

**HACKETTSTOWN REGIONAL MEDICAL CENTER
LABORATORY POLICY MANUAL
QUALITY AND SAFETY CONCERNS**

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Page: 1 of 1

PRINCIPLE: to establish a mechanism for employees to communicate concerns about test quality and laboratory safety to management.

PROCEDURE:

1. When employees have concerns or complaints regarding the quality of patient testing and safety, they should fill out a Laboratory Problem Identification Sheet located on the wall outside of the Pathology office.
2. Fill out the pertinent information, concern, or complaint and submit in a sealed envelope to the Pathologist, laboratory manager or coordinator.
3. They will investigate the issue or concern and may respond (or not) depending on the nature of the issue.
4. If the situation remains unresolved and reasonable attempts to rectify are not successful, staff may contact CAP at 866-236-7212 in strict confidence and no retaliatory actions will be tolerated by management.
5. In addition, reports can be addressed through the Organizational Integrity Program of Adventist Healthcare. Further information can be found on the Intranet under AHC Policy 4.12.