



Ridgeview Medical Center & Clinics

Scope of Service

Current Date: 7/13/2022

Next Review: 7/1/2025

Department: Laboratory - Arlington Campus

Service(s) provided: The services provided by the laboratory department are designed to meet the needs of its customers. The efficient performance of high-quality diagnostic laboratory testing is the main service provided by the laboratory. This high quality is expected in the pre-analytical, analytical, and post-analytical phases of testing.

Hours of operation: 24/7 coverage

- In-house coverage 6:00am to 10:00pm
- On-call coverage 10:00pm to 6:00am
- Holiday coverage 24/7
- On-call response time approximately 30 minutes

Patient populations served: Customers utilizing the laboratory department for testing range in age from newborn to geriatric. Our customers not only include the inpatients and outpatients, but also include the physicians, co-workers, and other groups such as home health departments, nursing homes, companies needing testing required by regulatory agencies or companies and groups offering wellness testing or safety programs for their employees.

Skill mix: The laboratory department provides the following services:

- Laboratory testing
- EKG's
- Specimen collection
- Reporting of tests
- Out-patients lab draws
- Stat-lab – the performance of a STAT test is given priority over routine tests

Core Staffing and methods for determining and modifying staffing to meet patient or process needs:

The laboratory is staffed by Medical Laboratory Scientists/ Technologists, Medical Laboratory Technicians and Laboratory Assistants. All personnel go through an orientation, performance evaluation and competency assessment for the tasks described in their respective job description. The Laboratory Supervisor acts as the Technical Consultant and closely monitors the day-to-day operation of the laboratory along with the financial and regulatory aspects of the laboratory. The laboratory Director, who must be a licensed physician, handles the overall operation of the laboratory. The Laboratory Director delegates the requirements for on-site supervision and other responsibilities to the Technical Consultant.

Description of assessment and reassessment practices, including timeframes:

The laboratory strives to maintain high quality and efficiency using:

- Ongoing development, evaluation and implementation of quality control methods appropriate for the testing
- Use of inter-laboratory statistics to evaluate laboratory quality control methods
- Continuous evaluation and revision of current laboratory procedures
- Introduction of new procedures and technology that can be utilized effectively to improve patient care at our facility
- Use of education programs
- Participation in the performance improvement/quality assurance program
- Use of proficiency testing as a measure of the laboratory's testing ability
- Effective communication between patients, laboratory staff, physician, and other departments
- A safe environment for laboratory staff and its' customers

The laboratory is licensed by COLA and is inspected bi-annually. The laboratory must also follow any regulations set by the Minnesota Department of Health/CMS and CLIA. The regulations set by these agencies promote the high quality desired in laboratory testing.