

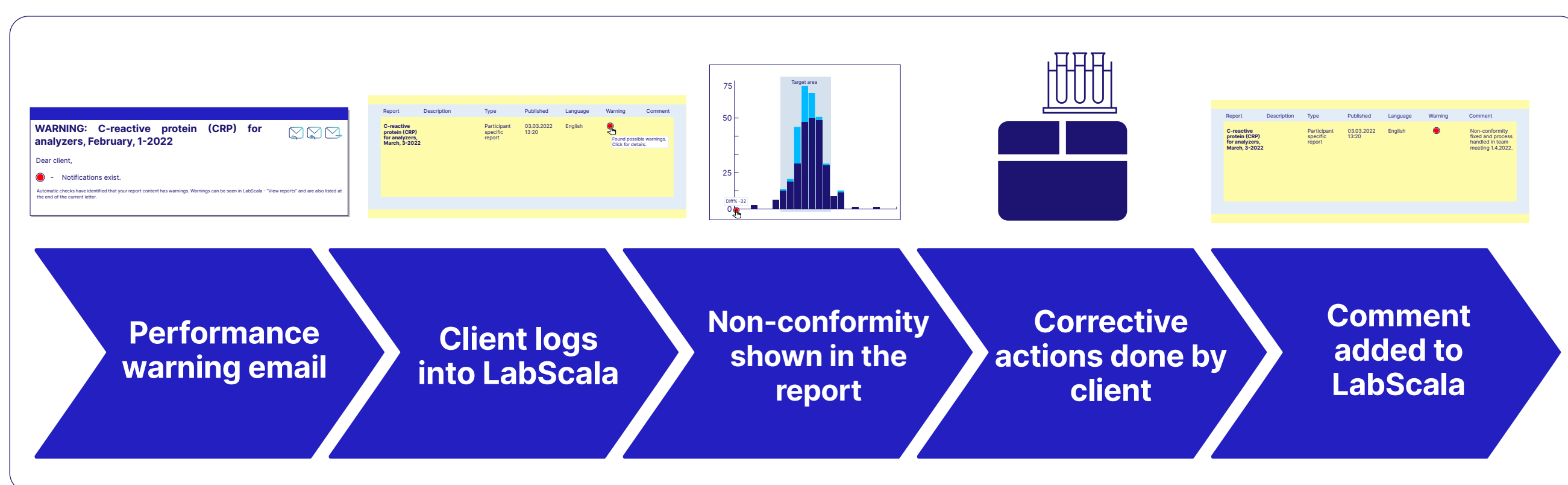
# Performance notifications decrease reaction times to EQA reports

Jonna Pelanti<sup>1\*</sup>, Heidi Berghäll<sup>1</sup>, Kristel Virtanen<sup>1</sup>  
 1 Labquality, Helsinki, Finland  
 \*jonna.pelanti@labquality.com



**Aim:** to investigate if receiving a notification of poor performance in the subject of the EQA report ready -email has an effect on the reaction times of report opening.

**How:** Dates of the Report ready -emails and dates of opening the participant specific reports were compared by extracting the data from Labquality's IT system LabScala.



**Results:** in 2022 the reaction time median was 6 days for participants who opened the reports after receiving the Report ready -email. For the reports with a poor performance, the median reaction time was 5 days. Some participants open their reports before the email is sent. The overall reaction times have decreased from 2019 to 2022 and there is a statistical difference ( $P < 0.0001$ ). The reaction times of reports having a warning compared to reports not having a warning, differ statistically in 2022 ( $p < 0.001$ ).

**Conclusion:** The overall participant reaction time to their EQA reports has a decreasing trend. A statistical difference between the reaction times in opening reports containing information of poor performance compared to reports with acceptable performance was noted.

- Based on client feedback, interpretation of reports and easy access to the deviating EQA results are the most important things when rating EQA service.
- For the numerical and some microbiology rounds, LabScala will send a performance notification to the client's email in case the client has not responded or if their results are out of Labquality's target limits in their own method group.
- The information is also shown graphically in LabScala.
- This will help our clients to find deviating results faster, especially in the schemes where there is a lot of numerical data.

