
QUALITY MANAGEMENT PRACTICES

QUALITY

The commitment to quality at CMC Laboratory applies to all aspects of our service from testing and technology to courier transport, specimen handling, and turnaround time. The CMC Laboratory Quality Management Team, made up of our medical director, laboratory director, managers, and technical supervisors, is responsible for overseeing ongoing quality programs and directing the implementation of new procedures and programs to continually improve the quality of testing and services provided. This comprehensive approach includes the programs described below:

- *Test Request Validation* – Quality checks to validate data entry of critical details of the test request data are conducted daily. Critical information such as test(s) ordered is verified. This mandatory procedure minimizes data entry errors, since any discrepancies in the entries must be resolved before the test request will be accepted.
- *Automated Specimen Processing* – Automated specimen processing systems are utilized by CMC Laboratory to ensure positive patient identification throughout the pre-analytic phase. These systems receive, centrifuge, de-cap, aliquot, label, sort, and archive specimens removing pre-analytic human error from the vast majority of specimens handled by CMC Laboratory.
- *Intra-Laboratory Quality Control* – Multi-level quality control material is utilized to monitor daily assay performance. Quality control data is evaluated using computerized plots and statistical analysis. All instruments are on a scheduled preventative maintenance program. Secondary material such as aqueous-based clinical standards traceable to The National Institute of Standards and Technology and the College of American Pathologists (CAP) reference materials serve to enhance the standardization of test results.
- *Inter-Laboratory Quality Control* – CMC Laboratory actively participates in the CAP Inter-laboratory Comparison Program.
- *Routine Turnaround Time (TAT) Analysis* – Reports showing details of all pending test requests and the length of time requests have been pending are reviewed daily. Those requests which exceed the maximum TAT expected are investigated for cause of delay. This monitor allows us to identify any specific problems with a request and notify clients appropriately. It also allows CMC Laboratory to identify trends and adjust them accordingly.
- *STAT TAT Analysis* – STAT requests are reviewed on a regular basis for TAT, calculated from time of test request entry to results release.