

DACUM Research Chart for Clinical Laboratory Scientist

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C O L L E G E



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Duties		Tasks									
A	Perform Laboratory Tests	A-1 Apply policies and procedures	A-2 Check instrument and equipment function	A-3 Verify reagent quality & quantity	A-4 Calibrate instruments	A-5 Run quality control	A-6 Prioritize workload to meet turn-around-time	A-7 Check specimen integrity	A-8 Run test	A-9 Validate test results	A-10 Report test results
		A-11 Monitor post-analytical specimen care	A-12 Maintain instruments	A-13 Maintain inventory of supplies and reagents	A-14 Perform proficiency testing	A-15 Perform self competency testing	A-16 Troubleshoot problems				
B	Manage Information	B-1 Respond to communications	B-2 Act upon communications	B-3 Collect data	B-4 Analyze data	B-5 Create reports (e.g. patient, management, quality assurance)		B-6 Present information	B-7 Set up LIS	B-8 Run LIS	B-9 Maintain LIS
C	Perform Customer Service Duties	C-1 Market Laboratory services	C-2 Respond to customer complaints	C-3 Track customer complaints	C-4 Monitor improvement outcome	C-5 Develop satisfaction surveys	C-6 Analyze survey data	C-7 Implement service improvements			
D	Develop Laboratory Process	D-1 Maintain Quality System Essentials	D-2 Codify policies and procedures	D-3 Analyze workflow	D-4 Reengineer workflow	D-5 Research new methodologies	D-6 Implement new methodologies	D-7 Participate on teams or projects	D-8 Manage projects		
E	Supervise Others	E-1 Enforce policies and procedures	E-2 Hire staff	E-3 Schedule staff	E-4 Manage staffing levels to workload	E-5 Facilitate staff communication	E-6 Conduct staff meetings	E-7 Resolve conflicts	E-8 Develop staff	E-9 Discipline staff	E-10 Evaluate staff
		E-11 Conduct staff competency testing	E-12 Monitor staff competency	E-13 Oversee proficiency testing							
F	Educate Others	F-1 Identify training needs	F-2 Prepare training	F-3 Coordinate trainers	F-4 Prepare educational materials	F-5 Schedule training events	F-6 Advertise training events	F-7 Prepare training environment	F-8 Deliver training	F-9 Evaluate education process	F-10 Evaluate trainees
		F-11 Design competencies	F-12 Confer on rounds								
G	Manage Physical Environment	G-1 Maintain work station	G-2 Maintain equipment	G-3 Maintain safe environment	G-4 Monitor workplace injuries	G-5 Report workplace injuries	G-6 Report facilities problems	G-7 Participate in planning (e.g. space utilization, space renovation new facilities)			

H**Maintain Fiscal Health**

H-1 Manage purchases	H-2 Manage fiscal resources	H-3 Reengineer processes (e.g., partnerships, networks)	H-4 Participate in operation-budget planning	H-5 Adhere to operating budget	H-6 Perform variance analyses	H-7 Determine cost per test	H-8 Analyze pricing and profitability	H-9 Monitor billing and compliance (e.g., Medicare, government)	
H-10 Manage outreach	H-11 Determine bench-marking parameters	H-12 Participate in business plan development							
I-1 Apply regulations and standards to laboratory processes	I-2 Document actions	I-3 Manage regulatory testing programs	I-4 Monitor safety protocols	I-5 Prepare for inspections	I-6 Renew CLS license				

I**Comply With Regulatory & Accreditation Requirements**

General Knowledge and Skills

Multi-tasking	QSE knowledge
Oral communication skills	-Organization
Written communication skills	-Personnel
Information technology	-Internal & External Assessment
Customer service	-Occurrence management
Problem solving	-Performance Improvement
Critical thinking	-Customer Service
Conflict resolution	-Documents & Records
Ability to follow directions	-Facilities & Safety
Decision making	-Information management
Analysis	-Process control
Presentation skills	-Purchasing & Inventory
Scientific background	-Equipment
Technical background	Manual dexterity
Interpersonal skills	Management techniques & tools
Listening skills	Regulatory requirements
Delegation skills	Accreditation standards
Sales & marketing skills	People skills
Phlebotomy	Organizational skills
Waste management	Big picture thinker
Outreach skills	Change management
Risk management	Time management
Role in health care team	
Negotiation skills	
Visual acuity	
Network & partnering	

Worker Behaviors

Motivated	Adaptable
Respectful	Assertive
Detail oriented	Responsible
Positive attitude	Accountable/shows initiative
Honest	Common sense
Ethical	Participatory
Flexible	Professional appearance
Mentally alert	Courteous
Punctual	Patience
Timely	Good listener
Team player	Articulate
Safety conscious	

Acronyms

LIS	Laboratory Information System
QSE	Quality System Essentials
CLS	Clinical Laboratory Scientist

Tools, Equipment, Supplies and Materials

Automated & manual instruments for:	Stainers
-Hematology	Hoods
-Chemistry	Waterbaths
-Immunology	Thermometers
-Microbiology	Cell washers
-Coagulation	Pneumatic tube system
-Urinalysis	General office equipment
-Toxicology	General office supplies
-Immunohematology	Personal computer
-Molecular diagnostics	Printer
-Genetics	Bar code reader
-Molecular genetics	Lab information system
-Biochemical genetics	Calculator
-Virology	Uninterrupted power supply
-Serology	Presentation equipment
-Parasitology	Personal protective equipment
-Mycology	Glass scrubber
-Robotics & automation	Deionized water system
-Point-of-care	Reagents
-LIS	Spill kits
-Blood gases	Phlebotomy supplies
Refrigerator	Microbiological media
Freezer	Test tubes
Oven	Inoculating loops
Autoclave	Eye wash
Incubator	Safety equipment
Centrifuge	Radio isotopes
Microscopes	
Pipetting systems	

Future Trends and Concerns

Increased automation	Shift of routine testing to point-of-care
Increased regulation	Increased CLS involvement with health care team
Increased molecular diagnostics	Bio-terrorism
Increased esoteric testing	Increased CLS professionalism
Critical staff shortages	Increased Internet technology
Increased networking and consolidation	Increased use of medical informatics
Increased costs	Electronic medical records
Increased patient responsibility for health care	Patient initiated laboratory orders
Higher wages	Increased training
Increased test volume	Increased pace of change
-aging population	Decreased reimbursements
-increased census	Union activity
-advancements in biotechnology	Increased business orientation
Increased chronic care management	