e.g. Medical Laboratory Technician, Medical Laboratory Scientist, Technologist in Blood Bank, Chemistry, Hematology, Microbiology, Molecular Biology, Specialist in Cytotechnology) or equivalent. |
| Required Skills, Knowledge, and Abilities | | <ul style="list-style-type: none"> • Excellent problem-solving skills involving quality and process issues. The ability to develop innovative solutions • Strong knowledge of medical testing • Demonstrated strong organizational skills with ability to work in a fast-paced environment independently or as part of a team • Strong verbal and interpersonal communication skills including facilitating meetings, |

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| | educating staff and giving presentations. <ul style="list-style-type: none"> Demonstrated strong analytical skills, report generation and data analysis. Knowledge of quality control, quality assurance principles and proficiency testing Demonstrated skill with laboratory information systems Demonstrated leadership skills Knowledge of The Joint Commission, College of American Pathologists and Clinical Laboratory Improvement Amendments regulations | | | |
| PHYSICAL REQUIREMENTS | | | | |
| Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i> | | | | |
| Physical Demand Level | | Occasional Up to 33% of the time | Frequent 34%-66% of the time | Constant 67%-100% of the time |
| X | 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 |
| | 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.