

**DEPARTMENT NAME**

Regulatory Affairs, Compliance, Education, and Safety

**GENERAL INFORMATION**

<b>Hours of Operation:</b>	Monday-Friday, 0700-1630
<b>Location:</b>	Room A7-248, Center for Health Sciences
<b>Phone:</b>	(310) 825-8008
<b>Fax:</b>	(310) 794-6300
<b>Key Personnel:</b>	Laboratory Director: Alyssa Ziman, MD (310) 267-8090
	Laboratory Director: Bitu Naini, MD (310) 825-0863
	Laboratory Manager: Jowin Rioveros, BB (ASCP) <sup>CM</sup> (310) 206-9436

**MISSION AND GOAL**

The primary mission of the UCLA Anatomic Pathology and Clinical Laboratory Services at Ronald Reagan UCLA Medical Center and Santa Monica-UCLA Medical Center and Orthopaedic Hospital is to deliver leading-edge patient care by providing regional and international leadership in diagnostic medicine through creative scientific research, high quality and cost-effective clinical services, and innovative educational programs. Its goal is to provide accurate information and quality results in a timely manner as well as excellent and friendly service to both internal and external customers.

**LICENSURE AND ACCREDITATION**

Copies of the current licenses and certificates are available on the UCLA Pathology & Laboratory Medicine website at:

<https://www.uclahealth.org/pathology/body.cfm?id=281&fr=true>

**QUALITY MANAGEMENT AND PERFORMANCE IMPROVEMENT**

The Department of Pathology and Laboratory Medicine's has a quality management plan that provides for continuous monitoring and evaluation of patient care activities

within the Department. Monitoring includes pre-analytic, analytic, and post-analytic phases of testing. The plan describes a standardized quality control system that maximizes the quality of laboratory testing to produce accurate and timely results needed in support of quality patient care. The plan includes provisions for employee training and competency assessment, document control requirements, procedures for the monitoring of quality control, quality indicators monitored on an ongoing basis, a process for the systematic detection of errors, and a formal departmental committee structure for the documentation and reporting of internal quality improvement activities. Anatomic Pathology and Clinical Laboratory services are accredited by the College of American Pathologists (CAP) and we voluntarily participate in both external and internal proficiency testing programs. The Division of Transfusion Medicine is accredited by the American Association of Blood Banks (AABB).

The Department of Pathology and Laboratory Medicine is inspected by the Food and Drug Administration (FDA), the State of California, the CAP, the AABB, and the California Department of Public Health (CDPH).

### **LAB COMPLIANCE**

The Laboratory Compliance Program developed for Pathology and Clinical Laboratory Services ensures that all OIG guidelines, as well as state, federal, and local laws and regulations are followed. Providers ordering Anatomic Pathology or Clinical Laboratory services are responsible for maintaining documentation of medical necessity for each test or service ordered, based on the patient's condition or complaints.

### **EDUCATION**

The Pathology and Clinical Laboratory faculty are available for consultation or to answer questions regarding the services performed in their respective areas of expertise. Since UCLA is an academic institution, this is an opportunity to get information from experts in diverse laboratory fields. Continuing education is provided for the Department of Pathology and Laboratory Medicine staff on a regular basis.

### **SAFETY**

The Laboratory provides safe and adequate environmental conditions in the workplace that meet local, state, and federal regulations. The Laboratory has designed its quarters, environment, and equipment, and has implemented appropriate processes to minimize environmentally related risks to the health and safety of employees, donors, volunteers, patients, and visitors. The Laboratory maintains procedures for handling and discarding of blood, tissue, and specimens that minimize the potential for human exposure to infectious agents. Safety surveys are performed in each Laboratory section and corrective action is taken promptly so that a safe environment is maintained.