

UW HEALTH JOB DESCRIPTION

PATHOLOGY REPORTING SPECIALIST SENIOR

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| Job Code: 540067 | FLSA Status: Non-Exempt | Mgt. Approval: K. Lehman | Date: June 2020 |
| Department: Laboratory Services | | HR Approval: J. Theisen | Date: June 2020 |

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 Pathology Reporting Specialist Senior is a lead position for subspecialty pathology reporting. Individuals provide daily direction to other staff with regard to workload, workflow, policies, and procedures. The Pathology Reporting Specialist Senior serves as a lead to technical and medicolegal matters, M*Modal administrative edits, Lab Informatics testing/documentation, reference lab testing coordination, and research oversight. The Pathology Reporting Specialist Senior motivates, coordinates and supports staff to ensure tasks in support of staff Pathologists and other healthcare providers within multiple subspecialties are completed in a timely manner. Incumbents operate under General Supervision of a laboratory manager.

All Individuals are accountable for ensuring accuracy and completeness of all case materials, documents, tests ordered, and patient care reports. Tasks may include transcribing pathology reports, coordinating patient care correspondence/materials, triaging patient care related telephone encounters, coordinating with clinical teams for tumor board case review, and whole slide scanning. Individuals are expected to perform some troubleshooting, maintenance, and problem resolution. Troubleshooting is not automatic and requires decision-making and direct intervention to resolve most problems. Maintenance requires special knowledge, skills, and abilities. Resolution of problems requires extensive independent interpretation and judgment. Unusual issues or difficult problems are referred to leadership.

All PRS Seniors perform the responsibilities listed below. Depending upon the business need of the specialty unit, the PRS Senior may be expected to specialize in one or more of the following areas.

- 1) Lead Specialist
- 2) Lab Informatics & M*Modal Specialist
- 3) Reference Lab & Research Test Processing

MAJOR RESPONSIBILITIES

A. General Senior Responsibilities

1. Provides patient care related support to staff Pathologists by acting as lead for a subspecialty group or workflow.
2. Coordinate workflow throughout the administrative areas to ensure tasks are completed in an accurate and timely manner.
3. Develop and maintain teaching / training materials. Assist manager in assessing training and recommend in-service training.
4. Assist leadership in the administrative areas to maintain operations.
5. Oversight and assignment of responsibilities of student help staff.
6. Participate in inspection readiness and tracer activities for appropriate regulatory and accreditation agencies.
7. Serve as a 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.
8. 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.
9. Performs advanced troubleshooting in area(s) of expertise. Provides resolution follow up to peers. Serve as a resource and mentor to all staff in area(s) of expertise.
10. Assist manager with interview process.
11. Provide data to assist manager with the development of the budget. Monitor expenses as requested.
12. Provide leadership and support to manager in oversight of all PRS and student staff.
13. Promotes culture of safety for patients through proper identification, proper reporting, documentation and prevention of medical errors.
14. Participates in all relevant quality assurance (QA) activities, including reporting sources of error.
15. Leads with activities to support LIS and software changes.

B. Lead Specialist Responsibilities

1. Establish objectives and performance standards, devise examination and evaluation tools, and provide other educational support as needed.

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2. Coordinate new employee orientation within the department.
3. Monitor all training activities to ensure that objectives are met. Ensure that training activities are appropriate and current, teaching is timely and complete, and duration and scope of training meets the needs of the individual.
4. Coordinate competency program according to accrediting agency requirements and lab policy.
5. Monitor and document competency of staff. Report issues and concerns to the manager.
6. Develop annual competency plan with approval by manager / Service Team.
7. Work with Quality Specialist/manager to ensure the Competency Plan is meeting the needs of the department.
8. Coordinate with risk management on policies and procedures related to medicolegal matters.
9. Maintain all related documentation as it relates medicolegal matters and the releasing of hardware/materials.

C. Lab Informatics & M*Modal Specialist Responsibilities

1. Oversee the Laboratory Information System, whole slide scanning, and M*Modal testing and documentation.
2. Coordinate the validation process for new programs or software changes to ensure accurate display of results and/or information.
3. Serve as the liaison with external departmental staff (i.e. LIS Analysis, HIM). Assist with maintenance of LIS/M*Modal operations documentation.
4. Attend Laboratory Information System Updates and communicate changes to lab staff.
5. Inform staff of all information system changes and assist with training as necessary.
6. Serve as the primary resource for lab staff concerning informatics, whole slide scanning, and M*Modal issues.
7. Facilitate computer software upgrades.
8. Perform periodic system checks or reviews and implement any necessary changes.

D. Reference Laboratory & Research Test Processing

1. Manage the add-on worklist for orders received from clinicians and act on them accordingly.
2. Oversee workflow in the preparation of diagnostic material for reference lab testing. Tasks include processing orders, requesting materials, packaging diagnostic material and documentation, tracking/scanning of completed results, receiving materials from reference lab, final verifying orders as needed.
3. Oversee the workflow in the production of materials for research/study requests, including requests for clinical trial eligibility.
4. Work collaboratively with the Research Coordinator and Pathologist IRB reviewer to assure study compliance and LIS build.
5. Utilize the LIS system to perform billing for research related requests and finalize clinical results in LIS system.

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

JOB REQUIREMENTS

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| Education | Minimum | High school diploma or equivalent. |
| | Preferred | Formal training or equivalent in work experience in medical transcription. |
| Work Experience | Minimum | Two (2) years transcription/medical office experience |
| | Preferred | |
| Licenses & Certifications | Minimum | |
| | Preferred | |
| Required Skills, Knowledge, and Abilities | | <ul style="list-style-type: none"> • Ability to perform all responsibilities of the Pathology Report Specialist role. • Ability to successfully complete a medical transcription test • Responsible for staying current with new tests and technologies. Make recommendations to management or Service Team. • Knowledge of computer software applications including word processing, spreadsheet, database and electronic calendaring/scheduling systems and web applications. • Organizational methods needed to effectively interact with staff Pathologists and Residents. • Working knowledge of adult learning styles and techniques is required to conduct effective programs for pathology residents, and university students. • Uses problem solving skills when assessing equipment malfunction. Identifies possible solution and contacts vendor/s as needed. • Ability to maintain and convey a positive attitude and customer service approach. • Expert knowledge of medical terminology, anatomy and physiology, clinical medicine, surgery, diagnostic tests, radiology, and pathology. |

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| | <ul style="list-style-type: none"> Expert knowledge of medical transcription guidelines and practices. Excellent written and oral communication skills, including English usage, grammar, punctuation, and style. Ability to work in a team environment and to collaborate with all levels of the Department. Demonstrated skill in developing, coordinating, and maintaining subspecialty specific activities. Ability to problem solve. Ability to use designated reference materials in an expert, appropriate, and efficient manner. Ability to expertly operate designated word processing, dictation, and transcription equipment. Ability to work under pressure with time constraints. Ability to concentrate. Excellent listening skills. Ability to carry out assignments responsibly and independently |
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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,

| | | | |
|--|-----------------------------|----------|------------------------------|
| | Infants (Birth – 11 months) | X | Adolescent (13 – 19 years) |
| | Toddlers (1 – 3 years) | X | Young Adult (20 – 40 years) |
| | Preschool (4 – 5 years) | X | Middle Adult (41 – 65 years) |
| | 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 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 |
| 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# |
| Other - list any other physical requirements or bona fide occupational qualifications not indicated above: | | | |

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.