

**SUNY DOWNSTATE MEDICAL CENTER
UNIVERSITY HOSPITAL OF BROOKLYN
POLICY AND PROCEDURE**

Subject: <u>CHAIN OF COMMAND FOR QUALITY LABORATORY TESTING AND PATIENT SAFETY</u>	No: <u>LAB- 36</u> Page: <u>1</u> of <u>3</u> Original Issue Date: <u>4/06</u> Supersedes: <u>11/07</u> Review Date: <u>1/09</u> The CAP Standards: _____ Issued by: <u>Pathology</u>
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I. PURPOSE:

To create a chain of command to address any clinical/administrative/safety issues in the Department of Pathology. This chain will identify any breakdowns in communication or behaviors affecting patient care, patient/laboratory personnel safety or delays in testing.

II. POLICY:

The Clinical Laboratory Services Department of Pathology consists of twelve sections that operate under the Director of Clinical Laboratories and the Chairman of Pathology. All laboratory personnel within the Department of Pathology will be responsible for the notification and the communication of any concerns or complaints with respect to the quality of patient testing and laboratory safety.

III. DEFINITION:

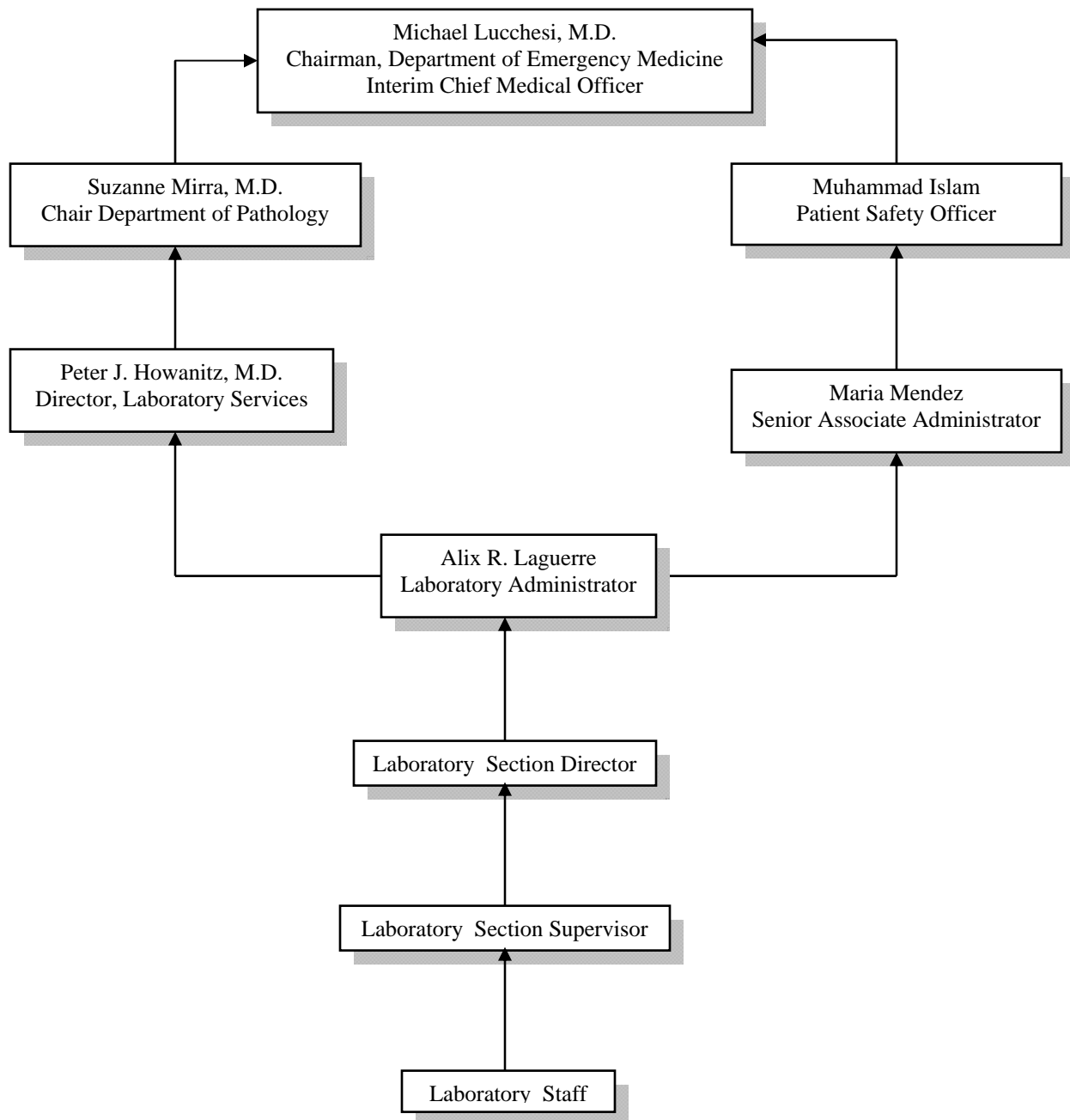
A chain of command is a specific course of action involving all administrative and clinical lines of authority established to ensure effective communication and conflict resolution in the Department of Pathology.

IV. PROCEDURE AND GUIDELINES

The Chain of Command may be initiated after the following assessments are made:

- The concern or complaint affects the quality of patient care.
- The concern or complaint affects laboratory safety.
- The concern or complaint remains unresolved on the departmental level and is jeopardizing the quality of patient care or laboratory safety.
- The concern or complaint is potentially urgent clinical condition.

Clinical Laboratory Chain of Command



V. DOCUMENTATION:

Individuals reporting through the Chain of Command should maintain the following information:

- a. Assessment
- b. Name of the person contacted
- c. Date and time of contact
- d. Issue/concern

Investigation / Resolution of Issue / Concern will be reported at the Department's Performance Improvement Meeting.

Suggestion Box:

A suggestion box is located in front of the Clinical Laboratory employee lounge (A2-430A) for anonymous comments.

VI. REFERENCES

College of American Pathologist, Laboratory Accreditation Program, Transfusion Medicine Checklist, 0/05.

SUNY DOWNSTATE MEDICAL CENTER, Policy and Procedure- AD-02 Chain of Command of Patient Care.