



**Highlands Ranch Hospital  
Laboratory  
Clinical and Anatomical Pathology**

**FY23**

**Laboratory Services - Clinical and Anatomical Pathology**  
**Scope of Services**  
**2022-2023 (FY23) Updated 5/2023**

Scope of Services	Transfusion Services	Care Team/Staffing Model	Department Standards/ Practice Guidelines	QUALITY Metrics
<p><b>Laboratory Services</b></p> <ul style="list-style-type: none"> <li>➤ Clinical Laboratory testing</li> <li>➤ Inpatient and outpatient phlebotomy/specimen collection services</li> <li>➤ Surgical/Anatomic Pathology Services</li> <li>➤ Clinic Support services</li> </ul> <p><b>Clinical Pathology (CP) departments</b></p> <ul style="list-style-type: none"> <li>➤ Transfusion Services</li> <li>➤ Phlebotomy</li> <li>➤ Specimen Processing/Send-out testing to reference labs</li> <li>➤ Blood gas analysis</li> <li>➤ Chemistry</li> <li>➤ Hematology</li> <li>➤ Urinalysis</li> <li>➤ Microbiology (limited service)</li> <li>➤ Molecular diagnostics (limited services)</li> <li>➤ Therapeutic drug monitoring (limited service)</li> <li>➤ Toxicology (limited service)</li> <li>➤ Clinical pathology consultation</li> <li>➤ Point of Care Testing (POCT) oversight</li> </ul> <p><b>Anatomic Pathology (AP) departments</b></p> <ul style="list-style-type: none"> <li>➤ Surgical Pathology</li> <li>➤ Frozen Sections</li> <li>➤ Cytology</li> <li>➤ Histology/Immunohistochemistry</li> <li>➤ Send-out testing to reference labs</li> </ul> <p><b>Patient population</b></p>	<p><b>Products available from Transfusion Services:</b></p> <ul style="list-style-type: none"> <li>➤ Leukoreduced Red Blood Cells (AS-3)</li> <li>➤ Fresh Frozen Plasma – 24 hour outdate</li> <li>➤ Platelets, apheresis, pre-storage leukocyte reduced</li> <li>➤ Cryoprecipitate, Pooled</li> <li>➤ Pediatric aliquots (red cell, FFP, Cryoprecipitate, Platelets)</li> <li>➤ Rh Immune Globulin</li> <li>➤ Irradiated cellular products</li> <li>➤ Convalescent Plasma*</li> </ul> <p><b>Services provided by Transfusion Services</b></p> <ul style="list-style-type: none"> <li>➤ ABO/Rh typing</li> <li>➤ Screening for unexpected antibodies</li> <li>➤ Compatibility testing</li> <li>➤ Antibody identification</li> <li>➤ Direct Antiglobulin Test</li> <li>➤ Antigen typing*</li> <li>➤ Fetal Maternal Hemorrhage Screen Test</li> <li>➤ Kleihauer-Betke (Fetal Maternal Hemorrhage Study)</li> <li>➤ Antibody Titer*</li> </ul> <p>* Not immediately available at HRH</p>	<p><b>Care Team</b></p> <ul style="list-style-type: none"> <li>• Lab Medical Director (CU Medicine)</li> <li>• AP Department Director (CU Medicine)</li> <li>• Pathologists' (CU Medicine)</li> <li>• Pathologists' Assistants</li> <li>• Lab Leadership (Director, Managers, Supervisors, Leads)</li> <li>• Lab Quality Coordinator</li> <li>• Medical Laboratory Scientists (MLS)</li> <li>• Cytotechnologist</li> <li>• Histotechnologists</li> <li>• Gross Technicians</li> <li>• Lab Processing Specialists (LPS)</li> <li>• Clinical Lab Technicians (CLT)</li> <li>• Phlebotomists (PBT)</li> <li>• Registered Nurses</li> </ul> <p><b>Staffing Model</b></p> <ul style="list-style-type: none"> <li>➤ A Pathologist is on site at minimum 8am-4pm M-F</li> <li>A Pathologist is on call 24/7 when not onsite.</li> <li>➤ Inpatient Clinical laboratory follows a</li> </ul>	<p><b>Regulatory</b></p> <p>The laboratories operate within the regulatory requirements and/or accreditation standards of the following organizations:</p> <ul style="list-style-type: none"> <li>• CMS, Clinical Laboratory Improvement Act (CLIA)</li> <li>• College of American Pathologist (CAP)</li> <li>• The Joint Commission</li> <li>• Food and Drug Administration (FDA)</li> </ul> <p>Departmental policies, processes and procedures are developed based on needs revealed by patient demographics, advances in the industry, changes in regulations, inspection reports, and deficiencies or inadequacies identified in current processes. Audits and systems checks are in place or are being developed as a means to evaluate and modify current processes. A standardized process is in place for</p>	<p><b>Metrics</b></p> <p><i>Include but not limited to:</i></p> <ul style="list-style-type: none"> <li>• Patient Experience</li> <li>• Critical call turnaround time</li> <li>• Stat testing turnaround time</li> <li>• Blood culture contamination</li> <li>• Frozen Section turnaround time</li> <li>• Non-concordant Surgical Pathology discrepancies</li> <li>• Transfusion reactions</li> <li>• FDA reportable Transfusion Service events</li> <li>• Workload metrics</li> </ul>

<ul style="list-style-type: none"> <li>➤ The laboratory serves all patient populations seen by Highlands Ranch Hospital, UCHealth Cancer Center, and surrounding outpatient clinics. <ul style="list-style-type: none"> <li>○ Test result reference ranges are age, sex appropriate when applicable.</li> </ul> </li> </ul> <p><b>Hours of Operation:</b></p> <p><b>Inpatient Lab</b></p> <ul style="list-style-type: none"> <li>➤ 24 hours a day</li> <li>➤ 7 days a week</li> </ul> <p><b>Outpatient Lab</b></p> <ul style="list-style-type: none"> <li>➤ 0700-1700</li> <li>➤ Monday-Friday</li> <li>➤ Closed on weekends and observed holidays</li> </ul> <p><b>Pathology/Histology/Cytology</b></p> <ul style="list-style-type: none"> <li>➤ 0800-1600</li> <li>➤ Monday – Friday</li> <li>➤ Closed weekends and observed holidays unless a need arises.</li> <li>➤ Pathologist on call 24/7</li> </ul> <p><b>Security</b></p> <ul style="list-style-type: none"> <li>➤ Badge access for staff</li> </ul>		<p>24/7 patient care delivery model.  Minimum staffing:  2 MLS (3 MLS dayshift/evening shift M-F); 1 MLS designated as Charge Tech when no leadership is onsite.  1 PBT (2 PBT dayshift/Evening shift M-F)</p> <p>Outpatient laboratory</p> <ul style="list-style-type: none"> <li>○ Minimum staffing of 1 PBT (4 PBT during normal operating hours)</li> </ul> <ul style="list-style-type: none"> <li>➤ Minimum staffing</li> <li>➤ Anatomic Pathology</li> <li>➤ Histotechnologist</li> <li>➤ M-F 8am-4pm.</li> <li>➤ Pathology support</li> <li>➤ M-F 8-4pm.</li> </ul> <p>Minimum: At least 1 of the following titles:  Cytotechnologist  Pathologists’ Assistant  Histotechnologist  CLT  LPT Specialist</p> <ul style="list-style-type: none"> <li>➤ Embedded Clinic</li> <li>➤ Phlebotomy – hours based on clinic</li> <li>➤ Assignments are based on anticipated workload, and experience level of those on duty.</li> <li>➤ Staffing needs are assessed throughout each shift.</li> </ul>	<p>implementation of new policies and procedures.</p>	
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