

UW HEALTH JOB DESCRIPTION

Medical Laboratory Technician (MLT) - Senior

Job Code: 510016	FLSA Status: Non-Exempt	Mgt. Approval: M Marggi	Date: May 2022
Department: Laboratory Services		HR Approval: A Phelps Revolinski	Date: May 2022

JOB SUMMARY

UW Health Clinical Laboratory is a comprehensive provider of laboratory testing, expert medical interpretation of specimens and innovation in laboratory technology. The laboratory plays an essential role in the quality and safety of patient care by providing accurate diagnostic and treatment information to caregivers and patients.

The Medical Laboratory Technician Senior performs a wide range of diagnostic testing. The Medical Laboratory Technician brings forth the technical knowledge essential to perform most analytical testing in the Clinical Laboratory. They are responsible for the interpretation and reporting of lab tests. Individuals are expected to perform some advanced troubleshooting, maintenance, and problem resolution. Able to assess specimen quality and test validity. A high level of technical skill is needed for testing methods/systems in which quality control materials and/or external proficiency testing materials are labile or not available. Troubleshooting is not automatic and may require decision-making and direct intervention to resolve problems. Maintenance requires special knowledge, skills, and abilities. Resolution of problems requires extensive independent interpretation and judgment. Unusual issues or difficult problems are referred to a lead technologist or manager.

In addition to the responsibilities listed above they may have oversight or function in a lead capacity to any of the following: quality control proficiency testing, competency testing, training, continuing education and laboratory information systems.

Organizational skill and ability to prioritize test requests are critical to successful performance. Multiple test requests, with different or the same priority, must be effectively organized by the individual in order to maximize diagnostic impact. A high degree of accuracy and reliability is required to ensure results that can assist in the timely diagnosis and treatment of patients. Duties require interaction with clinical staff and physicians, i.e., explanation of test results or answering a variety of questions.

MAJOR RESPONSIBILITIES

- A. Medical Laboratory Technician Senior Responsibilities (for locations performing high complexity testing)**
1. Performs moderate and high complexity testing in the clinical laboratories.
 2. Skills to operate calibrate, maintain and troubleshoot analyzers and other lab equipment.
 3. Ability to demonstrate competence in all laboratory procedures sufficient to perform at a satisfactory level without supervision
 4. Ability to use good judgement and decision making sufficient to ensure accuracy and quality of lab tests
 5. Performs preventative maintenance on laboratory equipment or instruments. Suggests changes to maintenance schedules to meet the needs of the laboratory.
 6. Performs troubleshooting as needed. Uses problem solving skills when assessing test result accuracy and reliability to identify causes for unexpected test results. Serves as a resource less experienced lab staff.
 7. Skill to promote good patient relations as demonstrated by positive patient interactions and professional attitude and appearance
 8. Verbal and written communications skills to listen attentively to patient's needs sufficient to answer questions, explain procedures, and give instructions
 9. Ability to work as a team member as demonstrated by good relations with physicians, clinic staff and co-workers
 10. Coordinates workflow/workload as necessary to ensure timely reporting of results. Serves as resource and mentor to less experienced lab staff.
 11. Reviews select policies as required (i.e., annual review). Recommends policy changes and assists with communication of policy changes to testing staff.
 12. Performs proficiency testing (PT) in areas of expertise.
 13. Participates in survey readiness activities. Assists manager in development and oversight of survey activities.
 14. Assists with maintenance of procedure manual and communication of changes to testing staff.
 15. Assists in gathering data for validations, and with guidance, assists in data analysis.
 16. Assists with gathering data for research activities and coordinating communication to testing staff.
 17. Assists with activities to support the Laboratory Information System and software changes.

UW HEALTH JOB DESCRIPTION

18. Assists with supply inventory using principles of asset management.
 19. Understands the impact of testing activities on billing and submission of credits. Provide assistance with billing activities and corrections as required.
- B. Medical Laboratory Technician Senior Responsibilities (for locations without or with limited high complexity testing)**
1. Provide leadership for the testing, interpretation and reporting of results.
 2. Review quality control for problem identification and troubleshooting. Use quality control statistics and control procedures such as comparison between methods and results from proficiency testing to identify and or correct performance problems.
 3. Serve as the primary technical resource for an area / service.
 4. Evaluate and make recommendations of new technology or process improvements to the Service Team.
 5. Develop and oversee validation/verification studies for new instruments, methods and tests.
 6. Accountable for the oversight of maintenance and performs advanced troubleshooting and problem-solving. Ensures proper instrument calibration and performance.
 7. Oversee the inventory of supplies and reagents and apply principles of asset management.
 8. Assist with the purchasing functions (interact with purchasing, write specifications, call companies, research and evaluate products).
 9. Coordinates workflow to ensure timely reporting of results.
 10. Assists manager in implementing schedule changes.
- C. Quality Assurance Responsibilities**
1. Assist in the total quality management in all aspects of training, testing and quality review. Assist in quality assurance and proficiency testing activities.
 2. Uses knowledge of quality control to review and evaluate test or instrument performance.
 3. Assists with gathering quality control data for periodic reviews and under direction adjusts control ranges. Reviews quality control data as requested by manager.
 4. Assists with quality assurance activities including Patient Safety Network or variance review
- D. Teaching, Training and Competency Testing Responsibilities**
1. Provides explanation of testing and test results.
 2. Provides new employee assistance/training.
 3. Prepares and presents educational and informative material in and outside of department.
 4. Participates in the teaching of Medical Laboratory Technician students, Clinical Laboratory Science students, residents and other clinical staff as directed by manager.
 5. Assists with coordinating schedules and gathering data for or assessment of competency
- E. General Laboratory Responsibilities**
- a. Follows guidelines related to Health insurance Portability and Accountability Act, designed to prevent or detect unauthorized disclosure of Protected Health Information.
 - b. Promotes culture of safety for patients through proper identification, proper reporting, documentation and prevention of medical errors in a non-punitive environment.
 - c. Participates in the teaching/training of staff and students (e.g., Clinical Laboratory Science students, residents, new employees, others).
 - d. Communicate regularly with managers to relay problems or concerns.
 - e. Assist in the total quality management in all aspects of training, testing and quality review. Assist in quality assurance and proficiency testing activities.
 - f. Attend appropriate meetings as assigned.
 - g. Participates in continuing education.
 - h. Perform additional duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

UW HEALTH JOB DESCRIPTION

JOB REQUIREMENTS		
Education	Minimum	<ul style="list-style-type: none"> • Associate degree in laboratory science or medical laboratory technology; or • Education and training equivalent to an associate degree to include 60 semester hours including either: <ul style="list-style-type: none"> • 24 semester hours of medical laboratory technology courses or • 24 semester hours of science courses
	Preferred	<ul style="list-style-type: none"> • Associate degree in Medical Laboratory Technology • Bachelor's degree in medical technology, clinical laboratory science, or chemical, physical, or biological science
Work Experience	Minimum	<ul style="list-style-type: none"> • One (1) year of experience performing moderate and some high complexity testing in a clinical laboratory and successful completion of competency assessment; or • Two (2) years in a clinical laboratory
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	Certification Medical Laboratory Technician by the board of American Society of Clinical Pathologists or equivalent.
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrates the following skills: <ul style="list-style-type: none"> ○ Flexible, organized, and able to prioritize work ○ Strong written and verbal communication skills ○ Strong attention to detail ○ Strong analytical skills ○ Strong troubleshooting and problem-solving ○ Strong computer and information systems skills • Knowledge of quality control, quality assurance principles and proficiency testing procedures • Ability to demonstrate strong independent judgement • Demonstrate the ability to work under stress in a variety of situations. • Knowledge of The Joint Commission (TJC), College of American Pathologists (CAP) and Clinical Laboratory Improvement Amendments (CLIA) regulations related to work area

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	X	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds.	Up to 20#	Up to 10# or requires significant walking or	Negligible or constant push/pull of

UW HEALTH JOB DESCRIPTION

	Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.		standing, or requires pushing/pulling of arm/leg controls	items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.