

October/November 2008



## Lab News

### Lab & Radiology Luncheon For Referring Office Managers, RN's, Nurse Practitioners

#### Save the Dates:

Friday, January 23, 2009

Friday, June 19, 2009

Friday, September 25, 2009

11:30a.m. to 1:00pm

Davenport 102A&B,  
NSMC Salem Campus

RSVP to Hannah Stringer

Fax: 978-354-4090 or

Email: [gstringer@partners.org](mailto:gstringer@partners.org)

### NSMC laboratory August 2008 Reference Manual has been distributed.

This publication represents the eleventh edition (August 2008) with Critical Value Revisions of NSMC Laboratory Information Manual. The purpose of the Manual is to provide detailed information about the services offered by the NSMC Laboratory Departments.

Contact Hannah Stringer, Outreach Account Manager at 978-354-4119 for a copy. We encourage your suggestions for revising and updating this manual.

### NSMC Labs Undergoes CAP Inspection

The College of American Pathologists (CAP) conducted a routine unannounced inspection of the NSMC labs at both Salem and Union campus on October 21-22. The CAP inspection process is recognized within the laboratory community as rigorous and comprehensive.

Our inspection involved a team of twelve pathologists and laboratory professionals examining every facet of our operation. The inspectors used 23 checklists (most containing more than 100 questions) to guide their review. In addition to interviewing our staff and watching them in action, they spoke to representatives of the hospital administration and the medical staff and user community.

As is typical with a thorough inspection team, they identified a few areas for improvement, which we started working on immediately. At the summation meeting, we were pleased, but not surprised, to hear the team leader describe our labs as being "top notch", a term which captures our daily aspirations.

### Two NSMC Laboratory Managers Receive "Manager of Excellence" Awards

The entire management team at NSMC presents two "Manager of Excellence" awards every quarter. These individuals are recognized by their manager peers for their professionalism and commitment to NSMC and its patients. The quarter three award recipients are Doreen McGovern, Laboratory Operations Manager and Andrea Stamas, Laboratory Courier/Fleet Manager. Congratulations to Doreen and Andrea!

### NSMC Laboratory Specimen Processing Department Receives Partners In Excellence Award

The laboratory specimen processors who support our outreach client testing have won one of Partners Healthcare's annual Partners in Excellence Awards. Their award recognizes the improvements in turnaround time over the last six months. Congratulations to this wonderful team on an award that is well deserved!

### Sales and Marketing Manager for NSMC's Laboratory Outreach Program

Nancy Bartlett has joined our team as Sales and Marketing Manager. In this position, Nancy is responsible for the success of the Laboratory Outreach Program. She brings many years of sales and account management experience and is excited to join NSMC.

Nancy welcomes the opportunity to enter the healthcare industry and to represent NSMC. She is looking forward to meeting our clients.

