

**ST. JOSEPH CLINICAL LABORATORY**

**360 Broadway**

**Bangor, Me 04401**

**SCOPE OF SERVICES FOR THE LABORATORY**

1. **PURPOSE:** The scope of services encompasses various aspects related to its provision. It includes the types of services and the departments in which these services are offered, as well as the different roles and responsibilities involved in delivering services. The primary goal of SJH Laboratory is to provide reliable and timely laboratory services, to assist providers in appropriate use of laboratory testing, and to present laboratory results in a manner that facilitates patient care.
2. **PRINCIPLE:** The St. Joseph Hospital Clinical Laboratory holds a current CLIA certificate and is accredited by the College of American Pathologists (CAP). The laboratory is inspected by CAP every other year and on alternating years the laboratory conducts an internal self-inspection.

**3.0 DEPARTMENTS SERVED**: SJH Laboratory is a full-service laboratory designed to meet both the inpatient and outpatient care needs. The Laboratory is responsible for specimen collection and testing, in-patient units including the ED, ambulatory clinics associated with SJH, Outpatients drawn at the OPL facility at 900 Broadway, and several long-term nursing facilities.

**4.0 Scope and Complexity:** Clinical and anatomic pathology services are offered at SJH and a Pathologist from DCPA is available 24/7. A full range of Laboratory testing is performed in the following departments:

* Blood Bank
* Chemistry
* Hematology
* Coagulation
* Urinalysis
* Microbiology

A variety of clinical laboratory tests are offered 24 hours a day, seven days a week (including holidays) for outpatients, inpatients, and specimens from clients. The Outpatient drawing facility is open M-F, and Saturday mornings. Specimens are transported via a contracted courier service from 900 Broadway to the Main lab at the hospital.

SJH Laboratory services to patients of all ages and an appropriate and comprehensive test menu is available to meet the needs of the population served. Appropriate waived, POCT is provided as well. Test requests that are not offered by our laboratory are sent to reference laboratories. (*See Approved Reference Labs*). All testing performed including reference laboratory testing is for medical purposes only. The laboratory **does not** offer specimen testing for non-medical purposes, such as legal purposes. A complete laboratory test catalog is available, in conjunction with Mayo Laboratories, at the following website address:

[**https://sjhbangorlab.testcatalog.org**](https://sjhbangorlab.testcatalog.org)

**5.0 STAFFING:** Lab leaders will review departmental needs/workload requirements daily and staffing will be adjusted to meet the needs.

* 1. **Minimum Monday-Friday Staffing Requirements:**
		1. **Day Shift:**
* Leadership (Director/Operations Mgr./Supervisor
* 4 MLT/MLS
* 2 Phlebotomists
* 1 MLA
	+ 1. **Evening Shift:**
* Charge MLT/MLS
* 2 MLT/MLS
* 1 Phlebotomist
* 1 MLA
	+ 1. **Night Shift:**
* 1 MLS
* 1 Phlebotomist
	1. **Minimum Weekend Staff:**
		1. **Day Shift:**
* 3 MLT/MLS
* 2 Phlebotomists
	+ 1. **Evening Shift:**
			- 2 MLT/MLS
			- 1 Phlebotomists
		2. **Night Shift:**
* 1 MLT/MLS
* 1 Phlebotomist

See *Earned Time Procedure* for more details on staffing arrangements

**6.0 Target levels of Service and Metrics:**

6.1 The Laboratory’s performance improvement efforts are focused on achieving excellence in service and quality, while also achieving greater efficiency. Reference ranges and test interpretative information are reported to the providers to assist in proper utilization of test results. Some established target levels of service include:

**6.1.1 Accurate and Timely reporting:**

* PI result monitoring and tracking
* Blood Culture Contamination rates
* Corrected reports
* Computer calculation checks

**6.1.2 Service Excellence:**

* + - * + TAT-Stats should be competed within1 hour from receipt in the laboratory.
				+ Customer Satisfaction-Patient callbacks, Monitoring and resolution of complaints, Press Ganey satisfaction surveys.
				+ Cost Effectiveness
				+ Blood Product Wastage
				+ Repeat collections
				+ Lab volume monitoring
				+ Test Utilization

**6.1.3 QUALITY PATIENT CARE**

* + - * + Accurately Identify all patients and samples
				+ Report critical values in a timely manner
				+ Monitor flu and covid activity

**6.1.4 SAFETY**

* + - * + Ensure employee safety and regulatory safety requirements are met
				+ Occupational injury reports and monitoring
				+ Staffing levels
				+ Safe environment and practices