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| <b>CONTROLLED DOCUMENT</b> |                  |
| Document No:               | LAB –QM-FORM- 01 |
| Effective Date:            | 25/01/2014       |
| Version                    | 01               |
| Approved by                | Dr. Aly Howedy   |

| Indicator                          | Target | Q1      |         |          | Q2       |         |         | Q3      |         |          | Q4      |         |         |
|------------------------------------|--------|---------|---------|----------|----------|---------|---------|---------|---------|----------|---------|---------|---------|
|                                    |        |         |         |          |          |         |         |         |         |          |         |         |         |
| <b>Pre-analytical</b>              |        |         |         |          |          |         |         |         |         |          |         |         |         |
| Patient's satisfaction             | 85%    | 75      | 77      | 75       | 83       | 84      | 85      | 87      | 85      | 86       | 83      | 84      | 82      |
| Specimen rejection rate (#, and %) | < 5%   | 6<br><1 | 3<br><1 | 2<br><1  | 2<br><1  | 3<br><1 | 3<br><1 | 1<br><1 | 0<br><1 | 2<br><1  | 5<br><1 | 6<br><1 | 1<br><1 |
| Specimen recollection              | <5%    | 7<br><1 | 8<br><1 | 21<br><1 | 11<br><1 | 9<br><1 | 8<br><1 | 4<br><1 | 6<br><1 | 13<br><1 | 6<br><1 | 8<br><1 | 7<br><1 |
| Patient identification error rate  | <1%    | -<br>-  | -<br>-  | 2<br><1  | 0<br>0   | 0<br>0  | 1<br><1 | 1<br><1 | 1<br><1 | 0<br>0   | 0<br>0  | 0<br>0  | 0<br>0  |
| Waiting time in m.                 | < 15 m | 9       | 8       | 8        | 5        | 5       | 5       | 5       | 6       | 7        | 6       | 8       | 6       |
| Urine contamination rate           | < 10%  | 5       | 5       | 6        | 6        | 7       | 5.5     | 6       | 4       | 8        | 5       | 5       | 2       |
| Blood contamination rate           | < 10%  | 0       | 0       | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0       | 0       | 0       |



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| Analytical       |      |      |      |      |      |    |      |      |      |      |      |      |      |      |
|------------------|------|------|------|------|------|----|------|------|------|------|------|------|------|------|
| Turn Around Time |      |      |      |      |      |    |      |      |      |      |      |      |      |      |
| Cardiac Tn       | 60 m | 90%  | 89   | 93.5 | 91.5 | 87 | 92.7 | 86   | 100  | 90   | 91   | 95.5 | 95   | 98   |
| Coag             | 60 m | 90%  | 98   | 94   | 98.6 | 92 | 100  | 100  | 100  | 97   | 96   | 95   | 100  | 98   |
| CBC              | 60 m | 90%  | 98   | 96.7 | 96.5 | 89 | 92   | 80   | 96   | 90   | 94   | 89   | 97   | 94.7 |
| Chem             | 60   | 75%  | 57   | 52   | 51.5 | 51 | 59   | 57   | 61   | 60   | 64   | 52   | 83.5 | 76.5 |
| U.culture        | 2 d  | 90%  | 100  | 99   | 99   | 99 | 100  | 99   | 100  | 100  | 100  | 100  | 100  | 100  |
| Histology        | 3 d  | 90%  | 96.5 | 91.9 | 90.9 | 96 | 97   | 96   | 88   | 100  | 89   | 92   | 95   | 94   |
| Cytology         | 3 d  | 90 % | 95   | 89   | 93   | 92 | 91   | 91.7 | 96.4 | 97.5 | 92.7 | 95   | 96   | 95   |





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| Post- Analytical                                      |              |           |           |           |           |           |           |           |           |           |           |           |           |
|---|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>Amended report (#, and %)</b>                      | < 5 %        | 3<br><1   | 1<br><1   | 6<br><1   | 3<br><1   | 3<br><1   | 4<br><1   | 2<br><1   | 3<br><1   | 5<br><1   | 7<br><1   | 3<br><1   | 1<br><1   |
| <b>Critical/urgent result called (#, %) in 15 min</b> | 15 m<br>100% | 42<br>100 | 63<br>100 | 64<br>100 | 27<br>100 | 56<br>100 | 37<br>100 | 11<br>100 | 32<br>100 | 46<br>100 | 32<br>100 | 31<br>100 | 20<br>100 |
| <b>Incident reports event outcome</b>                 | 0            | 9<br>0    | 8<br>0    | 10<br>1   | 7<br>0    | 6<br>0    | 9<br>0    | 4<br>0    | 6<br>0    | 11<br>0   | 6<br>0    | 9<br>0    | 3<br>0    |
| <b>Delta Check</b>                                    | >90%         | 70        | 80        | 89        | 92        | 95        | 97        | 98        | 98        | 99        | 99        | 99        | 98        |
| <b>Calculated result verification</b>                 | 100%         | -         | -         | -         | -         | -         | -         | 25<br>100 | 60<br>100 | 65<br>100 | 60<br>100 | 65<br>100 | 60<br>100 |
| <b>LIS Transmission error</b>                         | <5%          | -         | -         | -         | 1<br><0.5 | 2<br><0.8 | 2<br><0.8 | 1<br><0.5 | 1<br><0.5 | 1<br><0.5 | 2<br>0.8  | 1<br><0.5 | 1<br><0.5 |
| <b>Test guidelines compliance rate</b>                |              |           |           |           |           |           |           |           |           |           |           |           |           |
| Lipid   | >90          | 72.5      | 66.7      | 70        | 86        | 90        | 91        | 96        | 98        | 98        | 97        | 98        | 97        |



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|---|----------|----------|----------|----------|----------|----------|----------|--------|----------|----------|----------|-----------|-----------|
| Microalbumin                                | >90      | 76       | 70       | 71       | 87       | 92       | 89       | 88     | 85       | 81       | 82       | 83        | 96        |
| PSA   | >90      | 66.7     | 75       | 90       | 90       | 91       | 90       | 98     | 100      | 98       | 98       | 98        | 99        |
| TSH   | >90      | 90       | 90       | 90       | 90       | 93       | 92       | 93     | 92       | 95       | 94       | 95        | 94        |
| 25 OH Vitamin D                             | >90      | -        | -        | -        | -        | -        | 75       | 90     | 95       | 96       | 96.9     | 99        | 99.4      |
| Vitamin B12                                 | >90      | -        | -        | -        | -        | -        | 78       | 95     | 98       | 92       | 96       | 98.5      | 99        |
| <b>Referral tests TAT &lt; 1 w</b>          | > 80     | 88.4     | 82.2     | 86       | 87.7     | 92.9     | 92.9     | 94     | 90       | 86       | 81.5     | 88.3      | 80        |
| <b>HAAD Infectious disease reported</b>     | 2<br>100 | 4<br>100 | 1<br>100 | 1<br>100 | 0<br>100 | 5<br>100 | 1<br>100 | -<br>- | 4<br>100 | 5<br>100 | 3<br>100 | 21<br>100 | 23<br>100 |
| <b>HAAD Tumor registry</b>                  | 100      | -        | -        | -        | -        | -        | -        | -      | 1<br>100 | 1<br>100 | 1<br>100 |           |           |
| <b>CAP Proficiency Testing success rate</b> | > 90     | -        | -        | 96       | -        | -        | 95       | -      | -        | 98       |          |           | 98        |

