

# A new laboratory in a new hospital: chronicle of an experience

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The moving of a complex service such as an analysis laboratory while maintaining services to users, requires a very ambitious and well organized project planning studied in minimum details.

The laboratory of Mestre supplies services for: emergency analyses as well as routine services for the Operational Units of the same hospital; six different district points of service and for several nursing homes. Moreover, Mestre collaborates with the Civil Hospital in Venice for immunochemistry and sierological investigations in the distribution of the diagnostic specialties among the two laboratories.

The transfer of the laboratory services with respect to the different wards present in the new hospital only from May 26<sup>th</sup> on, did result in a complete modification of the services in that the emergency services were maintained functional on a 24 hour basis in the old hospital in Mestre (VOM), while the routine analyses were completely transferred to the new hospital in Mestre (NOM).

The remarkable phases of the transfer have been documented and recorded according to the criterions of the UNI EN ISO 9002 certification and are the following:

- i. individualization of the organizational model
- ii. choice of the instrumentation

- iii. organization of the spaces
- iv. equipment installation
- v. training of technical personnel
- vi. comparison between old and new instrumentation
- vii. transfer of laboratory reagents and material
- viii. computer training of the personnel of the Operational wards in the hospital, day hospital and districts.

The routine activity was suspended for one day only on April 19<sup>th</sup>.

The most critical phases actually took place in the computer management system due to the complexity of the alignment of the hospital network as well as the necessity to manage databases and operating systems. These phases had to be integrated in input and output for accepting and response referrals among the collaborating units which consisted of the Laboratory in Venice, Old laboratory in Mestre (VOM), districts, wards and the new laboratory in Mestre (NOM).

Other critical points that were evidenced were the adaptations of personnel to a completely different work organization, the reorganization of the work load between the two different laboratories of Venice and Mestre and the organization of transport and interaction among the different emergency operational units.