LABORATORY ERRORS AND PATIENT SAFETY
Project: Model of Quality Indicators

EXPERIMENTAL PHASE

Aim: to set a model of quality indicators in order to decrease the error rates in laboratory testing

Step-by-step process:

1. establishment of the working group
2. identification of a model of quality indicators (MQI) for total testing process (TTP)
3. introduction of the MQI in the routinary practices of participant laboratories
4. data collection (through a specifically-designed website)
5. assessment and statistical treatment of collected data
6. achievement of a consensus on the criteria for setting quality specifications
7. setting of preliminary desirable quality specifications (SQI) for each indicator
8. application of SQI and data assessment
9. modifications of the MQI (if necessary)
10. definitive establishment and diffusion of the MQI

WORKING PHASE

Introduction of External Quality Program to evaluate the performances of clinical laboratories on the basis of the MQI.

Steps:

- every participating laboratory collects the data for each indicator
- statistical treatment and assessment of the laboratories data in comparison with defined SQI
- issue of a report for each participant concerning the results evaluation

PURPOSE

- to stimulate clinical laboratories to assess and monitor the total testing process
- to know and monitor error rates within total testing process
- to divulge the SQI defined by scientific community and to stimulate clinical laboratories to improve the process
- to provide a consulting service for participating laboratories to improve the lacking activities