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| AMBER MCCALL, mls(ascp)cmGrand Forks, North Dakota701-240-9866atmccall82@gmail.com |
| Professional Summary |
|  | Quality Assurance Specialist Altru Health System 2022-present* Developed and maintained a working knowledge of regulatory and accreditation standards that apply to the operational scope of the health system laboratory services and provided support across service areas to ensure compliance.
* Coordinated and organized the laboratory quality management program in collaboration with laboratory leadership to maintain compliance and promote process improvement.
* Compiled and analyzed data, summarized, and reported metrics and outcomes.
* Facilitated and/or assisted with improvement efforts, educated staff and conducted quality program related training.
* Developed, revised, and maintained general laboratory and related quality and safety procedures.
* Coordinated and reviewed validation plans, procedures, training documents, and other documents as assigned for regulatory compliance.
* Coordinated and organized the laboratory safety programs in collaboration with laboratory leadership to maintain compliance an sustain a safe work environment for all laboratory staff.
* Collaborated with leaders and key stakeholders in preparation for surveys by licensing and accrediting agencies. Prepared and submitted pre-survey materials.
* Conducted interim reviews and audits and facilitated the documentation and tracking of responses to all deficiencies
* Participated in formal survey events as the inspection coordinator. Organized with leaders, providers, key personnel and surveyors. Spoke to quality and safety standards during survey and coordinated post-survey follow up to meet expected submission timeframes.
* Was a part of 5 successful multi-site laboratory and blood donation center inspections by CAP, AABB, FDA, and TJC. Provided support for Health System inspection by TJC.
* Maintained document control system. Provided support and guidance to staff and leaders regarding document control
* Coordinated proficiency testing menu, documentation, and follow up.

Laboratory Services Director Sidney Health Center 2015-2021* Oversaw core lab, transfusion services, microbiology, point-of-care, and pathology departments
* Performed duties of a generalist in hematology, coagulation, chemistry, microbiology, parasitology, urinalysis, blood banking, serology, and phlebotomy.
* Oversaw 13 permanent employees (3 phlebotomists, 1 pathology tech, 9 MLT/MLS), 4 per diem employees, and various locum employees
* Applied, trained staff, and ensured compliance with rules and regulations including confidentiality, HIPPA, and OSHA standards and practices.
* Managed an expense budget of $2.4 million in expenses, and $9 million in projected revenue for 2020.
* Responsible for laboratory coding, billing, and chargemaster.
* Managed successful Quality Assurance program, monitoring result turnaround time to ER and Infusion Center, correct sample labeling from non-laboratory departments, critical value notification, result report correction rate, and patient satisfaction parameters including identification of patient, badge identification, and patient wait times.
* Member of the patient safety committee, with successes including implementation of sepsis protocol with lactic acid reflex testing and procalcitonin monitoring.
* Implemented new workflows regarding specialty off-site lab genetic testing for oncology
* Trained in conflict management and emotional intelligence
* Maintains compliance, including, but not limited to: Document Control, Quality Assurance, and Competency. 2 Successful CLIA inspections during tenure.
* Epic Super Trainer. Part of Epic Go-Live for facility in 2014.
	+ Main contact for laboratory information system, including training, troubleshooting, and new project builds.
* Uses behavior-based interviewing to choose best candidates for open positions.
* Transitioned lab from call and call back schedule to 24-hour schedule by working with HR on creative scheduling. Increased employee satisfaction and made open positions more lucrative.
* Transitioned transfusion medicine department from tube method to automated gel (OrthoVision)
	+ Grant acquisition
	+ Installation and validation
	+ Training
* Chemistry analyzer installation of 2 Abbott Architect ci4100s.
	+ 10 test menu expansion
	+ Reagent savings of 100 K per year
* Hematology expansion to Sysmex XN2000. Decreased tech ‘hands-on’ time.
* Updated manual differential protocol to better reflect our changing patient population and use tech time more efficiently.
* Microbiology upgrade from Microscan AS-4 to DXM 1040
* Transitioned with facility from outreach infusion center and radiation oncology clinic to full-service Cancer Care clinic
	+ Maintain turnaround time for infusion patients at 45 minutes from receipt for all in-house testing
	+ Expansion of test menu
* Growth of test volume from 88,000 billed tests to 110,000 billed tests in 6 years
	+ Addition of OB/GYN, orthopedic, general surgery, medical oncology, and radiation oncology services
	+ Exponential increase of ER patients
		- Turnaround time for all in-house tests guaranteed at 1 hour
* Fluent in Studer group philosophy
* Responsible for Inventory Control
* Fully involved in pandemic Emergency Operations from beginning, including coordinating testing sites, specimen processing workflows, safety workflows and training.
* Acquisition, implementation, and validation of Cepheid SARS-CoV-2 RT PCR testing, including additional equipment and specimen prioritization protocol to ensure judicious use of limited testing supplies while ensuring the integrity of hospital staffing.

Medical Laboratory Scientist Sidney Health Center 2008-2021* Highly skilled career professional with 13 years experience as a generalist in 25 bed critical access hospital laboratory.
* Performed duties of a generalist in hematology, coagulation, chemistry, microbiology, parasitology, urinalysis, blood banking, serology, phlebotomy, and point of care.
* Applied rules and regulations including confidentiality, HIPPA, and OSHA standards and practices.
* Assistant to the Point of Care supervisor, performing duties such as programming instruments, performing QC, linearities, patient and instrument correlation, and training of nursing and other staff in operation, QC, and maintenance of Point of Care instruments including the Abbott Precision PCx, the Abbott iStat, and the NovaStat
* Instrument Specialist for Blood Gases, Protein Electrophoresis, Fetal Fibronectin, and Osmolality, performing duties including comparing instruments and selecting a new instrument to fit the facility’s needs, completed statistical analysis including method validation, linearity, day to day precision and accuracy and reference ranges.
* Assistant Chemistry Supervisor. Main duties including assisting the Chemistry supervisor in QC analysis, instrument selection and implementation, troubleshooting and maintenance.
* Performed operation and troubleshooting of Sysmex coagulation instrumentation, Abbott 1800, and Ruby hematology analyzers, Sysmex 4000XTi and KX-21N hematology analyzers, Siemens (Dade Behring) Dimension RXL, Xpand, and EXL200 chemistry analyzers, Bactec, and Microscan.
* Attended Advanced training for Siemens EXL 200 Dimension analyzers in October 2013.
* Trained in operation and troubleshooting of Sysmex coagulation instrumentation, Abbott 3200, and Sapphire hematology analyzers, TDX drug analyzers, HPLC drug analyzers, Bactec, Microscan Walkaway, AtheNA autoimmune testing, and analyzers by Beckman Coulter including: DxC-600, DxI, Access, and the Immage.
* Computer software experience with Microsoft Office, specifically Word, PowerPoint, and Excel.
* Experience with Meditech, Epic One Chart and Beaker, and Biorad Unity
* 70 wpm, 21,000 kph
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| Certifications and licensure |
|  | ASCP Certified | 2008 |
|  | License, State of Montana #1605 | 2008-present |
|  | License, State of North Dakota | 2021-present |
| EDUCATION |
|  | Bachelor of Science in Clinical Laboratory Science |  2008 |
| Minot State University, Minot, North Dakota**Clinical Laboratory Science Certificate** 2008*University of North Dakota,* Grand Forks, North Dakota**Master of Science in Medical Laboratory Science** Incomplete*University of North Dakota,* Grand Forks, North Dakota |
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