**Purpose**

To describe processes available for HMC Transfusion Service Staff to anonymously communicate concerns about quality or safety.

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| **Entity** | **Policy** | **Related Sources** |
| HMC | * The Harborview Medical Center Health and Safety Program exists to provide a safe, supportive and effective environment for patients and employees. * HMC maintains a 24 hour Safety Hot Line 744-SAFE (7233), which can be used to: * Report non-emergent safety and environmental concerns. * Report safety concerns anonymously. * For Emergent safety concerns, Monday through Fridya 8-4:30, call the Safety Officer at 744-7244. * All other days or times call 744-5555 for emergent safety concerns. | HMC intranet Quality and Safety Page |
| CAP | * While HMC Transfusion Service has a process for reporting of any quality or safety concerns, and the intent and mandate to address any reports immediately, all personnel may communicate with CAP directly if they have a concern that is has been reported to but not addressed by laboratory management. * CAP holds such communications in strict confidence. * HMC Transfusion Service prohibits harassment or punitive action against any employee in response to a complaint or concern made to any regulatory organization regarding quality or safety. * The official CAP sign with reporting information is posted in the laboratory. * The dedicated, confidential CAP telephone line for quality or safety concerns is 866-7212, toll free. | CAP Sign posted in TSL |
| AABB | * While HMC Transfusion Service has a process for reporting of any quality or safety concerns, and the intent and mandate to address any reports immediately, all personnel may communicate with AABB directly if they have a concern that is has been reported to but not addressed by laboratory management. * All complaints received by the AABB Accreditation Department will receive full consideration and investigation. * AABB holds such communications in strict confidence. * The AABB Communication of Concerns Poster is posted in the laboratory. * To Contact AABB: 1-301-215-6492. | AABB Poster posted in TSL |