

LABORATORY COLLECTION MANUAL	LABORATORY SCOPE OF CARE
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- I. Purpose:  
The laboratory at Brownwood Regional Medical Center must interact in two directions with patients, physicians and other users of its services:(1) the requisition of specimens and requests for services and (2) the return of results and information. It is the goal of this institution to provide these interactions with the highest level of service and quality of care within its level of expertise. Cost containment is always a consideration but not at the expense of quality.
  
- II. Brownwood Regional Medical Center Laboratory Operations:
  - A. The laboratory at BRMC is a full service laboratory fully accredited by The Joint Commission.
  - B. The laboratory is opened 24 hours a day, 7 days a week for inpatient testing. Any patient that is in this facility will have all laboratory testing drawn and processed here or sent to one of our accredited reference labs. There is staff available on site at all times which makes these services readily available to meet patients' needs. There is limited staff from the hours of 10:00 p.m. to 6:00 a.m.; however other staff can be called in if necessary.
  - C. The laboratory provides a wide range of outpatient services:
    - 1. Outpatients are drawn from 7:30 a.m. to 5:30 p.m., Monday through Thursday, until 5:00 p.m. on Friday, excluding holidays in the Registration area/Outpatient Laboratory in the medical center.
    - 2. Many outpatients are drawn in physician offices or clinics, or by home health nurses out in the field. These specimens are brought to the lab for testing:
      - a. There is a daily courier service that picks up specimens twice a day Monday through Friday, excluding holidays, from the local physician offices.
      - b. Home Health nurses from many home health agencies bring specimens in at all times, days, evenings, weekends, etc.
      - c. There is a daily courier service Monday through Thursday to other clinics and offices in surrounding communities
      - c. Patient specimens brought into the BRMC Laboratory are registered into the hospital information system in the laboratory or if needed by ER Registration staff on weekends and after-hours.
    - 3. Nursing Home patients are drawn by in-house phlebotomists on a 24/7 basis.
    - 4. On weekends and holidays outpatients can register in the Emergency Department Registration area as an outpatient and the lab will draw specimens.
  
- III. Laboratory Personnel Requirements:
  - A. The Laboratory Medical Director is a qualified physician that satisfies the requirements of the College of American Pathologists and the Clinical Laboratory Improvement Amendments of 1988.
  - B. The Laboratory Administrative Director, technical supervisors, general supervisors, and the testing personnel satisfy the requirements of the Joint Commission and the Clinical Laboratory Improvement Amendments of 1988 (CLIA).

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IV. Important aspects of care, Quality Management, and Performance Improvement for Laboratory Services: The laboratory is concerned with all aspects of the care, which it provides. The following is a list of operations that must be monitored to provide the quality of services that it promises:

- A. Laboratory reports.
- B. Physician satisfaction with laboratory services.
- C. Patient satisfaction with laboratory services.
- D. Patient charts.
- E. Variance reports.
- F. Transfusion of blood and/or blood components.
- G. Panic or critical values
- H. Quality control programs
- I. CAP and ASCP Proficiency Testing.
- J. Laboratory and Hospital safety.
- K. National Patient Safety Goals
- L. Specimen collection.
- M. Pre-analytical/ Analytical/ Post-analytical phases of testing process
- N. Equipment selection, maintenance, and performance.
- O. Procedure manuals and Document Control
- P. Departmental continuing education programs.
- Q. Departmental meetings.
- R. Timely performance of procedures.
- S. Reference laboratory services.
- T. Order/Entry problems.
- U. Critical paths, diagnosis, and appropriateness of testing.
- V. Interdepartmental concerns and projects.
- W. Hospital committees.

V. Services provided: Brownwood Regional Medical Center Laboratory Services provides both Clinical Laboratory Services and Anatomic Pathology Services and strives to provide the most prompt delivery of these services:

- A. Clinical Laboratory Services:  
A complete test listing all analytes performed by the Clinical Laboratory follows this procedure.
  - 1. Hematology: With the exception of the semen analysis, all Hematology testing is available STAT. The equipment used to do blood counting contains the highest degree of technology, using an automated differential count. When certain results are "flagged" the smears from these specimens are reviewed and then reported or an actual manual differential count is done. All analytes included in a Complete Blood Count can be performed on this equipment. Erythrocyte Sedimentation Rates, Reticulocyte counts, semen analysis including sperm counts, body fluid cell counts, and pH testing is also available.
  - 2. Serology/ Immunology: All serological tests can be done at all times. These include: RA's, HCG's, RSV's, Strep Screens, *Mycoplasma pneumonia* IgM, and *H Pylori* IgG qualitative. RPR's and HIV screens are done in several batches daily. Both of these tests can be done STAT, if necessary. HIV's on exposures are always done STAT. The Influenza A and B screening test is typically only available during the normal flu season due to kit availability.
  - 3. Coagulation: Includes protimes, PTT's, dimers, fibrinogens, and Bleeding Times are done at all times. These tests can be performed STAT.

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4. Urinalysis: Biochemical dipstick testing is done on all urinalysis testing that is ordered. Micro cellular testing is added when specific criteria are met. A total Urinalysis including both biochemical and microscopic testing is orderable when needed for specific patients. On all females under the age of 18, a total urinalysis is performed. All urinalysis testing is available STAT.
5. Chemistry: Most chemistry tests are done at all times. All the routine profile testing is done as ordered. Many special tests are now available at any time and include: CKMB, CEA, PSA, Troponin I, ethanol, acetaminophen, Salicylate, Gentamicin, Tobramycin, Digoxin, TIBC, TSH, Thyroid Profile, Ferritin, Vancomycin, Carbamazepine, Hemoglobin A<sub>1</sub>C, and Drugs of Abuse Screens.
6. More Chemistry: BNP, Testosterone, T4 Free, Estradiol, Cortisol, Hepatitis B Surface Antigen, FSH, LH, Fetal Fibronectin, and Lactic Acid are also done in-house. Some testing is sent to a reference laboratory.
7. Microbiology: The microbiology department does routine cultures on all specimens, mycology testing, and packages and sends specimens to the STATE laboratory for TB testing. Gram stains, sputum screens, and Wet mounts are done as soon as possible if ordered STAT. Gram Stains on CSF specimens are always performed and reported STAT. Malaria screening is performed in-house with the confirmation sent to the STATE laboratory. Parasite testing is sent to our main reference lab.
8. Transfusion Service: Our blood bank is a full service department capable of doing most compatibility testing, blood typing, rhogam testing, antibody screening and antibody identification, antigen typing of patients and units, and antibody titer testing. This service stocks a sufficient number of Leuko-Reduced Red Blood Cells and Fresh Frozen Plasma and can obtain more at any time by calling United Blood Services. Leuko-reduced Platelet Pheresis, irradiated products, cryoprecipitate, and other components are available on request.

B. Anatomic Pathology services:

1. The Histopathology/Cytopathology Section of the Laboratory Services offers to the physician anatomic pathological diagnosis. These diagnoses are usually rendered within 48 hours. Where time is critical, Frozen Section diagnoses are rendered within 15-20 minutes upon receipt of the specimen in the laboratory. Cytology, both GYN and Non-GYN are prepared using the Thin Prep methodology. This section also renders interpretation of the Papanicolau Procedure, Biopsy Aspiration and Fluid Cytology on specimens. The operation of this section of the laboratory and the certification of personnel is also in accordance with the Joint Commission and the Clinical Laboratory Improvement Amendments of 1988.
2. Hours of operation: for the Histopathology and Cytopathology section the hours are 07:00 a.m. to 4:30p.m., Monday through Friday, excluding holidays.
3. Unless special arrangements are made with the Pathologist, specimens received outside these hours will be accepted by the clinical laboratory staff. Specimen fixation and preservation, as well as an adequate clinical history and completely filled out request form are crucial for optimal results. Refrigeration of cytology specimens is necessary if there is a delay in submitting the specimen to cytology or if submitted after hours or on weekends.

