

SUMMER 2014

# Lab Link

THE NEWSLETTER OF MAIN LINE HEALTH LABORATORIES



## Clinical Laboratory Scientists and Laboratory Assistants: The Link in Lab Link

Typically working behind the scenes of the busy hospital environment is a team of exceptional professionals in the laboratories at each of the acute Main Line Health® hospitals.

The Clinical labs consist of the Specimen Processing sections at all sites, Core Lab at Lankenau Medical Center (LMC), Rapid Response Labs at Bryn Mawr, Paoli and Riddle hospitals, and all sites include a Blood Bank. The laboratories perform chemistry, coagulation, hematology and urinalysis testing. Limited microbiology is performed in the Rapid Response Labs. The Core lab also performs microbiology and immunology testing and flow cytometry for the system.

Clinical Laboratory Scientists (CLS) maintain certification in a laboratory science either through the American Society of Clinical Pathologists (ASCP) or similar accrediting agencies. Laboratory Assistants are trained in the laboratory setting. Many staff hold degrees from a college-accredited Medical Assistant or Medical Technology program.

Staff are routinely assigned to one of several workstations in their section. Workstation assignments are rotated among the staff on a regular basis so each staff member maintains competency in performing the many testing methods offered at the laboratory.

Staff are responsible for ensuring patient identification, using two identifiers during all phases of testing: pre-analytical, analytical and post analytical.



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*Top: Clinical Lab Scientists, Bryn Mawr Hospital. Bottom: Lab Assistants, Bryn Mawr Hospital*

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Lab Assistants that work in the Specimen Processing section receive and prepare patient samples for testing on site or transport to a reference lab. In Rapid Response Labs, the Lab Assistants check the integrity of samples, ensuring a quality specimen is sent for testing. At LMC, due to the large volume of samples received daily, most samples are placed on a robotic automation line for specimen quality evaluation, preparation and transfer to an analyzer for testing.

Once samples are ready for testing, they are manually placed or directly delivered via an automation line onto the analyzers specified for the type of testing requested. Some tests require a reaction phase for measuring a specific analyte (chemistry), while other test values are available immediately after analysis (hematology). Values obtained are evaluated by sophisticated rules built into the lab computer system. Such rules allow for a more rapid release of patient test results. Most normal results are automatically verified and reported by the computer. The “autoverification” rules allow the CLS to focus attention on evaluating and assessing abnormal patient values prior to the final release of results.

Quality Control (QC) materials, substances of known analytic value, are tested at specific intervals throughout each day of testing. Quality Control results must be within a range of values specified by the manufacturer before patient results may be reported. Most test methods also require periodic calibration to further verify accuracy and precise performance. The lab supervisors oversee the QC program within their sections, ensuring test methods are performing as expected every day. They meet regularly with the system Medical Director to evaluate comparative QC and patient specimen studies. The system approach assures confidence that patient lab test



*Top: Clinical Lab Scientists, night shift, Bryn Mawr Hospital. Center: Blood Bank, Lankenau Medical Center. Bottom: Lab Assistants, Lankenau Medical Center.*

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## Main Line Health Laboratories In-Network Provider for Independence Blue Cross for Laboratory Services

**M**ain Line Health Laboratories remains an in-network provider for Independence Blue Cross (IBC) PPO products and STAT laboratory services. IBC recently awarded Lab Corp the contract for HMO capitated accounts.

All MLH hospital laboratories continue to provide testing for IBC PPO patients. Patients with a PPO plan will NOT pay an out-of-network fee if they have laboratory services performed by Main Line Health Laboratories.

The draw sites at the MLH hospitals and Health Centers may service all IBC PPO and HMO/Lab Corp patients.

Please call Client Services at 484.580.4200 for any questions or concerns regarding coverage for laboratory services. ■



## Main Line Health Laboratories (MLHL) Leadership Change

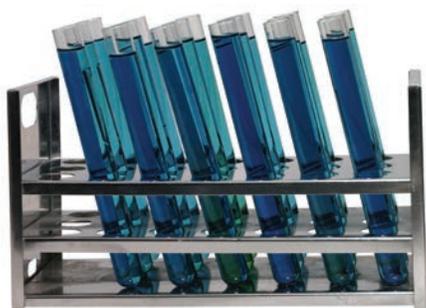
**A**lbert A. Keshgegian, MD, PhD is retiring from his position as Medical Director of MLHL. The lab is recognized as a high quality department due to his strong leadership and unwavering support of laboratory services. We wish Dr. Keshgegian the very best in retirement.

In light of Dr. Albert Keshgegian's retirement, Main Line Pathology Associates is pleased to announce that Dr. Pradeep Bhagat has joined the group as of June 1. Dr. Bhagat completed his residency training at Lankenau Hospital in 1989, and his Cytology Fellowship, also at Lankenau, in 1990. He returns to us after 24 years at Roxborough Hospital, where he served as Chairman and Laboratory Director since 2001, and as President of the Medical Staff from 2005-2007.

Dr. Bhagat assumed the position of Medical Director of Main Line Health Laboratories July 1, 2014. ■



Top: Clinical Lab Scientists, Lankenau Medical Center. Center: Clinical Lab Scientists, Paoli Hospital. Bottom: Evening and night staff, Paoli Hospital



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values are comparable when tested using the same methods at each lab site.

The lab monitors the acceptability of all MLH labs' QC in its Quality Management program. Accuracy of lab result reporting, timely communication of critical values, documentation of the caregiver notified as well as timely reporting of lab values are reported during system lab meetings. Process improvement initiatives are implemented and followed until improvement is consistently maintained and the issue resolved.

In the Core Lab, the chemistry and hematology departments performed over 3.5 million tests; while the three Rapid Response Laboratories reported about 3 million tests in 2013.

The Blood Banks provide blood products to many different types of patients across the system, including cardiac, OB, orthopaedic, oncology, trauma and babies. Over 28,000 blood products were transfused in 2013 to our patients in the Main Line Health Hospitals.

It takes a team of knowledgeable, caring, committed lab staff to provide the high quality lab service clients have come to know and expect. It is our goal to give each patient a superior experience! ■



Top: Lab Assistants, Paoli Hospital. Bottom: Lab Staff, Riddle Hospital.

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