

CAPE FEAR VALLEY HEALTH SYSTEM

Scope of Service

Title: Scope of Service CFV - Laboratory	Current Effective Date: 08/24/2022
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Department Responsibilities

The Laboratory provides clinical laboratory and anatomic pathology services to inpatients and outpatients. The department offers a full range of clinical testing in Chemistry, Hematology, Microbiology, Histology, Cytology, Immunology and Serology. Testing in Virology, Genetics, Immunology, Special Chemistry, Toxicology and other disciplines are referred to a reference laboratory. The Laboratory performs and provides the results of anatomic pathology studies and clinical laboratory testing for medical and surgical patients to assist the physician in patient diagnosis and treatment.

A multidisciplinary team that includes pathologists, medical technologists/technicians, histotechnologists/histotechnicians, cytologists, phlebotomists, transcriptionists and prep techs provides laboratory services.

Admission and Discharge Criteria –N/A

Provision of Care and Standards

The Laboratory operates in compliance with CLIA, College of American Pathologist (CAP), Joint Commission (JC), OSHA and FDA standards as applicable.

Populations Served

Laboratory services are provided to a varied patient population that includes infants (0-12 months), toddlers (13-30 months), preschool (30 months-5 years), school age (6-12 years), adolescent (13-18 years), young adults (18-30 years), middle adulthood (31-65 years) and older adults (>65 years).

Hours of Operation

The Laboratory at Cape Fear Valley Medical Center (CFVMC) offers services 24 hours per day, 7 days per week. Anatomic pathology services are available at CFVMC Monday-Friday 06:00 to 17:00. A Pathologist is on call 24 hours per day, 7 days per week.

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Health Pavilion North (HPN) Laboratory performs testing during HPN operating hours Monday-Friday 08:00 to 19:00.

Staffing

The Laboratory is comprised of a Core Lab at CFVMC and HPN as well as Microbiology, Histology and Cytology at CFVMC. Four pathologists serve CFVHS with office hours of Monday-Friday, 08:00 to 17:00. A pathologist is on-call for evening and weekend hours. The Administrative Director and Managers have office hours Monday-Friday, 07:00 to 17:00. Technical Specialists and Lead Technologists direct the technical areas each shift. Staffing is based on historical and current workload. Staffing is evaluated each shift and adjusted to maintain appropriate coverage. All positions are essential during extreme weather conditions and a call list is available for disaster staffing. On weekends and holidays, the staff is reduced to accommodate workload and test offerings.

Required licenses/certifications, competencies and skills

Pathologists are board certified, credentialed and privileged to provide clinical and anatomic pathology services to patients.

All testing personnel must meet CLIA personnel requirements. Training and competency is documented upon employment. Annual education and competency is performed to comply with regulatory requirements.

Leadership

Administrative Director: Bachelor degree in Medical Technology, MT(ASCP) and five years management experience.

Manager: Bachelor degree in Medical Technology, MT(ASCP) and three years management experience.

Technical Specialist: Bachelor degree in Medical Technology, MT(ASCP) and three years experience or HT(ASCP) and two years experience.

Lead Technologist: Associate Degree or Bachelor degree in Medical Technology, MT(ASCP) and appropriate experience.

Technical Specialist, Lab Central: Associate degree and MLT(ASCP) or eligible.

Goals

The Laboratory performs and provides the results of anatomic pathology studies and clinical laboratory tests for medical and surgical patients to assist the physician in patient diagnosis and

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treatment. Quality, accuracy and reliability are central to the mission of the department. The primary objective of the Laboratory is to identify opportunities to improve patient care and resolve any patient, physician or customer complaint.

Performance Improvement Projects

The Laboratory participates in a number of Performance Improvement activities to identify opportunities to improve patient outcomes. The Lab PI Plan details the activities utilized to evaluate overall performance. Performance evaluation is accomplished through quality control, proficiency testing, patient and customer satisfaction surveys as well as quality and turnaround time data. PI activities are monitored by the Laboratory PI Team, summarized annually and reviewed by the Administrative Director and Medical Director.

Periodic Laboratory Reports: *Examples include*

Daily Early AM Collection Report
Daily ED TAT Report
Daily/Monthly QC
Proficiency Testing
Histology QC data
Biweekly Productivity Reports
Budget Variance Reports
Blood Culture Contamination Rate
Patient Satisfaction