**Policy**

The Harborview Medical Center Transfusion Service (HMC TS) is part of the University of Washington Department Of Laboratory Medicine. The leadership structure has defined roles and responsibilities in order to ensure the effective implementation and maintenance of the quality management and operational systems and to comply with regulatory requirements.

|  |  |
| --- | --- |
| **Executive Management** | Consists of :   * Chief of Service, Department Laboratory Medicine, HMC * Transfusion Service Medical Director * Transfusion Service Manager |
| **Role of Executive Management** | * Define, document, implement, and maintain the Quality Program. * Ensure that Quality Policies and Objectives are communicated, understood, implemented, and maintained. * Plan for the design and delivery of products and services that meet customer needs and quality requirements. * Ensure that quality management and operational system policies, processes, and procedures comply with the regulatory requirements, are documented, consistently followed, and continuously improved. * Ensure that the commitment to Quality is made known to and encouraged in all staff through Quality Systems training. * Annually reviews and assesses the Quality Program for effectiveness, and makes changes when required. * Ensure that all documents are reviewed by the Medical Director when there is a change in that position. |
| **Chief of Service, Laboratory Medicine** | * Designated CLIA Director * Ultimate authority for Executive Management’s performance. * CLIA Director for all the HMC Laboratories |
| **Transfusion Service Medical Director or Designee** | * Has final authority and responsibility for all medical and technical policies, processes, and procedures, including those that pertain to laboratory personnel and test performance in the TSL * Has authority and responsibility for all consultative and support services that relate to the care and safety of transfusion recipients. * CLIA Director Designee for all Transfusion Service Activities |
| **Transfusion Service Manager** | * Oversees and maintains the Quality System * Has responsibility for the quality of service provided by the department and the quality activities carried out in support of the Quality System. * Reports to Executive Management annually on the effectiveness of the Quality Plan. * Oversees Transfusion Service staff and operations. * Reports to Transfusion Service Medical Director |
| **Transfusion Service Staff** | * Report to the authorities as defined in the facility organizational structure. * Follow all policies, processes, and procedures as written. |

**Organizational Chart**

