

Automation of the External Quality Assurance process supporting compliance and quality assurance.

Case Study

Introduction

Maintaining quality assurance compliance is vital for the ongoing accuracy of results from all labs and for their continued adherence to quality standards. However, proficiency testing requests and results reporting are often done using paper forms and manual data entry. This causes excessive demands on staff time and can often lead to data quality issues from pre- and post-transcription errors and potential compliance fails.

LabgnosticEQA provides automated, paperless External Equality Assurance (EQA) ordering and results reporting to the EQA provider – saving staff time and improving data accuracy.

LabgnosticEQA reduces the risk of missed EQA submissions, and the solution enables tests to be sent digitally between labs in seconds, irrespective of the in-house laboratory information management system (LIMS).

Aims

For the lab

To demonstrate how automated EQA requesting and reporting can:

- Streamline EQA processes
- Eliminate paper
- Save significant time
- Save staffing costs
- Ensure accurate data submissions to the EQA providers to ensure compliance.

For the EQA provider

To aim to improve

- The quality practice of pathology
- To support the safety of patients
- To help standardise external quality assurance (EQA) provision in pathology, both nationally and internationally.

Methods

Mater Misericordiea University Hospital (MMUH) reports 1,000 manually entered EQA tests per month. Existing processes in MMUH were recorded pre-implementation. These 1,000 results were reported to UK NEQAS Birmingham Quality, a clinical chemistry EQA Provider in the UK.

Time spent by lab staff was measured and found that two employees were required to enter the data.



One spending **40 hours** per month entering data.



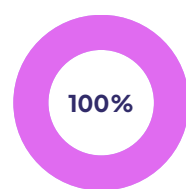
One spending **40 hours** per month checking for typographical errors.

Typos were common and EQA deadlines were often missed as a result of the time delays in the manual processing required to book samples in and return results.

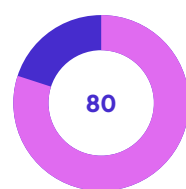
Results

MMUH

Since using LabgnosticEQA for clinical chemistry EQA reporting, MMUH has:



Seen a 100% reduction in staff entering and manually checking EQA results



Redeployed 80 hours of staff time per month back into the laboratory and its outputs



Recorded no EQA submission failures



Had zero transcription errors

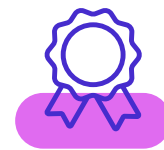


Seen an improvement in staff satisfaction



Ensured that EQA results now reflect the quality of work in the lab

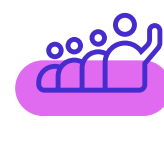
UK NEQAS reported that Labgnostic provides:



More consistent controls



More accurate tracking of tests received and results reported



Builds confidence that results will be reported on time



Data more accurately represents the lab and analyser quality



Bad data did not enter the UK NEQAS dataset

Conclusion



Labgnostic is something that all UK NEQAS disciplines need to cover. It reduces pre- and post-analytical errors, which reduce the possibility of incorrect results entering our data set.

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To learn more and see the full case study and dataset, please scan this QR code.