

**CONWAY REGIONAL HEALTH SYSTEM  
CLINICAL LABORATORY**

**Laboratory Operations Overview**

The Clinical Laboratory is under the direction of the Medical Director of Clinical Services and of the Clinical Director of Laboratory Services. Laboratory services are provided both within the Clinical Laboratory and in certain designated areas where point of care testing is deemed appropriate. The point of care program is established by the administration in collaboration with medical and clinical staff of Conway Regional Medical Center with regard to the appropriateness and need for the testing to occur in those areas. The Medical Director has the authority and responsibility for establishing the standards of laboratory care provided, performance assessment and improvement, policies and procedures, staff competency and appropriate licensure for methodology utilized. The Clinical Director of the Laboratory meets regularly with the Chief Operating Officer and with the Medical Director of the Laboratory to provide for on-going supervision, communication, and review of the Laboratory services provided to the patients of Conway Regional Health System.

**Scope of Care Provided:**

The clinical Laboratory of Conway Regional Medical Center provides high quality Laboratory services in a manner consistent with the goals and mission of the Hospital. Services are designed to meet all of the needs of acute care patients including pediatrics, adolescents, adults, and geriatrics. The patients served by the clinical laboratory include both inpatient and outpatients as they present to the facility in the Emergency Department or other outpatient locations within the facility. Additionally, laboratory outreach services are provided to local physicians and facilities. The clinical Laboratory provides these services within expected time frames while maintaining the highest quality. These services include Hematology, Chemistry, Urinalysis, Microbiology, Immunology, and full Transfusion services. The clinical laboratory is equipped with highly advanced technology and information systems. A complete Guide to Laboratory Services is provided by the laboratory to all patient care areas. This manual is revised annually to provide for the best utilization of the services. The processes and needs of the patients and staff are assessed through on-going Performance Improvement activities. The Laboratory Plan for Performance Improvement is reviewed no less than annually to ensure that appropriate services are provided by the department. All services provided by the clinical laboratory of Conway Regional Medical Center are designed in collaboration with other hospital departments, the medical staff, and hospital administration to ensure appropriate and timely care is delivered to our patients. The Point of Care testing program of Conway Regional Medical Center is under the day to day supervision of the Chemistry and Point of Care Supervisor of the Clinical Laboratory.

**Skill Levels of Personnel/Staffing:**

The personnel of the laboratory department includes supervisors of various clinical areas and support staff, staff medical technologists, medical laboratory technicians, a histotechnician, laboratory assistants, clerks and support staff. All personnel are fully oriented to the goals and philosophies of the hospital and to its policies and procedures. Tasks assigned within each of the licensures listed above are in accordance with complexity of testing method as delineated by regulatory agencies. All personnel are assessed for competency both during initial probationary employment and periodically to ensure ongoing competency in the required task lists. A minimum of three fully licensed medical technologists or technicians are available in-house 24 hours per day, 7 days per week. Call-back personnel are available to support any shift in which additional staff may be needed. Expected daily census is 100 patients. Outpatient census is expected to be 40 visits per day to the Emergency Department and 40% volume of testing represents patients utilizing outreach processes.

**Practice Guidelines:**

The clinical laboratory subscribes to proficiency surveys for all testing performed. Surveys are obtained from the College of American Pathologists or the American Association of Bioanalysts. Proficiency samples are tested identically to patient samples. All staff members participate on a rotational basis in the testing of proficiency samples. The clinical laboratory is accredited by the College of American Pathologists in accordance with federal regulation.

**Hours and Locations:**

The Clinical Laboratory is staffed 24 hours a day, 7 days per week and is located on the first floor of Conway Regional Medical Center. Basic histology services are provided in house and cytology services are provided by the servicing pathology group of Pathology Laboratory Associates. Esoteric testing is provided generally provided by Mayo Medical Laboratory. Specimens are picked up from Conway Regional Laboratory once daily and routed by courier to the referral sites listed above. Blood components and esoteric blood bank testing not performed by the Conway Regional Medical Center clinical laboratory are provided by the Little Rock branch of the American Red Cross. All Red Cross services are provided on both a STAT and routine basis.

PREPARED BY: Marianne S. Welch 03/22/05

APPROVED BY: \_\_\_\_\_ DATE \_\_\_\_\_  
(Medical Director)

APPROVED BY: \_\_\_\_\_ DATE \_\_\_\_\_  
(Clinical Director)