



PRINCIPAL HEALTHCARE SOLUTIONS

Quality. Excellence. Leadership.

Highly motivated, organized self-starter with twenty-nine years of diversified healthcare experience as a Certified Phlebotomist as well as a clinical Phlebotomy Instructor, Histology Laboratory Aid, and Histology Technician. Fourteen years as a leader in the Laboratory as the Clinical Laboratory Phlebotomy Supervisor. Demonstrated talent for problem solving and initiating improvements. Ability to motivate and work effectively with colleagues. Committed to the highest levels of professional and personal excellence.

OBJECTIVE

To continue utilizing my experience, vision, and leadership to create a results-oriented environment delivering exceptional patient care, developing laboratory staff, adding value to laboratory operations, and continuing to grow and develop myself professionally.

EMPLOYMENT

Clinical Lab Phlebotomy Supervisor, XXXXXX Hospital February 2016 – Present

Support Service Supervisor, XXXX Hospital, 2004 – January 2016

- Experienced supervisor and trainer, able to quickly adapt to changing priorities and competing demands, while remaining composed in a high pressure environment
- Manages day-to-day operations of the laboratory phlebotomy staff and pathology assistants to ensure compliance with laboratory policies and guidelines
- Performs employee performance evaluations in addition to providing ongoing feedback, coaching, and counseling to support staff in achieving their personal and professional goals
- Designed and implemented new employee orientation and training including creating job aids which has assisted new employees in learning and understating workflow process in the laboratory as well as boosting confidence
- Designed a streamlined scheduling process for scheduling staff as well as a methodology that monitors staffing patterns for maximum efficiency, and updates as necessary
- Developed a staffing plan to meet patient care needs and address productivity standards, while adjusting for census, skill mix, and call outs, as well as monitoring the number of outpatients the lab serves during late afternoon hours
- Monitors infection control procedures of phlebotomy staff to ensure facility-wide health and safety including, including hand hygiene surveillance
- Performs quality assurance checks of patient identification for inpatients and outpatients to continue to maintain high standards of care
- Creates a laboratory culture which observes strict confidentiality and safeguarding of all patient related information
- Implemented a triple check review of outpatient doctor orders to certify that no test is missed and no patient needs to be contacted. As of present, success rate is 99.5% +
- Developed and implemented a monthly check of all phlebotomy supplies for expiration and oversees phlebotomists to maintain current supplies
- Manages relationships with laboratories outside vendors including XXXX, XXXXXX, XXXX, XXXX Hospital, and XXXXXXXX Hospital
- Initiated a quality review for all outgoing specimens sent to XXXXX Laboratories through verification of interface check from ZZZZ to XXXXXX



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- Applies technical expertise in the inspection by College of Clinical Pathologists to achieve 100% compliance in Anatomical Pathology
- Working knowledge of Laboratory and Information System (LIS); Clinical Laboratory Amendment Certification (CLIA); Joint Commission Health Care Accreditation (JACHO); and DOH (Department of Health).
- Coordinated implementation of the new laboratory workflows for Anatomic Pathology and Microbiology with the computer system application of Epic Beaker
- Credentialed trainer in Epic Beaker for Anatomical Pathology and responsible for training the Pathologist and Pathologist Assistants
- Supports the Pathologist and Pathology Assistant with the following duties:
 - Ordering and organizing all necessary supplies
 - Training the pathology assistant on protocols and procedures; general administrative tasks (e.g. scheduling, filing, answering the phone, etc.)
 - Serves as backup for pathology assistant and will perform all duties associated with the position as well as tasks directed by the pathologist
 - Supporting XXXXX Hospital in grossing and histology processing of surgical specimens and cytology by tracking the specimens in Epic Beaker at Suburban and daily work sheet submitted to XXXXX Hospital
- Supports XXXXX Hospital in the processing of Microbiology specimens collected at XXXXXXXX Hospital by ensuring standard operation procedures are followed and the correct microbiology test is ordered by physicians or the order is fixed
- Responsible for monitoring and reporting laboratory supply usage for departmental budget
- Manages and oversees Clinical Rotation of Phlebotomy students from Montgomery County Community College Phlebotomy Program, including evaluating students' performance and providing feedback and coaching
- Driving efforts to promote a positive and patient focused laboratory culture by designing and implementing a new employee orientation and training and cultivating an environment of inclusiveness with and among laboratory staff through an "open door" policy allowing for honest and transparent communication

Histologist Technician, XXXXX Hospital

2000 – 2004

- Successfully performed all required duties of a Histologist Technician to include:
 - Accepted and verified specimens from Operating Room personnel
 - Accessioned specimens into the Pathology database (Co-Path)
 - Processed human tissue with tissue processing equipment
 - Prepared fixatives, buffers, and stain solutions
 - Tissue embedding in paraffin
 - Paraffin sectioning by microtomy
 - Frozen sectioning by cryomicrotomy
 - Routine staining, and cover slipping
 - Labeled and distributed slides according to Department Protocol
 - Special Staining
 - Filed and retrieved blocks and slides
 - Various clerical functions as necessary, including daily reporting and recording of instrument maintenance and temperatures
 - Followed all established safety practices when working with toxic and biohazard materials



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- Performed all job functions in conjunction with institutional, departmental, governmental polices, and requirements

Phlebotomist, XXXXXXX Hospital

1994 – 2000

- Successfully performed all required duties of a Phlebotomist to include:
 - Patient identification procedures
 - Proper equipment selection and use
 - Proper labeling procedures and completion of laboratory requisitions
 - Venipuncture on adults and children and heel sticks on newborns
 - Bleeding times on adults and children
 - Sweat Chloride tests on children
 - Order of draw for multiple tube phlebotomy
 - Patient care following completion of venipuncture
 - Safety and infectious control procedures
 - Organized and oversaw process for ordering of supplies and storage
 - Requested by Laboratory Managers to provide phlebotomy services for Senior Suites, Sunrise of Blue Bell, and Sunrise of Lafayette Hill and Suburban Woods
 - Managed clinical rotation for XXXXX Community College Phlebotomy students at XXXX Hospital, including interviewing and evaluating students as well as providing coaching and feedback
 - Requested by the Pathologist to support the Histology Department from April 1998 to December 2000 performed Histology Laboratory Aid duties to include:
 - Accepted and verified specimens from Operating Room personnel
 - Completed accessioning of specimens into the Pathology database
 - Performed stain line maintenance and temperature charting
 - Assisted frozen sections and Fine Needle Aspiration procedure

Clinical Phlebotomy Instructor, XXXXX Community College

1991 – 1993

- Organized and supervised practical labs to support students with hands-on training in Phlebotomy, including venipuncture, finger stick, bleeding time, and infant heel stick
- Provided additional assistant to students after class to help them gain confidence in their ability to perform these invasive techniques

Phlebotomist, XXXXX Hospital

1990 – 1995

- Successfully performed all required duties of a Phlebotomist to include:
 - Patient identification procedures
 - Proper equipment selection and use
 - Proper labeling procedures and completion of laboratory requisitions
 - Venipuncture on adults and children and heel sticks on newborns
 - Bleeding times on adults and children
 - Order of draw for multiple tube Phlebotomy
 - Patient care following completion of venipuncture
 - Safety and infectious control procedures
 - Proficiency with SMS and Sunquest Computer Programs



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EDUCATION

- B.S. Business Administration Healthcare concentration, *XXXXXX University, May, 2013*
- Certificate Phlebotomy Program, *XXXXXXXXX Community College, 1989*
- Associate Degree, Accounting, *XXXXXXXXXX Community College, 1981*

ACCREDITATIONS

- American Society of Clinical Pathologists, Certification in Phlebotomy, 1989
- American Society of Clinical Pathologist, Board eligible as Histology Technician

CERTIFICATES

- Credentialed trainer in Beaker Epic for Anatomical Pathology, January 2017
- Certified in Basic Life Support (BLS), expires June 2020
- Certified for Regulations for Shipping Infectious Substances as outlined by the United Nations International Civil Aviation Organization and the International Air Transport Association, expires September 2018 and will be renewed

• **COMPUTER SKILLS**

- Microsoft Office Suite
- Laboratory Computer Systems including:
 - Meditech
 - CoPath
 - SunQuest
 - Beaker Epic for Clinical and Anatomical Pathology
- Other Computer Systems:
 - System Management Server (SMS)
 - Lawson
 - Invision

References available upon request