

DEPARTMENT OF PATHOLOGY

**DIVISIONS OF CLINICAL AND ANATOMICAL
PATHOLOGY**

**PLAN OF CARE
2008-2009**

UNIVERSITY HOSPITAL OF BROOKLYN SUNY DOWNSTATE MEDICAL CENTER

SUBJECT: DEPARTMENT OF PATHOLOGY PLAN FOR PATIENT CARE AND SERVICES

STATEMENT OF PURPOSE:

The purpose of the departmental plan for patient care service is to guide the health care team in developing and implementing patient care services that are in concert with the hospital's mission, philosophy, vision, organizational structure, policies and procedures, patient expectations and rights and community needs.

SCOPE OF SERVICE:

The Department of Pathology consists of twelve (12) sections within the Anatomic and Clinical Pathology divisions at UHB and a core laboratory at the Downstate Medical Center, Bayridge Ambulatory Services, operating under the Director of Pathology. The Director is a member of the Medical Board and a Board Certified, Licensed Physician and holds a valid laboratory director's permit issued by the New York State Department of Health. The laboratories are accredited by the College of American Pathologists, New York State Department of Health, FDA.

The UHB Department of Pathology maintains full laboratory services for the Downstate Community under three Clinical Laboratory Improvement Amendment (CLIA) permits. Two of the permits allow complete laboratory testing function at UHB and the Downstate at Bay Ridge laboratory sites respectively. The third permit allows limited testing functions, namely, waived testing, in the five ambulatory satellite locations operated by UHB.

The department operates twenty-four hours, seven days a week. Although organisms are identified in the Microbiology Laboratory from 8 a.m. to 5 p.m., specimens for testing are received at any time. Services are provided on an inpatient and outpatient basis for patients of all ages. To support the clinician in treating the patient, the department has On-Call Pathology Residents and Attendings available for consultation. The lists of tests which the laboratory provides is available in every nursing station. The lists include procedures available on emergency (STAT) requests and Action Value standards for expeditious reporting of abnormal findings. Besides the laboratory testing, the department also provides Venipuncture and Point of Care Programs such as Bedside Glucose Monitoring, ABG's, Urine Pregnancy, Urinalysis, Occult Blood, Coagulation Assays (ACT, PT/INR), Electrolytes and HIV testing etc.

GOAL OF SERVICE:

The department strives to strike a balance between service, education and research while performing appropriate, accurate, and timely laboratory testing in a sensitive and compassionate manner.

MISSION:

It is the mission of the Department of Pathology to provide quality laboratory testing to all patients being cared for in DMC University Hospital of Brooklyn, DMC at Bay Ridge or its affiliates.

STAFFING:

All the sections and the Downstate at Bay Ridge facility are supervised by the Section Chiefs who are well qualified in their area of specialty and regularly interact with the Director of Pathology for

directions, consultations and improvement. All the laboratories participate in the College of American Pathologists and New York State Department of Health Proficiency Program to comply with regulatory agency standards and to assure the highest quality of care.

Technical personnel in the department are licensed professionals who meet New York State Education Department requirements and the New York State Department of Health Standards.

Staffing in the department is sufficient to deliver quality care as needed. Staff are trained in the duties required of them and are competent to deliver age specific care.

STAFF EDUCATION:

Every section head is responsible for providing an on-going in service education and training program to improve the quality and delivery of the services to the patients.

- UHB Laboratory sections and Downstate Bay Ridge Laboratory provide continuous in-service training activities in addition to professional organization programs.
- Implementation of competency checklist for employees documenting orientation, information and knowledge of hospital and laboratory policies and procedures.
- Compliance with hospital-wide mandatory in-service training.
- Monthly supervisory meeting and section staff training.

PERFORMANCE IMPROVEMENT ACTIVITIES:

The department has an ongoing Quality Assurance Program to aid the department in fulfilling its mission.

- The Outpatient laboratory services provides specimen collection services on site.
- Ongoing review of processes and test schedules to achieve an increase in results turn-around time.
- Implementation of new instrumentation resulting in improved performance and services.
- Quality Assurance activities implemented to monitor existing processes and current performance;
- Ongoing monitoring activities related to the use of blood and blood components. Active Transfusion Committee activities.
- Autopsy Pathology provides ongoing monitoring and quality assurance activities related to autopsy results.
- Departmental quality control procedures implemented to monitor activities and measure performance, corrective action plan implemented to improve performance.
- Monthly staff meeting to communicate policies and performance improvement plans.
- Active participation in the laboratory space renovation planning and design process.
- Active participation in the selection and implementation of the Laboratory Information System.

DOCUMENTATION RESPONSIBILITIES:

The Department of Pathology provides laboratory reports which are retrievable and available to the medical staff for patient care in a timely manner.

SCOPE OF SERVICES PROVIDED:

Rights and Responsibilities of the Individual (RI)

- The laboratory staff is educated on the Patients Bills of Rights Policies and HIPAA.

Provision of Care, Treatment, and Services (PC)

- Provides pathology and laboratory services to meet the needs of the clinical staff for assessment of patients (diagnosis, monitoring and training)
- Provide timely specimen collection and laboratory results to aid in the diagnosis, monitoring, and treatment of patients.

Waived Testing (WT)

- Maintains information including requests for diagnostic testing and interpretation of results.

Medical Staff (MS)

- Recommends reference laboratory services and documents approval of the medical staff.

Record of Care, Treatment, and Services (RC)

- The Director of Laboratories is responsible for the Point of Care Testing Program.

Medication Management (MM)

- The laboratories address the preparation and dispensing of blood and blood products.

Transplant Safety (TS)

- Provide intra-operative laboratory services.
- Participates in interdisciplinary approaches to the care and treatment of the patient.

Education (PF)

- Laboratory staff provides patients with the specimen collection instructions as needed.

Emergency Management (EM)

- Provide laboratory services for emergency, pre-admission, in-house, and ambulatory patient care based on the individual patient's assessment and needs.


National Patient Safety Goals (NPSG)

- Implement "Read backs" included in the revised Lab-7 Policy on critical values and tracking of timely communication.

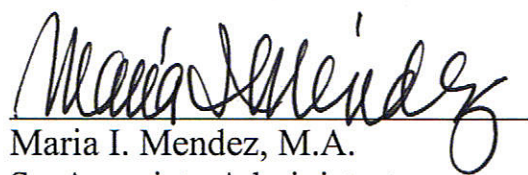
Human Resources (HR)

- The Laboratories provide adequate qualified staff during hours of operation

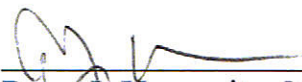
The Department of Pathology's Plan of Care for the divisions of Clinical and Anatomic Pathology were reviewed and approved in accordance with standards established by the regulatory agencies i.e. (JCAHO, NYSDOH, CAP, FDA) and University Hospital of Brooklyn policies and procedures.


Alix R. Laguerre, M.S.
Clinical Laboratory Administrator

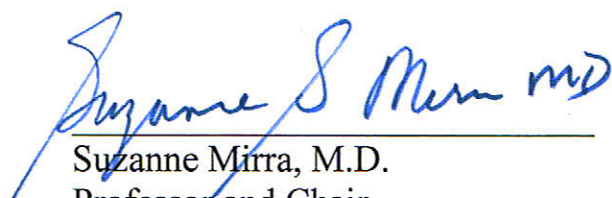
1/23/09
Date


Maria I. Mendez, M.A.
Sr. Associate Administrator

1/24/09
Date


Peter J. Howanitz, M.D.
Director of Laboratories

1/24/09
Date


Suzanne Mirra, M.D.
Professor and Chair
Department of Pathology

1/23/09
Date