Managing Good Internal Quality Control by Adopting Risk Analysis Framework

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Abstract

Objectives

Introduction

Method

Results

Discussion & Conclusion

We at SUNMED Laboratory adopted a risk management approach to develop a customised quality control plan. This quality control plan ensures proactive in addressing potential risk before a wrong or unreliable results are released. Although we faced many challenges in terms of budget constraint for training of staff, sustaining the momentum in continuous improvement and to get the buy in from the stakeholders, we are still able to show the substantial improvement with the QCP. By adopting the Six-Step Risk Analysis Framework and implementing it in QCP enables our SUNMED Lab to mitigate, sustain and also assist in preventing possible hazard or risk that may occur before incorrect results are reported to health care providers and clinical action being taken. By applying 6-step risk analysis framework, our Sunmed lab demonstrates:

1. Substantial risk reduction from the average critically rating of 25 (unacceptable) down to 12 (acceptable) hence reducing the probability of medical error.


3. Improved overall customer satisfaction rate by 15% in the year 2013 against the year 2011.

Conclusion:

"Our IQC practises have been the heart of this system in the past, but must now be expanded to provide a more comprehensive plan for managing analytical quality."

- Dr James Westgard, 2011

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