



# **Pacific Pathology Training Centre**

## **Becoming an Effective Laboratory Manager**

### **25 May – 19 June 2020**

This training course will be delivered over four weeks at the Pacific Pathology Training Centre, based at the Wellington Hospital campus in Wellington, New Zealand to medical laboratory personnel in a managerial/ leadership role, working in hospital laboratories (or similar) in the South Pacific region.

#### **Aim:**

A comprehensive theoretical component and a series of case scenarios are provided to students. The purpose of the training is to provide a holistic approach to management in a medical laboratory setting. The students will be equipped with sufficient knowledge to be able to confidently lead their team and enable their laboratory to function efficiently in providing a continuous uninterrupted service to ensure quality diagnostic test results are delivered to clinicians using the medical laboratory services for patient management.

#### **Course Content and Objectives:**

This course provides students with the following:

- How to provide effective and efficient administration of the medical laboratory service.
- Budget planning and control with responsible financial management, in accordance with institutional assignment of such responsibilities.
- Importance of providing educational programs for the medical and laboratory staff, and participating in educational programs.
- How to plan and direct research and development appropriate to the facility.
- How to select and monitor all referral laboratories for quality of service.
- How to implement the quality management systems, to monitor all work performed in the laboratory to determine that medically reliable data are being generated.
- Human resource– recruitment process, job interviews, managing staff development, conflict resolution, investigating poor performances, disciplinary process.
- Importance of regular staff/ management meetings, how to chair a meeting.
- How to ensure that there are sufficient qualified personnel with adequate documented training and experience to meet the needs of the laboratory.
- Staff management – constructing a team approach and time management.
- Planning and goal setting, how to develop and allocate resources appropriate to the medical environment including managing equipment contracts, service agreements, maintenance and compliance.
- Risk management.
- Business cases for new capital items.
- Implementation of a safe laboratory environment in compliance with good practice and applicable regulations.
- Address any complaint, request, or suggestion from users of laboratory services; and ensure good staff morale.
- Individual case scenario discussions will be encouraged and will include group exercise.
- Tours of Wellington Medical Laboratories will be organised for the participants.