

**International Federation of Clinical Chemistry and Laboratory Medicine
Working Group “Laboratory Errors and Patient Safety”**

MODEL OF QUALITY INDICATORS

The Model of Quality Indicators has been updated on the basis of the recent Consensus Conference “Harmonization of Quality indicators in Laboratory Medicine: Two years later” held in Padova in the October 2016, and a priority score was designed to highlight the value of the individual QI for assessing not only the quality of the service and possible effects on patient safety, but also the feasibility of data collection (order of priority: 1 = mandatory; 2 = important; 3 = suggested; 4 = valued).

SUPPORT PROCESSES					
Quality Indicator	Code	Reporting Systems	Data Collection	Time	Explanatory Note
QUALITY INDICATORS - PRIORITY 2					
Employee competence	Supp-Train	Number of training events organized for all staff, per year	a) count number of training events organized for all staff	Data collection: Every Year; Input data: December.	
	Supp-CME	Percentage of: Number of employees that obtained all credits required in a year / Total number of employees	a) count number of credits obtained by employee b) count total number of credits to be obtained c) calculate percentage	Data collection: Every Year; Input data: December.	Credits are referred to Continuing Medical Education (CME) in order to maintain the competence of medical professionals. Many Countries require professionals a specified number of credits (for examples, 50 credits in a year) for practising.
Client relationships	Supp-Phys	Percentage of: Sum of point given in the enquiry to the question of global satisfaction of the physician/ Multiplication of the maximum point defined in the enquiries by the number of enquiries	a) sum point given in the enquiry to the question b) multiply the maximum point defined in the enquiries by the number of enquiries c) calculate percentage	Data collection: Every Year; Input data: December.	
	Supp-Pat	Percentage of: Sum of point given in the enquiry to the question of global satisfaction of the patient/ Multiplication of the maximum point defined in the enquiries by the number of enquiries	a) sum point given in the enquiry to the question b) multiply the maximum point defined in the enquiries by the number of enquiries c) calculate percentage	Data collection: Every Year; Input data: December.	

QUALITY INDICATORS - PRIORITY 3

Efficiency of Laboratory Information System	Supp-Fail LIS	Number of Laboratory Information System unplanned downtime episodes, per year	a) count number of Laboratory Information System downtime episodes	Data collection: Every Year; Input data: December.	
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