

## PROGRAM SPECIALIST (CLINICAL LABORATORIES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for coordinating the operations of the receiving laboratory including providing, interpreting and ensuring compliance with existing regulations, procedures and practices regarding the receipt, identification, routing and processing of specimens and test results. Acting as liaison with other Medical Center divisions to achieve the optimum level of health care delivery to patients requiring the familiarity with the total operation of the Division of Clinical Laboratories is also a responsibility of the position. This class differs from the Supervisor positions existing in each of the specialty laboratories (Microbiology, Chemistry, Stat Lab, etc.) because it involves responsibility for the proper referral of specimens to each of the specialty labs and/or reference laboratories outside the Medical Center in addition to documentation and reporting of results in accordance with established procedures. Supervision may be exercised over a number of technical and clerical support personnel assigned to the division. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs various administrative tasks to ensure the optimum delivery of patient services in Clinical Laboratories, providing supportive services to the Division Director and professional staff in all non-clinical areas; assists hospital staff utilizing lab services and test results required for the diagnosis and treatment of patients;

Assembles and interprets statistical or other data relative to the activities of the Receiving Laboratory and prepares them into reports following the format or guidelines required by regulatory agencies or hospital management in relation to compiling testing statistics;

Ensures accuracy of referral of specimens and results and ensures compliance with confidentiality requirements including HIV guidelines;

Investigates and reports on patient, visitor and employee complaints;

Analyzes current hospital procedures related to the Receiving Laboratory and formulates plans for improved methods;

Reviews clerical procedures to ensure accuracy and reduce duplication of effort;

Ensures that records are complete and up-to-date and meet the requirements of outside regulatory agencies;

Records reference lab results and reports abnormal findings; responds to inquiries by clinical department staff;

Gathers data on consumption of medical and office supplies, equipment and utilities, makes comparative reviews and prepares suggestions for improvements to promote cost effectiveness;

Investigates advisability, in terms of cost effectiveness, of utilizing contracted services in lieu of hospital operated ones i.e. reference laboratory contracts;

EXAMPLES OF WORK: (Cont'd)

Supervises inventory control and develops and implements appropriate procedures for timely shipping of specimens and billing procedures for reimbursement;

Develops more effective systems of handling clerical details in the processing of hospital and regulatory agency forms; for example, outpatient billing for specimens;

Assists the Director of Laboratories in assembling data relative to specific problem and operational areas;

Interprets and transmits hospital-wide policy and regulations to division staff members including STARK, CLIA, CAP, and DOH;

Acts as liaison between Division Head and other division staff as assigned;

Attends meetings, seminars and conferences related to the activities of the hospital;

Researches feasibility of special and unique testing requests made by attending physicians and/or specialists and makes recommendation of available options;

Trains and supervises staff in procedures and compliance;

Resolves issues and/or discrepancies with vendors, lab testing requirements, records maintenance, computer entry ordering and verifications of specimens, and with responding to inquiries by clinical staff;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive).

**REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:** Thorough knowledge of laboratory specimen identification processes and procedures and requirements for results processing including notification of abnormal values; good knowledge of hospital routine and administrative methods; familiarity with the operational organization of a large hospital and the functions of its various divisions; knowledge of modern laboratory techniques and procedures; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with medical, technical, managerial, clerical, and unskilled personnel; ability to assemble data and prepare evaluation reports; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; sound judgment; flexibility; resourcefulness; initiative; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a Bachelor's Degree\* and three years of experience working in a medical laboratory where the primary function of the position must have included responsibility for processing laboratory specimens, two of which must have been in a supervisory capacity.

SUBSTITUTION: Possession of a Master's Degree\* may be substituted for one year of the general experience, but not the supervisory experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the NYS Education Department as a post-secondary, degree-granting institution.

West. Co.  
J.C.: Competitive  
MVV3

Job Class Code: C3130  
J.G.: X

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**Comment:**  
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For Depts: