

*Laboratory Medicine*



*March 15/04  
Letter picked up  
by Barry Dyer*

*March 18/04  
cc: Dr. Williams  
Janet  
Leitch  
BP*

December 15, 2003

Mr. Terry Gulliver  
Program Director, Laboratory Medicine  
General Hospital Site

Dr. Don Cook, Clinical Chief  
Laboratory Medicine Program  
St. Clare's Site

Dear Mr. Gulliver and Dr. Cook,

In response to correspondence from Dr. Williams in May 2003, I met with both of you, Mr. Barry Dyer and the pathologists working at the St. Clare's site in September 2003.

At that meeting, risk management concerns with the proposed consolidation of the Pathology Technical Services were outlined and discussed. In summary, the concerns were related to issues regarding:

- Communication
- Volume
- Consistent technical skill
- Turnaround times
- Sentinel node protocols
- Service levels to surgeons

Following that meeting I contacted the individuals responsible for risk management at several sites across the country. You recommended these sites as they represented a variety of pathology service structures. The sites that responded to my inquiries reported that they did not have any risk management concerns regarding the structure of their pathology technical services. I also contacted our liability insurer, HIROC. Reported claims concerning pathology were limited to either communication

**Waterford Hospital**

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Website: [www.hccsj.nf.ca](http://www.hccsj.nf.ca)

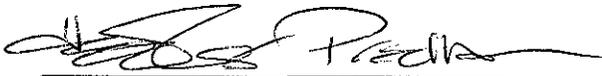
SITES: Health Sciences Centre (General Hospital/Janeway Children's Health and Rehabilitation Centre/Women's Health Centre)  
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breakdowns between the pathology lab and the attending physician or lack of adherence to policies and procedures by pathology staff and physicians.

In November 2003, we met again and I related the above information as well as my opinion that I could see no risk management issue that would impede the consolidation of your Pathology Technical Services. However I did recommend that the Laboratory Program develop indicators that would allow the proposed consolidation to be objectively evaluated after a set period of time. I also recommended the utilization of the Management Engineering Division of our department to support your activities surrounding the process of consolidating the service.

If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely,



Heather Predham  
Risk Manager  
Quality Initiatives Department

cc. Dr. R. Williams  
Janet Laidley