



Pacific Pathology Training Centre Becoming an Effective Laboratory Manager

24 May – 18 June 2021

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.