

**UC Davis Health
Sacramento, CA
Department of Pathology and Laboratory Medicine**

***COMMUNICATING CONCERNS OF TEST
QUALITY AND LABORATORY SAFETY***

Administrative Procedure 765.A

PURPOSE:

To outline the steps available to faculty and staff to communicate concerns about test quality and laboratory safety to laboratory management.

PROCEDURE:

1. All faculty and staff are strongly encouraged to communicate any concerns or complaints about the quality of patient testing and laboratory safety to laboratory management.
 - a. Initial reporting should be made to the individual's immediate supervisor.
 - b. If no action is taken or the problem involves the immediate supervisor, the concerns should be reported to the section medical director and subsequently to the Clinical Pathology (CP) and Anatomic Pathology (AP) directors and/or the Laboratory Director.
 - c. Reporting of problems with test quality and laboratory safety can be done using the Hospital Incident reporting system, or by written communication to any of the following: the Quality Assurance Supervisor; the Laboratory Director; or to the Hospital Quality and Safety Operations Committee.
 - d. Concerns about employee actions that violate state or federal laws or regulations may be reported via the University of California Davis Whistle Blower Program by calling (800) 403-4744 or universityofcalifornia.edu/hotline. For more information on the University of California Whistleblower Program see University Policy 380-17, Improper Governmental Activities/Whistleblower Protection.
 - e. Concerns may also be reported to directly to CAP (see #3 below for further details)
 - f. Reports may also be made to the Compliance Hotline at (877) ETHICS2 or (877) 384-4272, to the UC Davis Health Compliance Office at (916) 734-8808, or via the compliance Web site at: <http://compliance.ucdmc.ucdavis.edu/>.
2. Faculty and staff complaints, concerns and/or suggestions are reviewed in the Department's Quality Committees. Corrective/preventive actions and changes are documented and followed in Quality Committees. Safety concerns are reported by the department's Safety representative or designee to the Hospital Safety Committee.
3. Official College of American Pathologists (CAP) signs regarding reporting of quality concerns are prominently posted in each major laboratory. Faculty and staff may communicate with the CAP directly if they have a concern not addressed by laboratory management; CAP holds such communications in strict confidence. The toll free,

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dedicated, confidential CAP telephone line for quality or safety concerns is 866-236-7212.

4. Laboratory, Hospital and University policies prohibit harassment or punitive action against any faculty or staff in response to a complaint or concern made to the Laboratory, the Hospital, the CAP or any other regulatory organization regarding laboratory testing, quality or safety.

REFERENCES:

CAP Accreditation Program

UC Davis Health System Code of Conduct February 2013:

https://health.ucdavis.edu/compliance/pdf/about/UCD_Health_Code_of_Conduct.pdf

UC Davis Health Administrative Policy 1617: *Management of the Environment of Care*

UC Davis Health Administrative Policy 1602: *Safety Committee*

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PROCEDURE HISTORY

Date	Written/ Revised by	Revision	Approved Date	Approved By
01/06	D O’Sullivan	New	01/06	R. Green
10/06	D. O’Sullivan	Revised	10/06	R. Green
5/07	D. O’Sullivan	Reviewed	5/07	R. Green
6/08	D. Wright	Revised- minor format changes	6/08	R. Green
6/09	D. Wright	Annual Review	6/09	L. Howell
8/10	D. Wright	Annual Review	8/10	L. Howell
10/12	T. Cox	Revised: revised whistle blower info; compliance phone #s & references	10/12	L. Howell
09/14	T. Cox	Revised: Lab Safety Officer (CAO)	09/14	L. Howell
09/16	S. Okimura	Biennial Review	09/16	L. Howell
08/18	S. Okimura	Biennial Review	08/18	L. Howell Via OnBase
08/20	E. Karanja	Revised: Removed CAO, Updated QA role and references	08/20	L. Howell Via OnBase