



A Unified Response to Training Needs

Exploring Alternative Solutions for Laboratory Staffing

Mike Baron MS, MBA, C(ASCP)

June 12, 2024

Agenda

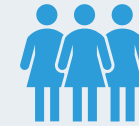


- **Introduction**
 - *New and relevant OneLab™ Resources*
 - *Today's Presenters*
- ***Exploring Alternative Solutions for Laboratory Staffing***
- **Q&A**
- **Upcoming Events**

Participant Rules of Engagement for the Webinar Chat

Please keep the following in mind when using the chat feature:

- **Connect with others!** React to what you're hearing, share experiences, and ask questions of your fellow participants!
- **Have a question for the presenter?** Use the Q&A function, *not* the chat.
- **Show Respect and Professionalism.** Inappropriate language, improper conduct, or any form of discrimination may result in removal from the webinar.
- **Remain on Topic.** Ensure your comments are relevant to the topic.
- **Comply with Moderators' Guidance.** If a moderator gives direction regarding chat behavior, please comply accordingly.
- **Report Issues.** Notify moderators if you experience technical difficulties or observe any disruptive behavior.





New
eLearning
Course
on REACH™

Routine Microscopy Procedures

This course is designed to explore the processes, procedures, and techniques necessary for completing routine microscopic examinations of laboratory specimens.

Check Out
the Course



Earn P.A.C.E.® credit
1.5 contact hours

Disclaimer

CDC, our planners, and our presenters wish to disclose they have no financial interests or other relationships with the manufacturers of commercial products, suppliers of commercial services, or commercial supporters.

Disclaimer

Slide decks may contain presentation material from panelists who are not affiliated with CDC. Presentation content from external panelists may not necessarily reflect CDC's official position on the topic(s) covered.

Presenter



Mike Baron MS, MBA, C(ASCP)

Executive Director of Laboratory Operations

Wisconsin Diagnostic Laboratories



Alternative Staffing Solutions for the Clinical Laboratory

Mike Baron, MBA, MS, C (ASCP)

Executive Director Clinical Laboratory Operations

Key Agenda Topics

- 1. Increasing Student Awareness*
- 2. Attracting Quality Lab Members*
- 3. Non-Certified Tech Program*
- 4. Apprenticeship Program*
- 5. Training Commitment and Resources*
- 6. MLA Program Development*
- 7. NCT Program – Additional Developments*



“With the projected increases in the need for medical laboratory professionals, and the current high vacancy rates,

*the profession is suffering from a workforce **shortage that is approaching crisis levels** for medical laboratory technicians, medical laboratory scientists, histotechnicians and histotechnologists.”*

<https://ascls.org/addressing-the-clinical-laboratory-workforce-shortage/>



Increasing Student Awareness

1. Open to support MLT/MLS Local College Programs – Student Interns
2. Connect with Department of Public Instruction – MLA & Phlebotomy
3. HOSA – Future Health Professionals Sponsor, Speaker & Scholarship
4. ASCLS Conference – Speaker and Exhibitor booth
5. Support Lab Youth Apprenticeship Programs with State & High Schools
6. High School Connections – Speaker Present Clinical Lab Career
7. WCLN – Wisconsin Clinical Laboratory Network - Speaker
8. WSLH – Wisconsin State Laboratory of Hygiene – Communications Source
9. College and Local Job Fairs – Presenting Lab Career

ASCLS House of Delegates statement:

*“ASCLS believes that clinical laboratory training is an essential part of educating medical laboratory professionals, and **innovative ways to provide this clinical laboratory experience should be explored.**”*

<https://ascls.org/addressing-the-clinical-laboratory-workforce-shortage/>



Developing a Non-Certified Technical (NCT) Staff Program



GROWTH & DEVELOPMENT



Attracting Qualified Lab Team Members

1. Traditional - Certified Clinical Lab Tech Programs
2. *NCT - Candidate Meeting CLIA Requirements*
 - a. *Science Bachelors Degree*
 - b. *Transcript Verification*
3. On-the-Job Experience in Clinical Lab
4. Provide Education in the Laboratory
5. Preparing for Certification
6. Achieving ASCP Certification

Churn is the New Norm

We needed to brainstorm innovative training solutions to address our growing staffing needs and meet our high volume demands.



Non-Certified Tech (NCT) Program

1. Recruiting Graduates – Bachelor Degree meeting CLIA Requirements
2. Paying the candidate – role Non-Certified Tech
3. Training the candidate
 - a. On-the-job training & achieve competency
 - b. Providing classroom instruction
 - c. ASCP certification preparation support
4. One Year ASCP Certification eligible
5. Expected to gain ASCP Certification (24 to 30 months)



NCT - PROs and CONs



PROs

- Noting a good candidate pool – select the best from many
- Candidate education background facilitates quick learning
- Entry pay until achieve certification
- Noting good success with transition into clinical laboratory

CONs

- Not produce generalist, focus on one or two specialties
- No guarantee candidate will stay after training completed

NCT Program vs. Apprentice Program

Development of a NCT Program	Medical Laboratory Technologist Apprentice Program
Provide In Lab Classroom Instruction for NCT – Lab Trainer role	Supported through your State Apprentice Programs
Classroom Instruction can follow along with the on job experience	Partnership with local college for classroom instruction (MATC)
Candidate is eligible for ASCP Certification after one year	Candidate can complete classroom instruction over two college semesters
Pay candidate for time in classroom (expect studying after hours at times)	Pay candidate tuition, books and parking fees

Apprentice Program - PROs and CONs

PROs

- Classroom instruction by college supports on-the-job (OJT) training
- Laboratories can get monies from state for participating (up to \$3,500 to offset tuition costs)

CONs

- Limited class start times – beginning of school semester schedule
- School training less flexible and not necessarily follow along with OJT



Development of NCT Program

Benefits:

- Allow lab to fill ranks quickly – immediately fill staff shortages
- Training can focus on your specific lab needs
- Much flexibility with training time and meet operational needs
- Can begin in pre-analytical processing area to gain knowledge of LIS, specimen types and specimen requirements

Drawbacks:

- Much time to dedicate to classroom instruction
- Need to identify and dedicate an Instructor for classroom instruction
- Initial acceptance of current lab team members



Development of Classroom Instruction

Carolyn Hager – WDL Lab Trainer

- Core lab Focus – Instruction for chemistry and hematology
- Develop instruction outline and topics to cover
- Development of classroom presentations
- Select supporting text books and other resource materials
- Schedule and conduct classroom instruction
- Supporting student needs with competing responsibilities
- Rotating in new NCT candidates

NCT Program - Candidate Perspectives

PROs

- Obtaining employment in a career field that will have many career opportunities
- Gaining job satisfaction with helping patients

CONs

- Initial difficulty understanding laboratory unique verbiage
- Encountering technical staff frustration with need to go into more details with instruction/learning process

NCT Program – Dept. Manager Perspective

Pearl Albright – WDL Chemistry/Toxicology Manager

PROs

- Helped fill long-standing open positions
- Hands on training provide from experienced technical staff
- Provides support to theoretical learning
- Less need to mandate technical staff due to staffing shortage

CONs

- Initially NCT unfamiliar with clinical terminology
- NCT required extra attention from technical trainers
- Concern of burn out from tech trainers with continuous training of students and extended NCT training



Developing a Medical Lab Assistant (MLA) Staff Program



GROWTH & DEVELOPMENT



Medical Laboratory Assistant Program

- Requires High School Education – prefer prior lab experience
- Develop Classroom Instruction to teach basic lab skills
- Immediate help in lab & candidate gain pay as a Lab Assistant
- Can pick up many lab duties to free up technical team members
- Lab will require less Technical team members to support operations
- Program goal is for candidate to gain Lab Assistant certification, class room instruction to support this team member on this goal
- Encourage Member further development and additional education



MLA Exam Eligibility Requirements

- High School Diploma or Equivalent and Work Experience

- Specimen preparation and processing
- Support for clinical testing
- Laboratory operations

- Optional Approaches:

- Accredited Educational Program: MLA or CLA

- 200 Didactic hours
- 120 hours clinical experience

- Associates Degree

- Six (6) Semester hours in Chemistry
- Six (6) Semester hours in Biology

- Military Laboratory Training Course

- 50 Weeks

Accredited Clinical Laboratory

- CMS CLIA certificate
- DoD CLIP certificate
- JCI accreditation
- ISO 15189

Work Experience

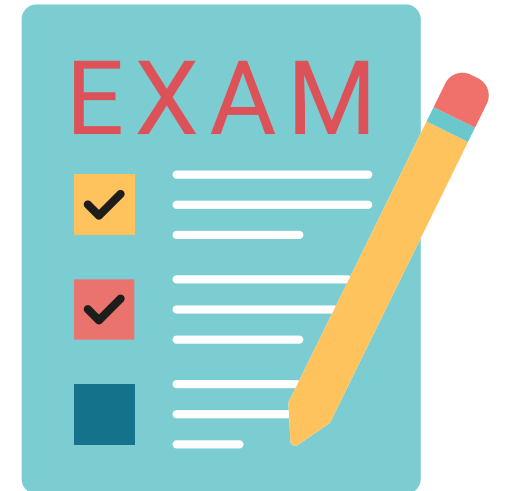
- Six to 24 Months



Medical Laboratory Exam Content



- Pre-Analytical Considerations
 - Patient Registration
 - Specimen Collection
 - Specimen Processing and Preparation
- Analytical Considerations
 - Support for Clinical Testing
 - Waived and POC Testing
- Laboratory Operations
 - Laboratory Safety
 - Quality
 - Patient Test Management



Provide Certification Support

Classroom Instruction



Resources (Study Materials)



Rotate Work Areas



Continuing Education



MLA - Successful Exam

AMT

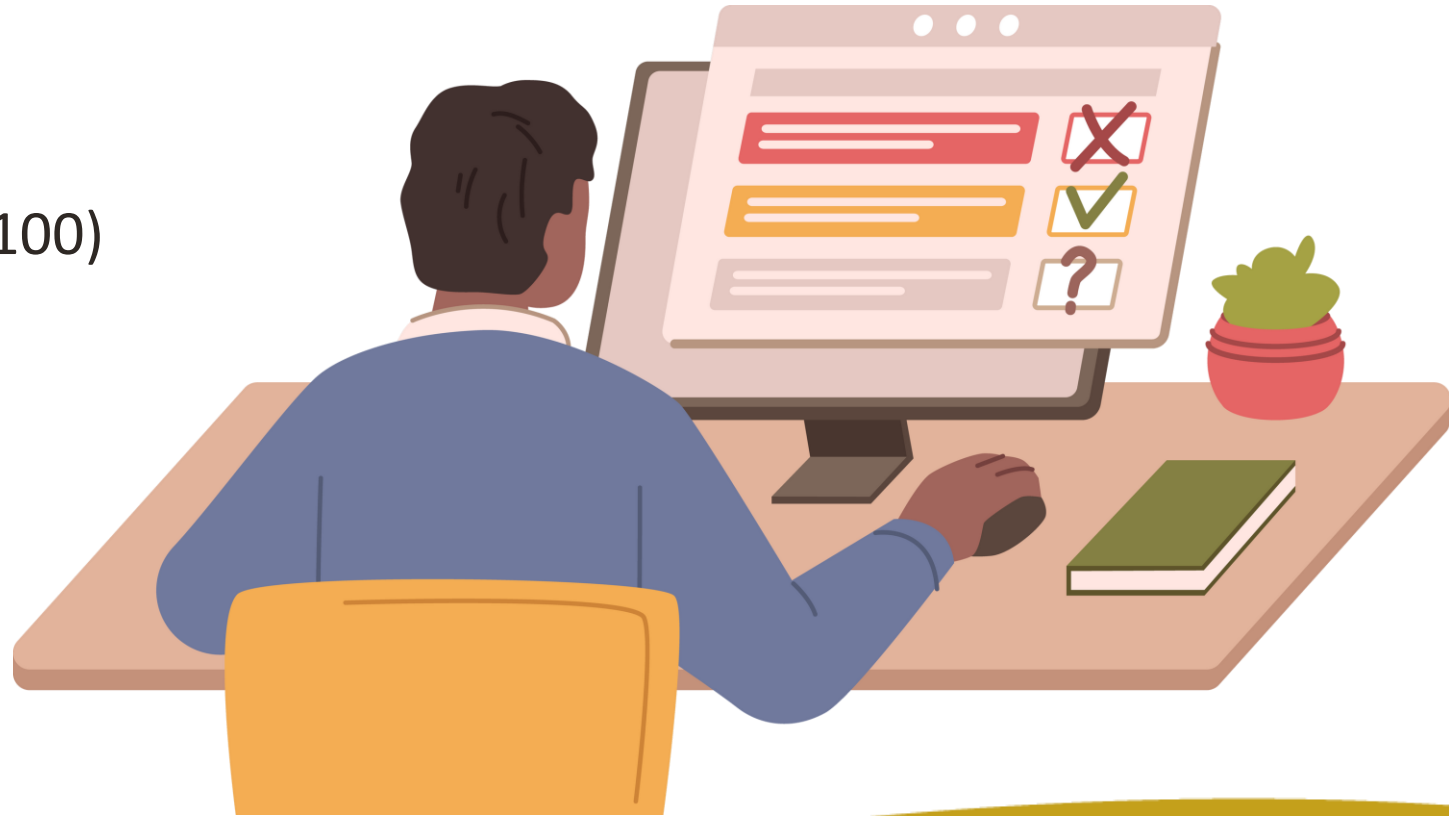
200 Questions

Minimum Passing: 70/100 (Scale 0 to 100)

ASCP

100 Questions

Minimum Passing 400 (Scale 0 to 999)

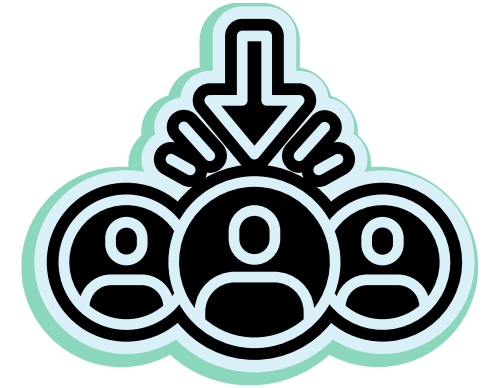


MLA – Manager Perspective Benefits

Microbiology/Molecular Manager – Jo Mentzer



- Select From Qualified Team Members










- Free up Technical Team



- Encourages Further Development

Medical Laboratory Assistant Responsibilities

-  **Specimen Management**
Sample Loading, Validations and Lot Comparisons
-  **Micro Culture Set up**
-  **Slide Preparation and Staining**
-  **Supply Management**
Ordering & Rotating Supplies
-  **Instrument Inventory**
Reagents & Supplies
-  **Kit Testing – waived**
-  **Maintenance**
Cleaning
Temperature Monitoring
Waste Removal



MLA - Manager Perspective on Candidates

Pre-Analytical Manager – Jonathan Smith

- Prefer Prior Lab Experience
 - Current Staff Considerations
 - Specimen Processors
 - Phlebotomists
- MLT and MLS Students
- Positive Impacts to the Department
 - Support Growing Staffing Challenges
 - Address Large Workload



NCT Program – Additional Development

1. Histology Program – Education Program for Lab Technical Assistants – generating HT and HTL Team members
2. Microbiology/Molecular Program – Developing Classroom Instruction
3. Blood Bank – Gaining Buy-In for NCT Program
4. Networking – SHIELD of Illinois CLDP Program
5. Clinical Laboratory Collaborative – monthly WebEx for participants

Established **WDL Education Collaborative** – National Lab Network to share alternative staffing and education solutions to meet the growing challenges with address staffing shortages in the clinical laboratory.

Interested in Participating:

WDLEducationCollaborative@wisconsindiagnostic.com



Key Topic Summary

- 1. Increasing Student Awareness*
- 2. Attracting Quality Lab Members*
- 3. Non-Certified Tech Program*
- 4. Apprenticeship Program*
- 5. Training Commitment and Resources*
- 6. MLA Program Development*
- 7. NCT Program – Additional Developments*



WISCONSIN
DIAGNOSTIC
LABORATORIES

THANK YOU

NG
ME
ED
WILL
TED
AT
PENSE
→
REMOVED 7/04



Questions?



After participating in today's session, to receive continuing education credits you must:

1. Log into your [OneLab REACH account](#). You must be logged into your REACH account to access the evaluation.
2. Click on [this link](#) to take you to the survey.
3. Enter passcode "N412"
4. Click "Enroll"

Live Event Course



Exploring Alternative Solutions for Laboratory Staffing

CE
1.0 Hours P.A.C.E.® credit

Category
Workforce Development

Duration
1 Hour

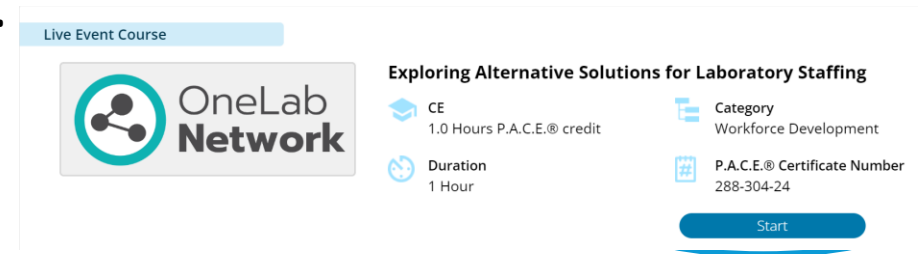
P.A.C.E.® Certificate Number
288-304-24

Enroll

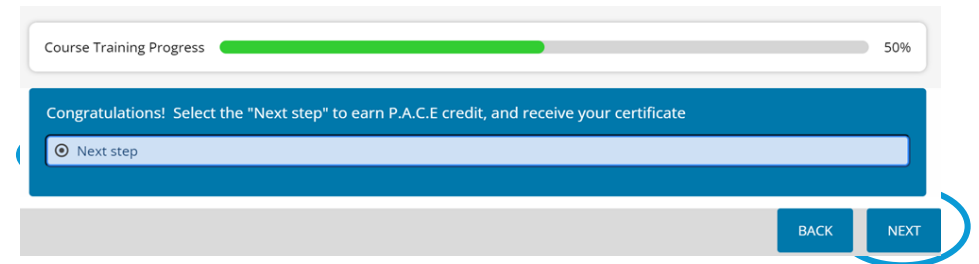
5. Select "Start Course".



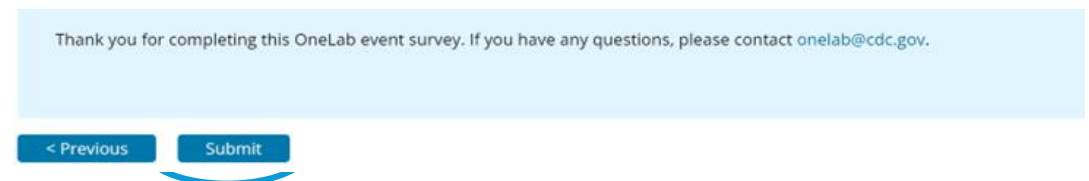
6. Select "Start".



7. Select "Next step" and "Next".



8. Complete the evaluation and click "Submit". Receive your P.A.C.E.® certificate in your [MyLearnerHub](#).





The Newborn Screening System and the Role of Quality Assessments and Technical Assistance from CDC

Link to Register Coming Soon!



OneLab **Assessments**

**Share your feedback and laboratory
training needs with us!**

Email OneLab@CDC.gov