

ICAP Standards of Care (SOC) for Chemistry Laboratory Services (From xxx-xxx,2011)

ICAP Standards of Care (SOC) for Chemistry Laboratory Services	Suggested Measure of Standard	Numerator	Possible Sources of information	Possible Actions			For indicators not meeting the stan	
		Denominator		Evaluate this month (≤90)	Evaluate as part of next three month work plan (91-94%)	On Target (≥95)	Root cause for not meeting the standard	Action item/ improvement plan & responsible body
Result of Quarterly measure of Lab service								
<b>Turnaround time</b>								
1.Chemistry tests should be performed within expected turnaround time*	Proportion of Chemistry tests performed within expected turnaround time* in last quarter	# of Chemistry tests performed within expected turnaround time in last quarter Total # of Chemistry tests performed in last quarter	Sample of 100 charts; lab registers					
<b>Laboratory procurement and inventory</b>								
2. Lab should have adequate supply of kits and reagents needed for Chemistry tests	Proportion of work days with Chemistry test service interrupted due to stock outs during last quarter	# of days without Chemistry service interruption due to stock out of kits or reagents during last quarter Total # of working days during same quarter	Lab registers; Lab & Clinical staff interviews					
<b>Maintenance</b>								
3. All Chemistry lab equipment maintained and repaired in timely fashion	Proportion of work days with any Chemistry test service interrupted due to equipment malfunction during a certain time period	# of days without Chemistry service interruption due to equipment malfunction Total # of working days during same time period	Lab registers; Lab & Clinical staff interviews					
<b>QA System</b>								
4. Lab performs daily internal quality controls on Chemistry assays	Proportion of Chemistry assay days that performed daily control	# of days internal quality controls performed Total # of days Chemistry tests performed in last quarter	Lab registers; lab staff interviews					
<b>Sample collection and integrity</b>								
5. Sample rejection criteria should be used consistently to ensure proper sample collection and handling	Proportion of samples received with required sample integrity for Chemistry testing	Total # of proper samples approved for Chemistry testing Total # of samples received for Chemistry testing	Lab registers; job aides					
<b>Sample collection and requisition form</b>								
6. All samples should arrive to the lab reception with a completely filled request form	Proportion of samples received with a completely filled request form	# of samples with completely filled requested form Total # of samples received for the previous month reporting period	Request forms; Reception Registers; Lab/site registers					

\*expected turnaround time will be defined for the coming quarter in each site

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Implementation  
timeline