

QUALITY & ACCREDITATION IN LABORATORY MEDICINE

Our Commitment

The Department of Laboratory Medicine is committed to providing our clinical customers and patients with high quality laboratory services. We continuously strive to exceed your expectations.

To ensure ongoing and sustainable quality we regularly review our testing journey – from order to blood collection, transport of the specimen to the analytical process in the laboratory and release of the result to the ordering clinician.

Internal quality control processes provide our staff with a review of the accuracy and precision of each analyser and test. Hence, ensuring confidence in the testing of patient samples.

External quality control processes complement our internal processes providing a periodic peer review comparison of our performance, both of the analysers and our staff. Participation in an external quality programme is mandatory for all tests.

Our quality management programme requires regular reviews of the quality and appropriateness of our laboratory services. Internal audits are conducted regularly to review conformance to our management programme. It will also allow the review of newly implemented processes and an assessment of the maintenance of ongoing processes. Quality improvement is a key component of our quality management programme.

Feedback on our services is welcome at labmed@nuhs.edu.sg

Accreditation

We are licensed by Licensing & Accreditation, Health Regulation Division, Ministry of Health, Singapore. We are also licensed for:

- HIV testing
- AFB smear testing
- ABO & Rh testing
- The use of BSL3 testing facility

We are accredited by:

- College of American Pathologist (CAP) – Full Laboratory Accreditation Programme
- Singapore Accreditation Council – Singapore Laboratory Accreditation Scheme to ISO 15189:2012 – Full laboratory accreditation
– see <http://www.sac-accreditation.gov.sg/cab/acab/pages/cabdetails.aspx?pk=0174-LA-LAH02> for the list of accredited tests.
- American Association of Blood Banks (AABB) – Full laboratory Accreditation Programme.

We participate in:

- The National Glycohaemoglobin Standardisation Program – Level I Laboratory Certification

Our Hospital has also been accredited by Joint Commission International (JCI) since 2004. It also obtained QEHS (ISO 14001 and OSHAS 18001).

Proficiency Testing Programmes

Subscription to proficiency testing programmes is an integral part of our quality management programme with numerous agencies involved.

- College of American Pathologists (CAP)
- Royal College of Pathologists of Australasia (RCPA)
- United Kingdom National External Quality Assessment Services (UKNEQAS)
- Bio-Rad External Quality Assurance Services
- Quality Assessment Program for Standardization and Immunological Measures Relevant to HIV/AIDS (QASI)
- Quality Control for Molecular Diagnostics (QCMD)

National Proficiency Testing Programme

- ABO group/Rhesus Type Testing & Immunohaematology
- HIV Serology
- Malaria Parasite Testing
- AFB Smear