

## **Incident / Corrective Action Plan Form**

### **Analyst Turn Around Time**

**Incident/Corrective Action Number:** 2024-04

**Date of Discovery:** March 20, 2024

**Incident Date(s):** October 5, 2023

**Section:** Seized Drugs

**Reported By:** Laboratory Director

**Classification:** Incident

**Incident Type:** Personnel

**Description of Non-Conformity:**

A seized drug analyst is not turning around cases in a timely manner. Cases are being partially worked and then left needing a secondary or tertiary test for a significant amount of time. Upon discovery, the analyst had eight cases in their possession past 60 days, with the oldest case assigned to the analyst in May 2023. Most are cases that the District Attorney's office has requested. The laboratory experienced this roughly a year and a half ago with the same analyst. This issue was previously addressed as part of corrective action 2022-08 that also addressed other matters encountered with the analyst. Corrective measures were taken, the analyst put on a performance improvement plan, results seen and progress made. At the time of the corrective action, all seized drugs analysts were made aware of the priority of casework and the timeframe it should take to complete. Based on how cases are assigned now, analysts are aware of which cases take priority.

**Root Cause Analysis:**

The analyst does not have a well-defined protocol for the continual progression of case analysis nor do they acknowledge the significance of the priority of the cases assigned. In speaking with the analyst, the analyst acknowledged that they are lingering and have no explanation as to why the cases are left open and in their possession for such a considerable period of time.

After the improvement seen with the last corrective action related to turnaround times, the laboratory director and quality manager were no longer acutely attentive of the turnaround times of each analyst.

**Level of Non-Conformity:** Incident

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Level of Non-Conformity Determination and its Impact on Casework: N/A

**Preventive Action(s):**

1. The Laboratory Director will assess the analyst's caseload on a more rigid schedule.
2. The analyst is being placed on a Performance Improvement Plan (PIP).

**Proposed Corrective Action(s):** N/A

**Timeframe for Corrective Action(s):** N/A

Gelli Old Seized Drug  
Applicable Analyst / Discipline

05/03/24  
Date

Kayla M. Baylor / seized drugs  
Applicable Analyst / Discipline

5/3/2024  
Date

Alvin Winters  
Lab Quality Manager

6 May 2024  
Date

[Signature]  
Laboratory Director

03 May 2024  
Date