


Name of Policy: Communication of Concerns Regarding Quality and Safety		 Effective date: 01/04/2025 Original effective date: 01/18/2007	
Policy Number: 3364-107-314			
Approving Officer: Medical Director, Clinical Pathology			
Responsible Agent: Director, Clinical Pathology Administrative Director, Lab			
Scope: Pathology Laboratory University of Toledo Medical Center			
Key words: Communication, testing quality & safety, laboratory leadership, Federal Drug Administration (FDA) and College of American Pathologists (CAP), University of Toledo compliance office.			
<input type="checkbox"/>	New policy proposal	<input type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input checked="" type="checkbox"/>	Reaffirmation of existing policy

(A) Policy statement

Procedure to enable employees to communicate or report concerns regarding the testing quality or laboratory safety at the University of Toledo Medical Center laboratory.

(B) Purpose of policy

To assure that all personnel have a way to report concerns that will remain confidential and result in no repercussions to the employee.

(C) Procedure

1. Initial concerns about quality or safety should be reported to the laboratory director or one of the laboratory managers, who will investigate. The employee reporting will remain anonymous.
2. If laboratory management finds the concern to be valid, management will address issue immediately and correct. If further action is required such as notification of FDA or accrediting agency, laboratory management will follow hospital policy(s) with such notification.
3. The College of American Pathologists (CAP) has dedicated lines to report any quality or safety concerns that have not been addressed by laboratory management. These signs are posted throughout the laboratory(s). The identity of any caller is kept confidential.
4. Concerns can also be reported to the UT compliance office at 419-383-6933.
5. The University has an anonymous reporting line that is available 24 hours a day. The number is 1-888-416-1308. This line is to report actual or potential misconduct and compliance violations. All

reports will be investigated in a thorough and prompt manner. Individuals may request to remain anonymous and will not be subject to retaliation. The Anonymous Reporting Line policy is located on the hospital intranet, Policy No. 3364-15-05.

<p>Approved by:</p> <p>/s/</p> <hr/> <p>Name: Amira Gohara, M.D. Title: Medical Director, Clinical Pathology</p> <p>1/10/2025</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by:</i></p> <p><i>Joshua Otiso, Administrative Director, Lab</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>Q-14</i> <p>Initial effective date: 01/18/2007</p> <p>Review/Revision Date: 01/04/2025</p> <p>Next review date: 01/04/2027</p>
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