

Test Statistics

Monthly Laboratory Report

October 20XX

Test Statistics show a reduction of tests completed by 17% for the month of October compared to the average of the past 6 months.

MONTHLY LABORATORY REPORT			
Kayunga	October 20XX		
LABORATORY:		LOCATION:	
Pre-analytical	Results		Acceptable
	Number	Percentage	
Specimens received for Testing			
Rejected specimens			
Specimens by testing areas			
Biochemistry	689		
Hematology	217		
CD4	47		
HIV	611		
Microbiology	----		
TB	38		
Malaria	142		
Syphilis	516		
Others			
Specimens referred to central laboratory			
Referral specimens			

Quality Indicator Monthly Summary

Several internal
laboratory factors
noted for the month.
Further investigation
required.

QUALITY INDICATOR MONTHLY SUMMARY Tick if condition present or supply data for each day indicator is monitored. Month <u>October</u> Year <u>20XX</u>									
Day	Equipment Down Indicate Analyzer affected	Stock out Indicate Item affected	Test Statistics See monthly Lab report	TAT Specify test monitored	EOA Pass or Fail	Specimens Rejected	Customer Satisfaction Note complaint	Service Interruption Note type	Tech Productivity Note test monitored
1	√ Heme Analyzer					4			
2									
3									
4	√ Heme Analyzer			CD4 – 28.9 hrs		0			
5	√ Heme Analyzer					0	Lab tech rude		
6						10			TB Smears 8 / 8 day
7						3			
8						5			
9									
10									
11		√ Chem Reagents		CD4 – 34.7 hrs		2	Specimen lost	Lab Tech #3 at training	
12		√				3	No attention	↓	
13		√				13	Unable to do test	↓	5 / 7 day
14		√				0		↓	
15		√				1	Long wait	↓	
16									
17									
18		√ Chem Reagents		CD4 – 30.1 hrs	F - Heme	3			
19						0			
20						14			9 / 9 day
21						0			
22						2			
23									
24									
25				CD4 – 29.3 hrs		0			
26						2			
27						17			8 / 8 day
28						0	Poor service		
29						1			

Patient / Specimen Register

Patient Number	Day / Date Year 20XX	Patient Name	Location	Test	Results	Rejected / Reason
#555	Wed / Oct 13	O J Sumbe	Wakiso District Hospital	LFTs	-----	Patient left – no testing done
#556	Wed / Oct 13	K Mubajje	Wakiso District Hospital	HB	-----	Patient left – no testing done
#557	Wed / Oct 13	W Mukiibi	Wakiso District Hospital	CD4	-----	Patient left – no testing done
#558	Wed / Oct 13	F Ohala	Wakiso District Hospital	HB	10.7	
#559	Wed / Oct 13	G Akembano	Wakiso District Hospital	LFTs	-----	Patient left – no testing done
#560	Wed / Oct 13	K Makubele	Wakiso District Hospital	HB	12.1	
#561	Wed / Oct 13	G Leturra	Wakiso District Hospital	LFTs	ALT 30.1 AST 27.6	
#562	Wed / Oct 13	C Ocowun	Wakiso District Hospital	FBC	-----	Patient left – no testing done
#563	Wed / Oct 13	P Ahija	Wakiso District Hospital	CD4	330	
#564	Wed / Oct 13	M Nukemo	Wakiso District Hospital	CD4	175	
#565	Wed / Oct 13	S Tusubira	Wakiso District Hospital	FBC	-----	Patient left – no testing done

Patient / Specimen Register

Patient Number	Day / Date	Patient Name	Location	Test	Results	Rejected / Reason
#555	Wed / Aug 13	O J Sumbe	Wakiso District Hospital	LFTs	AST 36.5 ALT 26.6	
#556	Wed / Aug 13	K Mubajje	Wakiso District Hospital	HB	12.6	
#557	Wed / Aug 13	W Mukiibi	Wakiso District Hospital	CD4	194	
#558	Wed / Aug 13	F Ohala	Wakiso District Hospital	HB	10.7	
#559	Wed / Aug 13	G Akemba	Wakiso District Hospital	LFTs	AST 38.9 ALT 29.6	
#560	Wed / Aug 13	K Makubel	Wakiso District Hospital	HB	12.1	
#561	Wed / Aug 13	G Leturra	Wakiso District Hospital	LFTs	ALT 30.1 AST 27.6	
#562	Wed / Aug 13	C Ocowun	Wakiso District Hospital	FBC	HB 12.1 WBC 7.9 RBC 4.6	

Review of the past 6 months of specimen registers show no significant change in the number of patients presenting for testing.

Speak to Laboratory Tech #1



Tech states that patients left when there was a long wait during week 2. The long wait occurred because there was not enough staff to meet the demand for testing.

Equipment Down Time

Equipment Service Record

[illegible]

Preventive Maintenance Log

For the last 6 months, the Preventive Maintenance Logs have shown frequent failures of daily & weekly maintenance.

Clinic Laboratory
Maintenance Log
SN# AJ33055

Month/Year		Daily							Weekly			Comments
Date	Tech	Startup	Waste O.K.	Background Count	Reproducibility	QC (L, N, H)		Shutdown 1 hour	Extended Clean	Rinse Flow Cell	Wipe Instrument	As Needed/Non Scheduled Maintenance
1												
2	KB	✓	✓	✓	✓	✓	✓					
3												
4												
5	JT	x	x	x	x	x	x		x	x	x	
6												
7												
8												
9	MP	✓	✓	✓	✓	✓	✓					
10	MP	✓	✓	✓	✓	✓	✓					
11	MP	✓	✓	✓	✓	✓	✓					
12												
13												
14												
15												
16												
17												
18	KB	✓	✓	✓	✓	✓	✓					
19												
20												
21												
22												
23	MP	✓	✓	✓	✓	✓	✓		✓	✓	✓	
24	MP	✓	✓	✓	✓	✓	✓		✓	✓	✓	
25												
26												
27												
28												
29	KB	✓	✓	✓	✓	✓	✓					
30												
31												

Past 6 months show similar results!

Initial/check mark indicates value within instrument limits; maintenance procedure performed as required.

Phone Call

To: Other Laboratories with the same instrument



They have had no service calls or malfunctions in the past 6 months.

Phone Call

To: The Service Representative



He states that the tubing reveals dried crystalline material indicative of inadequate cleaning and preventive maintenance

Quality Indicator Monthly Summary

For the last 6 months, the Hematology Analyzer has been down for at least 3 days per month.

QUALITY INDICATOR MONTHLY SUMMARY Tick if condition present or supply data for each day indicator is monitored. Month <u>October</u> Year <u>20XX</u>									
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1	√ Heme Analyzer					4			
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3									
4	√ Heme Analyzer			CD4 – 28.9 hrs		0			
5	√ Heme Analyzer					0	Lab tech rude		
6						10			TB Smears 8 / 8 day
7						3			
8						5			
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10									
11		√ Chem Reagents		CD4 – 34.7 hrs		2	Specimen lost	Lab Tech #3 at training	
12		√				3	No attention	↓	
13		√				13	Unable to do test	↓	5 / 7 day
14		√				0		↓	
15		√				1	Long wait	↓	
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17									
18		√ Chem Reagents		CD4 – 30.1 hrs	F - Heme	3			
19						0			
20						14			9 / 9 day
21						0			
22						2			
23									
24									
25				CD4 – 29.3 hrs		0			
26						2			
27						17			8 / 8 day
28						0	Poor service		
29						1			

Stock Outs

Inventory Stock Card					
Item Name: Creatinine Kit Item Number: C-113 Unit/Size: 30 kits/ case Price per unit Reorder Level: 2 cases					
Date Received/Returned	Received from or returned to	Quantity	Total Quantity on Shelf	Expiry Date	Comments
5 OCT 20XW	Central Store	4 cases	6 cases	NOV 20XY	
7 JAN 20XX	Central Store	3 cases	5 cases	NOV 20XY	
4 JUL 20XX					
2 OCT 20XX					

Inventory Stock Card

Chemistry reagents not inventoried since Jan 20XX. Previously reagents in stock.

Procurement Records

Chemistry reagents last ordered in Jan 20XX. No other records are available. No worksheets available to determine how the order amount was determined.

MONTHLY LABORATORY REPORT				
LABORATORY:		LOCATION:		MONTH/YEAR:
Pre-analytical	Results		Acceptable	Cc
	Number	Percentage		
<i>Specimens received for Testing</i>				
<i>Rejected specimens</i>				
<i>Specimens by testing areas</i>				
Biochemistry				No report for 8 months
Hematology	345			
CD4	75			
HIV	865			
Microbiology	78			
TB	38			
Malaria	200			
Syphilis	652			
Others				
<i>Specimens referred to central laboratory</i>				
<i>Referred specimens</i>				

Monthly Laboratory Report

No data reported on Chemistry testing for the last 8 months.

Turn-Around-Time

Preventive Maintenance Log

Preventive Maintenance Logs show routine maintenance performed on a regular basis. No equipment down time noted.

Maintenance Log

Month/Year: Sept 20XX

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DAILY																															
Clean/Deproteinize Probes*	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Prime Fluids*	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Change Activator	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
ISE System:																															
Check Deproteinizer	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓					
Check Icons:																															
Cassette , Cassette Data	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Data Station , What if BOD	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Test Status , Test Data	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Analyzer	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Service	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Remove Expired Cassettes	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Prepare Required Materials	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Rectify Blocked Status	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Initials																															

*This is part of BOD function.

Reviewed by BenchmarxDate 1 Oct 20XX

N:\LAB4\123DAT\CHEM\Integra 400 and 800\Integra 800 Maintenance Log 2.doc

10/06

Inventory

Reagents in stock.



Quality Indicator Monthly Summary

Note staffing levels.
Lab Tech #3 at
training this week.
Other lab techs
overloaded.

QUALITY INDICATOR MONTHLY SUMMARY Tick if condition present or supply data for each day indicator is monitored. Month <u>October</u> Year <u>20XX</u>									
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1	√ Heme Analyzer					4			
2									
3									
4	√ Heme Analyzer			CD4 – 28.9 hrs		0			
5	√ Heme Analyzer					0	Lab tech rude		
6						10			TB Smears 8 / 8 day
7						3			
8						5			
9									
10									
11		√ Chem Reagents		CD4 – 34.7 hrs		2	Specimen lost	Lab Tech #3 at training	
12		√				3	No attention	↓	
13		√				13	Unable to do test	↓	5 / 7 day
14		√				0		↓	
15		√				1	Long wait	↓	
16									
17									
18		√ Chem Reagents		CD4 – 30.1 hrs	F - Heme	3			
19						0			
20						14			9 / 9 day
21						0			
22						2			
23									
24									
25				CD4 – 29.3 hrs		0			
26						2			
27						17			8 / 8 day
28						0	Poor service		
29						1			

EQA

EQA Result



Proficiency Testing

Specimen FL-02	No. Labs	Mean	S.D.	c.v.	Median	Low Value	High Value	Your Lab Grade
BD FACSCalibur	89	204	16.2	7.9	205	163	239	Data reported from Lab X not reviewed or included – Submitted beyond acceptable postmark date.

EQA Results Submission



- Results postmarked 2 days after the published deadline

Speak with Performing Lab Tech Tech #3



The tech stated that she was on leave and she had completed the analysis immediately upon her return.

Speak to Other Laboratory Techs

Tech #1 & #2



State that Tech #3 is the best one to perform this analysis, so she does all the Proficiency Testing. When she is on leave, the specimen waits for her.

Specimens Rejected

Patient / Specimen Register

Patient Number	Day / Date	Patient Name	Location	Test	Results	Rejected / Reason
#555	Wed / Oct 6	O J Sumbe	Mukono HC IV	LFTs	-----	Rejected
#556	Wed / Oct 6	K Mubajje	Mukono HC IV	HB	-----	Rejected
#557	Wed / Oct 6	W Mukiibi	Mukono HC IV	CD4	-----	Rejected
#558	Wed / Oct 6	F Ohala	Wakiso Hospital	HB	10.7	
#559	Wed / Oct 6	G Akembano	Mukono HC IV	LFTs	-----	Rejected
#560	Wed / Oct 6	K Makubele	Sambura HC IV	HB	12.1	
#561	Wed / Oct 6	G Leturra	Wakiso Hospital	LFTs	ALT 30.1 AST 27.6	
#562	Wed / Oct 6	C Ocowun	Mukono HC IV	FBC	-----	Rejected
#563	Wed / Oct 6	P Ahija	Sambura HC IV	CD4	330	
#564	Wed / Oct 6	M Nukemo	Wakiso Hospital	CD4	175	
#565	Wed / Oct 6	S Tusubira	Mukono HC IV	FBC	-----	Rejected

Review Patient / Specimen Register

Patient Number	Day / Date	Patient Name	Location	Test	Results	Rejected / Reason
#555	Wed / Aug 6	O J Sumbe	Mukono HC IV	LFTs	-----	Rejected
#556	Wed / Aug 6	K Mubajje	Mukono HC IV	HB	-----	Rejected
#557	Wed / Aug 6	W Mukiibi	Mukono HC IV	CD4	-----	Rejected
#558	Wed / Aug 6	F Ohala	Wakiso Hospital	HB	10.7	
#559	Wed / Oct 6	G Akembano	Mukono HC IV	LFTs	-----	Rejected
#560	Wed / Aug 6	K Makubele	Sambura HC IV	HB	12.1	
#561	Wed / Aug 6	G Leturra	Wakiso Hospital	LFTs	ALT 30.1 AST 27.6	
#562	Wed / Aug 6	C Ocowun	Mukono HC IV	FBC	-----	Rejected
#563	Wed / Aug 6	P Ahija	Sambura HC IV	CD4	330	
#564	Wed / Aug 6	M Nukemo	Wakiso Hospital	CD4	175	
#565	Wed / Aug 6	S Tsubira	Mukono HC IV	FBC	-----	Rejected

Review the past 3 months.
Note the pattern.

Most rejected specimens are from a rural Health Clinic IV in Mukono.

The specimens are logged into the lab on Wednesday.

Visit to Mukono Health Center IV

- Find that one clinician has drawn all the rejected blood samples
- He is on holiday on the day of the visit.



Customer Satisfaction

Customer Satisfaction Survey



- Customer's comments Included:
 - “I had a long wait”
 - “The technologist gave me no attention”
 - “The lab told me they were too busy to do my testing”
 - “The lab cannot find my specimen; they say it is lost & they must recollect it”

QI Monthly Summary

Reviewed other QI indicators –
Stock Outs,
Service Interruption
due to Staff Issues
 are
 also influencing
 customer
 satisfaction in
 second week of the
 month.

QUALITY INDICATOR MONTHLY SUMMARY									
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12		✓				3	No attention	↓	
13		✓				13	Unable to do test	↓	5 / 7 day
14		✓				0		↓	
15		✓				1	Long wait	↓	
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23									
24									
25				CD4 – 29.3 hrs		0			
26						2			
27						17			8 / 8 day
28						0	Poor service		
29						1			

Service Interruption due to Staffing Issues

Monthly Lab Report

October 20XX

Test Statistics show a reduction of tests completed by 17% for the month of October compared to the average of the past 6 months; for example, FBCs decreased from 348 to 217 this month.

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QI Monthly Summary

Tech productivity decreased from 8 of 8 TB smears to 5 of 7 TB smears per day during the second week of month.

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23									
24									
25				CD4 – 29.3 hrs		0			
26						2			
27						17			8 / 8 day
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Talk to Laboratory Tech #2

Indicated that she was covering 3 workstations during week 2 and was not able to concentrate fully on TB smears.



Technologist Productivity

QI Monthly Summary

Tech productivity decreased from 8 of 8 TB smears to 5 of 7 TB smears per day during second week of month.

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27						17			8 / 8 day
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Talk to Laboratory Tech #2

Indicated that she was covering 3 workstations during week 2 and was not able to concentrate fully on TB smears.

