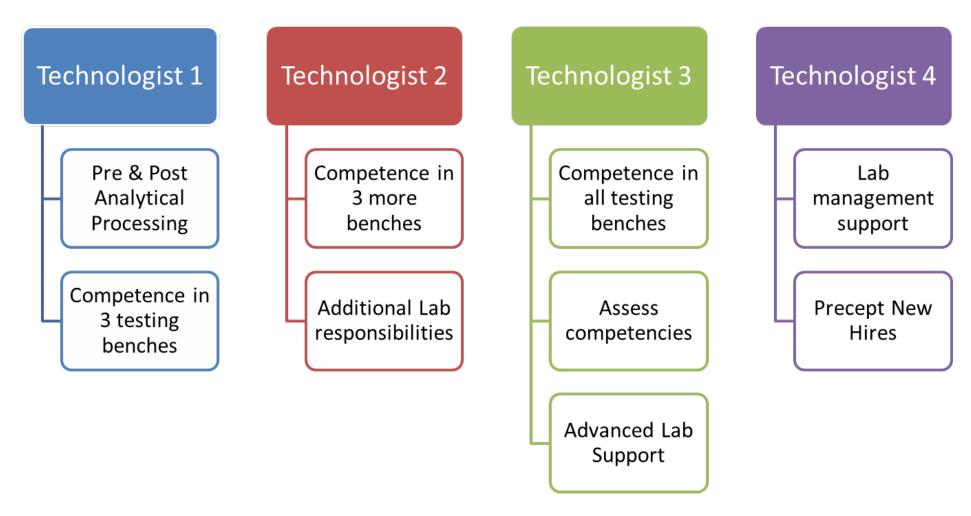


Objective:

Develop and implement a Career Progression Framework to improve retention rates, encourage the development of knowledge and skills, and align compensation to skill development.

Methods:

Laboratory Management developed a career progression framework which consists of four levels of technologists, ranked 1 through 4 with Technologist 1 being an entry level position and Technologist 4 being a lab management support position. Each level corresponds with an appropriate increase in responsibilities and wages. Personnel at the Technologist 1 level perform pre- and post-analytical processing and have competencies in 3 testing benches. Personnel at the Technologist 2 level are competent in three more benches and have additional lab responsibilities. At the Technologist 3 level personnel are competent in all testing benches, assess competencies and provide advanced lab support. Personnel at the highest level, Technologist 4, provide lab management support and precept new hires.



A training plan was developed for each level which describes the specific responsibilities and requirements that must be successfully completed before moving to the next level. The training plan was presented and discussed with each staff member.

Evaluations must be successfully completed for personnel to move to the next level.

The evaluations include two components:

- Soft Skills (Behaviors)
- Technical Skills (Proficiency in laboratory processes and/or testing benches)



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QUALTEX GENCURE W:	arth Yanas lood & Thanse Car	-ter	Employ				Proficient with Microsoft comput applications			τ1	T2 1	13		I recommend improvements in these areas:
Employee Name							Can train coworkers on most equipment features and function				1	12	т1	
Manager Completing									echnical.	Skills				
Date								Comp	petent	Proficiency				
Date							Lab Area / Bench		i/NA)	Below Expectations	Meets Expectations		eds ations	
	Soft Skills The employee demonstrates the behavior						Box Reception							
						Not	Pre-Analytical Sample Processing							
Behaviors	Never	Rarely	Occasionally		-	Observed	Automated Sample Processing							
Interacts well with peers		<u> </u>		TI	т2		ASi Evolution (RPR)							
Deals appropriately with supervisors and upper management				ті	т2		P 512 Decapper							-
	-						Synergy Pooling							I recommend the employee for promotion 🛛 Yes 🗖 No
Has positive relationships with internal customers			T1	т2	тз		Procleix Pooling							If No, please explain:
Possesses strong verbal	-				-		VMT on Alinity s							
communication skills			T1	т2	тз		Testing on Alinity c&i							
Possesses strong written			ті	т2	тз		Testing on the V3600							
communication skills				12	13		Antibody Screen on Dynex							Supervisor/Manager Signature Date
Deals with conflict constructively			T1	т2	тз		SPE Testing on Capillarys							
Open to learning new skills					T1		STS testing on PK7300							
Is self-motivated				T1	T2		Testing on NEO	_				-	_	
Is detail oriented				Ti	Т2		NAT on Panther					_		
		<u> </u>					NAT on the 6800/8800 Proficiency:							
Is well organized				TI	T2		 Performs all aspects of th 							
Needs limited supervision			Ti	T2	тз			 When errors occur, is able to identify failure points. Effectively verbalizes issues, problem solving approach, and results. 						
Shares knowledge with coworkers			Ti	т2	тз		 Knows how to investigate 	handle, and	d solve e	exceptions.				
Offers help when the opportunity arises					Ti									
Promotes and facilitates teamwork				Ti	т2									
Demonstrates critical thinking			Ti	т2	тз									

The Evaluation Checklist is completed by the Laboratory Management team and results are summarized with the final progression conclusion.

Results:

Implementation of the career progression framework has been associated with an improvement in retention of laboratory personnel. The current annualized turnover rate for 2023 for the laboratory is 7% compared to 28% in 2022. In addition, cross training increased by 6% when comparing pre-implementation and post-implementation numbers.

Discussion:

The development and implementation of a career progression framework has enabled us to improve the culture of the laboratory by helping to decrease the turnover rate in the laboratory from 28% to 7%. The career development framework has helped in increasing cross training of lab personnel by 6% and support personnel's long-term development in a structured way. It has acted as an occupational roadmap for lab personnel, with each new title bringing employees a step closer to their ideal position.

