



# Laboratory Staffing Alternative Approaches

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# *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. NCT Program – Additional Development*



# ***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 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
9. College and Local Job Fairs – Presenting Lab Career

# *Attracting Qualified Lab Team Members*

1. Certified Clinical Lab Tech Programs
2. *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.*



# ***Develop 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 (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***

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

# 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



# ***NCT Program – Additional Development***

1. Medical Lab Assistant Program – pick up necessary work when short Technical staff
2. Histology Program – Education Program for Lab Technical Assistants – generating HT and HTL Team members
3. Microbiology/Molecular Program – Developing Classroom Instruction
4. Blood Bank – Gaining Buy-In for NCT Program
5. Networking – SHIELD of Illinois CLDP Program
6. 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:

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THANK YOU