

Medicine beyond frontiers

SS7

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Quality and Performance Improvement Plan for Clinical Laboratory and Pathology

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Continuing Quality Control and Continuing Performance Improvement are keys to success of Pathology and Laboratory Services. It begins with having a well written plan that is easy to understand, implement and enforce. Plan should include requirement for high quality of personnel, equipment, environment and facility. Performance must be monitored, maintained, and improved. All personnel should be evaluated and have documentation for appropriate education, training and experience. The department must have qualified Director, supervisors and technologists or technicians. Equipment should be regularly checked by qualified person. Each test must be performed based on a well written procedure manual, approved by the Director. Reagents should be appropriately stored and identified. Test must be performed along with sample of known result or quality. Laboratory must subscribe to the Proficiency Program approved by regulatory agency. There should be a routine review of performance in the area of high risk, high volume, problem prone areas and other areas as necessary. As part of Performance Improvement Plan, all mistakes and discrepancies should be documented and investigated. Performance Improvement report should include identification of problem or potential problem, consequence of problem, identification of solution to prevent recurrence of problem. Implementation of solution, and finally the outcome of the implementation which should demonstrate improvement of performance.