



Laboratory Management

Medical Laboratory Services (Laboratory results) are essential to all aspects of health care, and they should be:

- accurate
- reliable
- and timely

Note: 70% of clinical medicine decision making is predicated upon or confirmed by medical laboratory test results

If inaccurate results are provided, the consequences can be very significant, including:

- 1) Unnecessary treatment
- 2) Treatment complications
- 3) Failure to provide the proper treatment
- 4) Delay incorrect diagnosis
- 5) Additional and unnecessary diagnostic testing



Laboratory Management

❖ The laboratory management task is to integrate and coordinate organizational resources to provide quality laboratory services as effectively and efficiently as possible.

Organizational resources include: personnel, equipment, money, time, and space

❖ Hence, management can be viewed as both a science and an art

❖ The successful management of a clinical laboratory today, like any other organization or institution, **requires the following:**

A. A wide range of skills

B. Built on strict principles of management science

Definitions management

It is very difficult to give a precise definition of the term ‘management’.

1. Management involves the coordination and integration of resources to accomplish specific results
2. Management is a social process comprising a series of actions that lead to the accomplishment of objectives
3. Management is defined as “Getting from where we are to where we want to be with the least expenditure of time, money, and effort.”

The definition contains four basic elements:

- **Towards goals**
The goals and objectives are aligned with the efficient delivery of laboratory services
- **Through people**
Directing 'leadership and direction' in a way in which professional laboratory technicians feel a sense of responsibility
- **Using techniques**
Material resources such as laboratory equipment, computers, etc.
- **In an organization**
In organizational units, it means a division of labor, protocols, procedures, and functional processing units

Managerial Duties and Responsibilities

- ❖ The manager directs the affairs of the organization by setting goals and priorities which define the direction that the organization will take

- ❖ The administrator manages or manages an organization within the framework of the various directions and policies given to him
 - He is not the one who sets bigger goals, but he is a technician who knows how to make the organization move efficiently to achieve its goal
- ❖ A manager is responsible for managing or supervising the performance of an activity to achieve a specific goal or purpose
- ❖ Oversees activities of others to help them accomplish specific tasks or efficiently perform scheduled activities

Laboratory managers are entrusted with three categories of resources (inputs): -

- ❖ Financial
 - Operating and capital budget
- ❖ Physical
 - Space, equipment, and supplies
- ❖ Human
 - Technical and support staff

A distinction of three levels in the management team of the laboratory

- **Laboratory directors and administrators**
 - ❖ Retain ultimate responsibility in achieving goals, e.g., changes in technology, capital investments, and services rendered are finalized by this level of laboratory management
- **Laboratory managers or chief technologists**
 - ❖ They create and maintain an environment for laboratory professionals to function efficiently.
 - ❖ They plan, organize, direct, and control jobs.
- **Laboratory supervisors**
 - ❖ They focus on people and operational delivery of laboratory services.