

Good Laboratory Management at the Hospital

Presenter : Mr. Naofumi HASHIMOTO

JICA Short Term Expert

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Chrismar Hotel

Laboratory Management at the Hospital (1)

- **Laboratory Management:**

To produce high performance as a laboratory by optimizing resource

- **Importance:**

The performance is directly connected to life and death of patients.

Laboratory Management at the Hospital (2)

- 1) Technique/Quality Management**
- 2) Logistic Management**
- 3) Environment/Safety Management**
- 4) Service Management**
- 5) Human Resource Management**
- 6) External communication management**

Laboratory Management at the Hospital (3)

1) Technique/Quality Management

- Updated technique/knowledge
- Competency of conducting test
- Quality Control
- Documentation and record

2) Logistic Management

- Secure stock of necessary reagent, test kits, spare parts etc in proper condition
- Usage of necessary items within expiry (to avoid wastage)
- Consciousness of cost performance

Laboratory Management at the Hospital (4)

3) Environment/Safety Management

- **Environment: brightness, secure water & electricity, proper temperature and no dust etc)**
- **Safety: Cleanness, Tidiness, Ventilation, Security, Preparation for emergency (fire, accident by pricking with blood etc)**

4) Service Management

- **Attitude to patients & Hospital's staffs,**
- **Response of time**

Laboratory Management at the Hospital (5)

5) Human Resource Management

- Proper number of staff & qualification**
- Internal communication**
- Good leadership**
- Motivation management**

6) External Communication Management

- Keeping communication with clinical & administrative sections**
- Respect for the requests & opinions from those sections and patients**
- Sending necessary messages (information & request etc) from Lab**

Leadership (1)

Leadership

- To exert influence by the leader to staffs, more specifically, the ability of bringing out the desirable actions from staffs to achieve the target.**

**Leadership = mutual interaction
between the leader and staffs**

Leadership (2)

Qualification of leader :

From what kind of leader their staffs is influenced or can accept advices from leader with satisfaction?

- 1)Expertise**
- 2)Human nature**
- 3)Reciprocation**
- 4)Consistency**
- 5)Awe**

Leadership (3)

Qualification of leader :

- 1) **Expertise:** **Special**
or deep knowledge & skills (not all field) or rich experience.
- 2) **Human nature:**
Attractive nature consisting of equity, attitude/ listening opinions from staffs, respect to staffs etc.
- 3) **Reciprocation:**
Returning a gratitude if leader made enough efforts for staffs or lab.

Leadership (4)

Qualification of leader :

4) Consistency:

Vision, principal, strategy & rule always being the same. Words and actions accord with the decisions based on those vision, principal, strategy & regulation.

5) Awe:

**Strictness to work and rules.
Conduct of reward and punishment (as a person in charge, not as a tyrant)**

Motivation Management (1)

Motivation Eagerness and willingness to do something (work)

- **Performance = Ability X Motivation**
- **Motivation of human being in general = probability of achievement x attractiveness of target**
- **Motivation in organization = probability of achievement x attractiveness of reward**

Motivation Management (2)

For increasing probability of achievement

- 1) Milestone effect: Setting mid-term target and evaluation**
- 2) Feed back effect: Evaluating and sharing efforts and results**
- 3) Knowledge effect: Offering opportunities to learn or update knowledge and skills**

Motivation Management (3)

**For increasing attractiveness of reward
(non-financial)**

- 1) Ladder effect: Enhancing the significance of work by showing a higher objective**
- 2) Option effect: Increasing opportunity of self-choice**
- 3) Thanks effect: Appreciating results and efforts**

Factors affecting lab staff's motivation to work in provincial lab in Zambia

Weather = Factor A:
Commitment by MoH for lab issues (retention scheme & housing allowances Number of lab staff), Commitment by Medical council
Education at the school of Lab staff

Bicycle condition & Bicycle shop
= Factor B:
Condition of Equipment at lab
Equipment & technique support system
(Reagent, spare parts & help) by
Manufacture/vendors, MSL &
UTH/Reference institutes

Handling & Front
wheel = Factor C:
Updating
knowledge/skill on
work by
supervisory visit
/training/workshop/
circulation

Pedaling for Rear wheel
= Motivation to work:
Seriously affected
by A to D Factors

Ground = Factor D: relationship bet lab and clinicians, nurses etc, leadership of CMLT/Lab in charge, communication/sharing info in lab, fair opportunity to join training/workshop, appreciation system in Lab & hospital

Motivation Management (4)

Through the questionnaires on working motivation among lab staffs in target labs

There are common opinions to motivate staffs at the labs.

1)When their works help patients and save their life.

2)When they are recognized and appreciated for their work and efforts