



QSE 12: Continual Improvement

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| Policy | The laboratory participates in a defined continual improvement program to identify and address problems that impact relevant areas and outcomes of patient care. |
| Purpose | This policy provides direction for the processes and procedures to effectively identify and address potential problems or areas of improvement within the laboratory. |
| Responsibility | <p>The Laboratory Director is responsible for reviewing Quality Improvement activities.</p> <p>The Laboratory Supervisor is responsible for documenting the data needed for monitoring performance.</p> <p>The Quality Manager is responsible for the compilation and presentation of data for performance improvement.</p> <p>The QA and Lead Technologists are responsible for carrying out the activities of the Performance Improvement program.</p> |
| Participation in Process Improvement Activities | Opportunities for Improvement (OFIs) are identified from several sources. Laboratory personnel participate in Quality Improvement activities that deal with relevant areas and outcomes of patient care. |
| Review of Processes for Preventive Actions | A mechanism is in place to review processes in order to identify and prevent possible nonconformances. |
| Corrective Actions | A defined strategy is used for process improvement when errors are identified. |
| Evaluation of Effectiveness of Actions Taken | The laboratory evaluates the effectiveness of actions taken to improve performance. |
| Supporting Documents | <p>The following processes support this policy:</p> <ul style="list-style-type: none"> • Identifying Opportunities for Improvement • Quality Improvement • Quality Improvement Evaluation |



Process for Identifying Opportunities for Improvement

| What Happens | Who's Responsible | Procedures |
|---|--|---|
| Processes with significant problems and Opportunities for Improvement (OFI's) are identified from several sources | <ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager • Quality Management Team | <ul style="list-style-type: none"> • Communication of Safety and Quality Concerns • Internal and External Audits and Assessments • Quality Assessment Reports • Quality Indicators • Occurrence Reports • Process Improvement |
| OFI's are prioritized according to level of impact on customer needs and patient care | <ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager • Quality Management Team | <ul style="list-style-type: none"> • Quality Management • Process Improvement |



Process for Quality Improvement

| What Happens | Who's Responsible | Procedures |
|---|--|--|
| Process/opportunity for improvement to be addressed is selected | <ul style="list-style-type: none"> Laboratory Director Laboratory Supervisor Quality Manager Quality Management Team | <ul style="list-style-type: none"> Quality Management Process Improvement |
| A root cause is determined for the problem using an appropriate improvement process (such as Root Cause Analysis) | <ul style="list-style-type: none"> Laboratory Supervisor Quality Manager Quality Management Team | <ul style="list-style-type: none"> Quality Management Process Improvement |
| Corrective or Preventive Action Plans are generated and selected | <ul style="list-style-type: none"> Laboratory Supervisor Quality Manager Quality Management Team | <ul style="list-style-type: none"> Quality Management Process Improvement Corrective and Preventive Actions |
| The chosen plan is implemented | <ul style="list-style-type: none"> Laboratory Supervisor Quality Manager Lead Technologist Technicians/Technologists | <ul style="list-style-type: none"> Quality Management Process Improvement Corrective and Preventive Actions |



Process for Quality Improvement Evaluation

| What Happens | Who's Responsible | Procedures |
|--|--|---|
| The laboratory evaluates the effectiveness of actions taken to improve performance | <ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager • Quality Management Team | <ul style="list-style-type: none"> • Quality Management • Process Improvement |
| The laboratory takes additional action as necessary | <ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager • Quality Management Team | <ul style="list-style-type: none"> • Quality Management • Process Improvement |