

**FAMILY PLANNING PROGRAM****SECTION:** Laboratory Services**POLICY AND PROCEDURE MANUAL****SUBJECT:** Quality Assurance

POLICY: Agencies must institute measures of quality assurance in the laboratory to ensure accurate test results.

GUIDELINES:

1. Staff performing laboratory tests must be qualified by licensure or training to conduct such tests.
2. Personnel must be aware of laboratory safety measures. (Refer to LS 1.)
3. Temperature of incubators and refrigerators should be checked and documented daily. If the temperature falls outside of the appropriate temperature, corrective action must be done and documented.
4. All laboratory equipment must be cleaned and maintained as recommended by the manufacturer.
5. All laboratory equipment must be calibrated as recommended by the manufacturer. Results of the calibration must be documented.
6. All biologicals (i.e., pregnancy tests, urine dipsticks, etc.) must be checked with known controls as recommended by the manufacturer. (See appendix for sample quality control log sheets.)
 - a. Results of "control testing" must be documented.
 - b. If "control testing" falls outside of the manufacturer's recommendations, appropriate follow-up must be done and documented.
 - c. Biologicals and controls must be dated when opened.
7. A laboratory log should be maintained on all laboratory tests run on clients whether done on the premises or by another laboratory. Every effort should be made to assure that the laboratory tests performed by or for the clinic are of high quality. The clinic should assess the credentials of the laboratories with which it contracts. (See appendix for sample laboratory log.) The log must include the following:
 - a. name of client/client chart ID #
 - b. date

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- c. test conducted
 - d. test result
 - e. a column for comments and flagging abnormal findings.
8. If agencies utilize laboratories other than the State Public Health Laboratory, they need a written agreement with that laboratory with the following information:
- a. name and address of laboratory
 - b. evidence that the laboratory meets applicable local, state, and federal requirements
 - 1) licensure
 - 2) accreditation
 - 3) certification
 - c. services provided and fee schedule
 - d. copy of reports to be received from the laboratory including time period.
9. Read the product insert prior to performing a test.
- a. Be familiar with the test procedure.
 - b. Study each step and perform them in the proper order.
 - c. Know the time required for performing the test and achieving the optimal result.
 - d. Be sure to have all the required reagents and equipment ready before actually performing the test.
 - e. Be able to recognize when the test is finished.
 - f. Follow the manufacturer's instructions and when a new kit is opened, perform the quality control and note the new lot number to be sure that the kit works prior to testing patient samples.

Reference:

1. Program Guidelines for Project Grants for Family Planning Services, January 2001, Section 8.3, History, Physical Assessment, and Laboratory Testing.