

Shifting the Shapes of Collaboration

Cultivating Cross Regional Laboratory Discipline Working Groups

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Context

Lower Mainland Pathology and Laboratory Services (LM Lab) was formed in 2012 under PHSA, bringing together cohesive quality, administrative and information technology leadership for FH, VCH, PHC and PHSA laboratories. Within the Quality arm, opportunities to enhance shared knowledge and communication at the discipline level across regions was identified in several areas, as each discipline shares common structure, requirements, regulations and patient care considerations.

Intervention

Leaders from each region, supporting existing project and committees, re-formed to create the first four discipline-specific working groups. The groups identified their opportunities for collaboration, and individual group dynamics and needs continue to inform their work, growth and direction.

Current LM Working Groups:

- Transfusion Medicine (TM)
- Anatomical Pathology (AP)
- Pre/Post Analytics (PPA)
- Biosafety (BioS)
- General Safety (Gens)
- Transportation of Dangerous Goods (TDG)
- Document Management (Project)

Frameworks:

- Terms of Reference & reporting structure
- Shared efforts and leadership
- Best practices alignment
- Shared expertise, materials & learning
- Advocacy & shared voice
- Central support
- External member support (eg Workplace Health)

Successes

Developing discipline based networks across regions creates a connected scaffolding of shared knowledge, practices and communication paths – within the group, and across departments. Improvements to date enhance both laboratory internal performance, as well as the patient and provider experience. Selected work includes:

- a multi-year internal audit schedule and audit template plan for 21 internal audits, aligned to multiple transfusion requirements (TM)
- result report distribution updates to improve delivery of laboratory results with 34% of physicians updating their address (PPA);
- workload unit review to align understanding of work across sites (AP)
- redevelopment of laboratory specific TDG training and certifications;
- shared laboratory safety manual materials and templates (TDG)
- shared expertise in biosafety and LM-wide education review (BioS)
- common voice for multi-site HIS configuration (PPA)



Lessons Learned

As with differing regions and sites, each discipline has unique needs and considerations based both on internal states and external influences. Recognizing shared opportunities and enhancing communications across sites and regions serves to build an increasingly consistent health care experience for staff, providers and patients alike. In turn, we generate trust, and efficient, effective care and engagement across the system. Creating space for discipline experts to co-create next steps, while providing enhanced operational reporting and support structures will permit further growth to these - and future - cross-regional laboratory groups.

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