

PROBLEM SOLVING SKILLS COMPETENCY ASSESSMENT FORM

Laboratory Unit/Section: _____

Employee Name: _____

Procedure Name: _____

DUE: _____

Instructions to the Employee:

This form can be used to document problem solving skills for the procedure/test named above. After resolving a lab problem encountered in your daily work, provide all the information below and submit to your supervisor. See instructions on back of form.

Briefly (in one or two sentences) describe the problem.

Describe in detail how you solved the problem. You may use additional pages if more space is needed.

Employee signature Date

Review by Supervisor **Assessment:** ☐ Successful ☐ Unsuccessful

Comments:

Supervisor Date

Employee Review Date

INSTRUCTIONS FOR PROBLEM-SOLVING ASSESSMENT

1. This form can be used to assist in documenting competency assessment of technical procedures.
2. It is the responsibility of the person whose name appears on the form to complete the form and return it by the due date.
3. All work must be performed individually.
4. Examples of problems to consider:
 - a. Improperly labeled specimens
 - b. Quality control failures
 - c. Incomplete or inaccurate requisitions
 - d. Vendor problems
 - e. Improper specimen collection – technique, container, storage, etc.
 - f. Inconsistent reporting among testing personnel
 - g. Microbiological media problems
 - h. Instrumentation problems (reagents, calibrations, troubleshooting, etc.)
 - i. LIMS issues

This is just a list of examples to give you an idea on where to start. It is not all-inclusive, and you might have a problem not found on the list.

5. Be sure to include all the details of your solution to the problem, including documentation and third-party notification.
6. You may want to attach copies of related paperwork.
7. Be sure to sign and date your form at the time you submit it.
8. After the supervisor has reviewed your form, it will be returned to you with comments as needed. When you have reviewed the supervisor's assessment, sign and date the form again.
9. The completed and signed form will be filed with the competency assessment documentation.