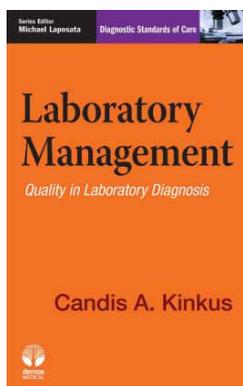


Media Review

Laboratory Management: Quality in Laboratory Diagnosis

Written by Candis A. Kinkus, MBA; Series editor: Michael Laposata, MD, PhD
103 pages. New York, NY: Demos Medical Publishing. \$40.00. ISBN: 978-1936287451



Laboratory Management: Quality in Laboratory Diagnosis is one of a series of useful books that covers key areas of management in today's complex clinical laboratory. *Laboratory Management* is a concise review of certain responsibilities of laboratory leaders and how those leaders can best manage some of the more common problems that they face.

For managers, supervisors, lead technologists, and aspiring laboratory leaders, this book serves as guide to focusing on tasks that are critical to proper laboratory management. The 12 chapters touch on the 4 cornerstones of laboratory management: financial management, operational management, human resource management, and marketing management. Specific topics include regulatory mandates; patient and laboratory safety; quality issues of preanalytic, analytic, and postanalytic problems; financial concerns related to billing, equipment purchases, and reference laboratory opportunities; personnel selection, compensation, and workload adjustments; and development of a strong marketing program by addressing phlebotomy centers,

laboratory information system (LIS) needs, and test utilization issues.

Each chapter contains an overview of examples of real life issues encountered in the daily operations of today's clinical laboratory. Each example provides a case study of an actual laboratory problem (Case with Error or Case with Error Averted) that influenced patient care and quality of services. The issue is then followed by an Explanation and Consequences section that details how that issue was resolved or could have been prevented. Each chapter concludes with a set of Standards of Performance that neatly summarizes the key points of the particular chapter.

This book is a quick read and is ideal for busy laboratory managers and supervisors; it contains a relatively complete index and additional reading sources for more-detailed management discussions. It is a particularly useful guide for individuals in Pathology residency training who need to know various aspects of laboratory management but may not have had much training or experience in this area. *Laboratory Management* provides the opportunity to learn from the mistakes of other individuals to stimulate readers to reflect on their own laboratory practices and to be proactive in establishing policies and procedures that promote quality laboratory services.

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