

DACUM Research Chart for Clinical Laboratory Scientist

DACUM Panel Members

Jane Vargas
Director, Laboratory Services
Community Hospital of the Monterey Peninsula

Jay Wilkerson
Assistant Laboratory Director
Community Hospital of the Monterey Peninsula

JoDe Smith
Administrative Director, Laboratory
Santa Clara Valley Medical Center

Faye Stauffer
Education Coordinator
Santa Clara Valley Medical Center

Luis Tam
Director of Finance
Stanford Medical Center

Irene Chen
Clinical Lab Section Operations Manager
Stanford Medical Center

Stephanie Higgins
Administrative Director
Kaiser Permanente Santa Clara Medical Center

Susie Lu
Vice President Laboratory Services
Stanford Medical Center

DACUM Facilitator

Carolyn Braun
Assistant Director RHORC
Hartnell College
Salinas, CA

Robert McAteer
Chair, Photography Department
City College of San Francisco
San Francisco, CA

Produced By

Grossmont College
Leadership and Economic Development Institute
8800 Grossmont College Drive
El Cajon, CA 92020

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DACUM Research Chart for Clinical Laboratory Scientist

Duties		Tasks			
A	Perform Laboratory Tests	A-1 Apply policies and procedures	A-2 Check instrument and equipment function	A-3 Verify reagent quality & quantity	A-4 Calibrate instruments
		A-5 Run quality control	A-6 Prioritize workload to meet turn-around-time	A-7 Check specimen integrity	A-8 Run test
		A-9 Validate test results	A-10 Report test results	A-11 Monitor post-analytical specimen care	A-12 Maintain instruments
		A-13 Maintain inventory of supplies and reagents	A-14 Perform proficiency testing	A-15 Perform self competency testing	A-16 Troubleshoot problems
B	Manage Information	B-1 Respond to communications	B-2 Act upon communications	B-3 Collect data	B-4 Analyze data
		B-5 Create reports (e.g. patient, management, quality assurance)	B-6 Present information	B-7 Set up LIS	B-8 Run LIS
		B-9 Maintain LIS			
C	Perform Customer Service Duties	C-1 Market Laboratory services	C-2 Respond to customer complaints	C-3 Track customer complaints	C-4 Monitor improvement outcome
		C-5 Develop satisfaction surveys	C-6 Analyze survey data	C-7 Implement service improvements	
D	Develop Laboratory Process	D-1 Maintain Quality System Essentials	D-2 Codify policies and procedures	D-3 Analyze workflow	D-4 Reengineer workflow
		D-5 Research new methodologies	D-6 Implement new methodologies	D-7 Participate on teams or projects	D-8 Manage projects

E

Supervise Others

E-1 Enforce policies and procedures	E-2 Hire staff	E-3 Schedule staff	E-4 Manage staffing levels to workload
E-5 Facilitate staff communication	E-6 Conduct staff meetings	E-7 Resolve conflicts	E-8 Develop staff
E-9 Discipline staff	E-10 Evaluate staff	E-11 Conduct staff competency testing	E-12 Monitor staff competency
E-13 Oversee proficiency testing			

F

Educate Others

F-1 Identify training needs	F-2 Prepare training	F-3 Coordinate trainers	F-4 Prepare educational materials
F-5 Schedule training events	F-6 Advertise training events	F-7 Prepare training environment	F-8 Deliver training
F-9 Evaluate education process	F-10 evaluate trainees	F-11 Design competencies	F-12 Confer on rounds

G

Manage Physical Environment

G-1 Maintain work station	G-2 Maintain equipment	G-3 Maintain safe environment	G-4 Monitor workplace injuries
G-5 Report workplace injuries	G-6 Report facilities problems	G-7 Participate in planning (e.g. space utilization, space renovation new facilities)	

H

Maintain Fiscal Health

H-1 Manage purchases	H-2 Manage fiscal resources	H-3 Reengineer processes (e.g., partnerships, networks)	H-4 Participate in operation-budget planning
H-5 Adhere to operating budget	H-6 Perform variance analyses	H-7 Determine cost per test	H-8 Analyze pricing and profitability
H-9 Monitor billing and compliance (e.g., Medicare, government)	H-10 Manage outreach	H-11 Determine benchmarking parameters	H-12 Participate in business plan development

I

Comply with Regulatory & Accreditation Requirements

I-1 Apply regulations and standards to laboratory processes	I-2 Document actions	I-3 Manager regulatory testing programs	I-4 Monitor safety protocols
I-5 Prepare for inspections	I-6 Renew CLS license		

Future Trends and Concerns

- Bio-terrorism
- Critical staff shortages
- Decreased reimbursements
- Electronic medical records
- Higher wages
- Increased costs
- Increased automation
- Increased business orientation
- Increased chronic care management
- Increased CLS involvement with health care team
- Increased CLS professionalism
- Increased esoteric testing
- Increased Internet technology
- Increased molecular diagnostics
- Increased networking and consolidation

- Increased pace of change
- Increased patient responsibility for health care
- Increased regulation
- Increased test volume
 - advancements in biotechnology
 - aging population
 - increased census
- Increased training
- Increased use of medical informatics
- Patient initiated laboratory orders
- Shift of routine testing to point-of-care
- Union activity

General Knowledge and Skills

- Ability to follow directions
- Accreditation standards
- Analysis
- Big picture thinker
- Change management
- Conflict resolution
- Critical thinking
- Customer service
- Decision making
- Delegation skills
- Information technology
- Interpersonal skills
- Listening skills
- Management techniques & tools
- Manual dexterity
- Multi-tasking
- Negotiation skills
- Network & partnering
- Oral communication skills
- Organizational skills
- Outreach skills
- People skills
- Phlebotomy
- Presentation skills
- Problem solving
- QSE knowledge

- Customer Service
- Documents & Records
- Equipment
- Facilities & Safety
- Information management
- Internal & External Assessment
- Occurrence management
- Organization
- Performance Improvement
- Personnel
- Process control
- Purchasing & Inventory
- Regulatory requirements
- Risk management
- Role in health care team
- Sales & marketing skills
- Scientific background
- Technical background
- Time management
- Visual acuity
- Waste management
- Written communication skills

Tools, Equipment, Supplies and Materials

- Autoclave
- Automated & manual instruments for:
 - Biochemical genetics
 - Blood gases
 - Chemistry
 - Coagulation
 - Genetics
 - Hematology
 - Immunohematology
 - Immunology
 - LIS
 - Microbiology
 - Molecular diagnostics
 - Molecular genetics
 - Mycology
 - Parasitology
 - Point-of-care
 - Robotics & automation
 - Serology
 - Toxicology
 - Urinalysis
 - Virology
- Bar code reader
- Calculator
- Cell washers
- Centrifuge
- Deionized water system
- Eye wash
- Freezer
- General office equipment
- Glass scrubber
- General office supplies
- Hoods
- Incubator

- Inoculating loops
- Lab information system
- Microbiological media
- Microscopes
- Oven
- Personal computer
- Personal protective equipment
- Phlebotomy supplies
- Pipetting systems
- Pneumatic tube system
- Presentation equipment
- Printer
- Radio isotopes
- Reagents
- Refrigerator
- Safety equipment
- Spill kits
- Stainers
- Test tubes
- Thermometers
- Uninterrupted power supply
- Waterbaths

Worker Behaviors

- Accountable/shows initiative
- Adaptable
- Articulate
- Assertive
- Common sense
- Courteous
- Detail oriented
- Ethical
- Flexible
- Good listener
- Honest
- Mentally alert
- Motivated
- Participatory
- Patience
- Positive attitude
- Professional appearance
- Punctual
- Respectful
- Responsible
- Safety conscious
- Team player
- Timely

