

**HACKETTSTOWN REGIONAL MEDICAL CENTER
LABORATORY POLICY MANUAL
STAFF MEETINGS AND INTRA-DEPARTMENTAL COMMUNICATION**

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PURPOSE: To keep staff apprised of policies and procedures and events related to laboratory staff, hospital, and patient-related matters.

POLICY: Staff meetings will be held in the laboratory bi-monthly, barring any extenuating circumstances. It is expected that all laboratory employees make a concerted effort to attend. Agenda requests should be submitted to the clinical manager or supervisor in advance of the meeting. Whenever possible, technical in-services will be presented following the meetings.

Communication of information within the laboratory will also be accomplished via GroupWise. It is expected that email messages will be reviewed on a weekly basis by all laboratory personnel. Everyone in the laboratory has an individual email password. Written memos are placed in the communication booking specimen processing. Memos are sorted by department. Important notices are also posted on the bulletin boards outside of the front and back doors.

Effective communication will also be accomplished via the communication books, one in specimen processing and one in blood bank. All shifts will document in the book – techs as well as lab assistants. Initial after reading the communication. This is good documentation for shift to shift communication in addition to verbal messages and pending lists. All shifts are to pull pendings at the end of their shift, log the activity on the appropriate departmental log, and discuss with the incoming shift. In addition, the front bulletin board will be used for posting of vital messages, and general communication will be posted on board across from specimen processing. The schedule and hospital information, PI, stats, etc. will be posted on boards along wall of lab by Manager's office. After review, all laboratory personnel are to initial in the appropriate space provided on the staff list posted on the board. Questions concerning any posting may be referred to the clinical manager or supervisor by email.

Any concerns or questions about the laboratory or its operation may be directed to the clinical manager or supervisor on an ongoing basis. An "open door policy of communication is always available to all laboratory employees. A meeting will be called if group or serious concerns are expressed by one or more parties.