

**HACKETTSTOWN REGIONAL MEDICAL CENTER
LABORATORY POLICY MANUAL
QUALITY MANAGEMENT**

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Effective Date: September, 2009
Cross Referenced:
Reviewed Date: 04/12
Revised Date: 7/04, 8/11, 1/12

Policy No: GENLAB 9.01
Origin: General Lab
Authority: Laboratory Director
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PURPOSE: To systematically evaluate the quality and appropriateness of laboratory services.

POLICY: The laboratory must be involved in an ongoing assessment of quality management. The program must be designed to identify and resolve important problems in patient care, and identify opportunities to improve patient care. The laboratory quality management program must be integrated with the institutional program. The program covers all aspects of laboratory service – inpatient, outpatient, reference testing, and point-of care service. Key indicators in pre-analytic, analytic, and post-analytic phases will be selected as particular opportunities for improvement are identified. The Quality Management Program will include Quality Control, Satisfaction Surveys, QA/PI Indicator Monitoring, Error Monitoring, Document control and Competency Assessment.