

Northern Light Mercy Hospital

Department: Lab & Admin

Position is located: Portland

Work Type: Full Time

Hours: 36

Work Schedule: 3:00 PM to 11:30 PM

This position is eligible for a \$3,000.00 (less taxes) sign on bonus paid out in installments with a work commitment. And assistance with student loan repayment.

\*Current NLH Member employees and those with a service break of less than one year are not eligible.

#### Summary:

Under the operational supervision of the Supervisor Main Laboratory and Senior Medical Technologists, the Medical Technologist is responsible for the independent performance of all procedures and related support functions for all tests offered in their clinical area on prenatal through postmortem patients in a timely and accurate manner. The incumbent performs duties and tasks in accordance with standards established for the job. The incumbent may have access to highly confidential patient, employee and/or Mercy proprietary information, and must handle & protect the information in accordance with hospital & system policies, HIPAA requirements and the highest level of ethical standards. The incumbent is responsible for reporting all security events, potential events, or other security risks to the organization. The incumbent is responsible for participation in and completion of all patient safety initiatives appropriate to the position, and conducts all job responsibilities according to the Mission and Values of Mercy Hospital.

#### Responsibilities:

1. Provides the patient care interface for the clinical laboratory.

• Provides appropriate follow through and documentation for adverse patient reactions when applicable (i.e., transfusion reaction).

• Handles patient and caregiver problems and complaints and/or documents and refers them for resolution.

• Maintains professionalism when interacting with all patients and hospital staff.

2. Demonstrates competency in information management, acting as the communication interface between the clinical laboratory, the public and other caregivers.

• Resolves justifiable complaints of curtness, rudeness or lack of assistance.

• Transcribes orders into ordering system with <1 error/month.

• Handles incoming and outgoing telephone communications with a resolution regarding the inquiry.

• Processes, reviews and distributes patient reports in accordance with SOP.

• Maintains manual and computer filing systems following SOP. (Ex: downtime form).

3. Work methods support customer service and patient's right to confidentiality.

• Work area conversation in front of the patient is minimized and focused on the patient being processed.

• Confidential discussions are held away from other patients and staff.

• Maintains patient confidentiality according to HIPAA.

4. Demonstrates competency in the proper use of the information systems.

• Demonstrates basic operational skills for information systems.

5. Manages area workloads and assures completion of various work functions.

• Reviews pending work and communicates unresolved issues with peers prior to breaks or end of shift.

• Utilizes stream reports at the beginning or end of your shift to review for pending or incomplete work.

• Complies with and assures established priority testing level time requirements are met.

6. Participates in Quality Improvement Initiatives.

• Complete variance reports when necessary (i.e., Questionable results, wrong specimen, etc.).

• Investigates documents and either resolves or refers for resolution all patient and/or caregiver complaints.

• Participates in ongoing QI monitoring as required (i.e., TAT study).

7. Assumes responsibility for personal and team professional growth and development.

• Provides orientation and training of primary job functions to new peers and associates.

• Provides any orientation and training feedback in a confidential manner.

• Attends and self documents participation in staff meetings.

• Attends and self documents at least two annual continuing education programs and/or reading of scientific journals.

• Complete annual review (100%) of all job specific manuals.

• Participates in annual laboratory chemical hygiene and OSHA blood and body fluid programs and Safety Fair.

• Acquires skills and knowledge regarding new policies and procedures.

• Assumes responsibility for the functions as the key resource for the following policy/procedure manual \_\_\_\_\_.

• Demonstrates competency and technical proficiency as demonstrated by a variety of

methods such as quizzes, CAP surveys, etc.

8. Performs technical testing within established policies and procedures.

- Adheres to test methods established in department procedures.

- Completes work within established time parameters (i.e., STATs reported out within one hour of receipt into laboratory).

- Prioritizes workload to optimize efficiency (time and supplies).

- Documents critical values according to Laboratory policy.

- Demonstrates an understanding of the theories and practices

9. Adheres to quality control procedures and initiates corrective actions prior to patient testing to assure accurate patient results.

- Complies with established quality control policies.

- Reviews and interprets QC results for outliers, shift, and trends.

- Initiates and/or confers with supervisor then initiates corrective actions.

- Documents all QC activities with special attention to problems and associated resolutions.

10. Evaluates results for potential technical errors.

- Correlates the patient age, disease state and/or treatments that may affect results.

- Reviews established delta checks.

- Notes specimen conditions that might affect results as part of the report.

- Consults with supervisor and/or Pathologist when necessary.

11. Maintains instrument and equipment preparedness for patient testing.

- Performs QC, adds reagents and restocks supplies as necessary.

- Complies with established instrument maintenance protocols.

- Assumes responsibility for emergency repair of laboratory instrumentation within scope of training.

- Initiates service calls and documentation for problems requiring outside expertise.

- Demonstrates and maintains basic centrifuge operational skills.

- Assumes responsibility for and function as the key resource for the following instrument/

Other information:

Medical Technologist (MT ASCP) or Medical Laboratory Technician (MLT ASCP) certification with the American Society of Clinical Pathologists following one-year of hire is required or similar educational backgrounds grandfathered before CLIA 88, and/or certifications accepted by Clinical Laboratory regulating bodies will be considered.

## Competencies and skills:

### Essential:

- Behaves with Integrity and Builds Trust: Acts consistently in line with the core values, commitments and rules of conduct. Leads by example and tells the truth. Does what they say they will, when and how they say they will, or communicates an alternate plan.
- Cultivates Respect: Treats others fairly, embraces and values differences, and contributes to a culture of diversity, inclusion, empowerment and cooperation.
- Fosters Accountability: Creates and participates in a work environment where people hold themselves and others accountable for processes, results and behaviors. Takes appropriate ownership not only of successes but also mistakes and works to correct them in a timely manner. Demonstrates understanding that we all work as a team and the quality and timeliness of work impacts everyone involved.
- Practices Compassion: Exhibits genuine care for people and is available and ready to help; displays a deep awareness of and strong willingness to relieve the suffering of others.

### Credentials:

MT or MLT with ASCP

### Education:

Medical Technologist (MT ASCP) or Medical Laboratory Te