

**HACKETTSTOWN REGIONAL MEDICAL CENTER
LABORATORY POLICY MANUAL
PROFICIENCY TESTING CORRECTIVE ACTION**

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PRINCIPLE: In the event of exceptional results on a Proficiency Survey, an investigation needs to be initiated by the Laboratory Manager to determine the probable cause of the discrepancy. Documentation of the steps taken and the conclusion need to be made on the result form or the exception response form, if necessary.

PROCEDURE:

1. Check for clerical errors and instrument printout correlation
2. Confirm that calibrations and QC for the day were in order
3. Review slides if necessary
4. Interview tech who performed the testing
5. Repeat testing if sample is adequate and viable
6. Assess information and make conclusion
7. Document on appropriate form after consultation with Pathologist
8. In the event that there is a lack of consensus in survey results, results should be compared with the intended response and discrepancies investigated.
9. In the event that results are entered incorrectly, submitted late, and not graded, compare results with correct response when received back from CAP and document results on survey response form.