
Quality Indicators

The laboratories, following the Royal College of Pathology guidelines, use Key Performance Indicators (KPI's) to gauge the effectiveness and quality of the services provided. The guidelines are used as the acceptable baseline and the laboratories aim to ensure that their standards are maintained at the highest possible levels above this. Although not exhaustive the key indicators broadly cover the following elements:

- Availability of documentation and accompanying clinical advice in the end to end service process.
- Quality of end to end service and clinical advice
- Timeliness of testing and reporting linked to the required level of patient care (turnaround times)
- User engagement and satisfaction
- Teaching, training, education
- Proficiency testing

These general categories are broken down into measurable sub elements that are regularly reviewed by the laboratory management teams and corrective and remedial actions are implemented where nonconformities are identified, as an integral part of the overall quality improvement process.