

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

| ICAP Standards of Care (SOC) for Hematology 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 | | | | | | | | |
| Turnaround time | | | | | | | | |
| 1. Hematology tests should be performed within expected turnaround time* | Proportion of hematology tests performed within expected turnaround time* in last quarter | # of hematology tests performed within expected turnaround time in last quarter Total # of hematology tests performed in last quarter | Sample of 100 charts; lab registers | | | | | |
| Laboratory procurement and inventory | | | | | | | | |
| 2. Lab should have adequate supply of kits and reagents needed for hematology tests | Proportion of work days with hematology test service interrupted due to stock outs during last quarter | # of days without hematology 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 | | | | | |
| Maintenance | | | | | | | | |
| 3. All hematology lab equipment maintained and repaired in timely fashion | Proportion of work days with any hematology test service interrupted due to equipment malfunction during a certain time period | # of days without hematology service interruption due to equipment malfunction Total # of working days during same time period | Lab registers; Lab & Clinical staff interviews | | | | | |
| QA System | | | | | | | | |
| 4. Lab performs daily internal quality controls on hematological assays | Proportion of hematological assay days that performed daily control | # of days internal quality controls performed Total # of days hematology tests performed in last quarter | Lab registers; lab staff interviews | | | | | |
| Sample collection and integrity | | | | | | | | |
| 5. Sample rejection criteria should be used consistently to ensure proper sample collection and handling | Proportion of samples received with required sample integrity for hematology testing | Total # of proper samples approved for hematology testing Total # of samples received for hematology testing | Lab registers; job aides | | | | | |
| Sample collection and requisition form | | | | | | | | |
| 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

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