

## Laboratory Module

Complete list of Indicators that promote results for the laboratory

### Resources Management Indicators

#### Equipment Management

- Corrective maintenance index
- Mean time between failures: Biochemistry equipment (MTBF)

#### Financial Resources Management

- Staff expenses
- Distribution of the expenditure
- Disallowances general and by operator

#### Human Resource Management

- Absenteeism
- Hours worked
- Personal Productivity: General, Pathological Anatomy and Cytopathology, Billing, Reception, Receptionist, Technique, Own and franchised collector
- Rotativity: General and Reception
- Training: Enforcement of planned training load, Training events, Hour of training and Internal training

#### IT Resource Management

- LIS Efficiency: Episodes of system crash, Self-Check Results Efficiency and Times of system crash

### Organizational Management Indicators

#### Customer Management and other stakeholders

- Received and responded Customer Manifestations
- Customer Satisfaction: Individual and Physician
- Net Promoter Score (NPS)
- Participation in research of Net Promoter Score (NPS)

## Process Indicators

### Pre-Analytical

- Storage error: Incorrect storage before scanning
- Transport error: Samples damaged during transport, Samples with excessive transport time, Samples transported at incorrect temperature
- Collection Error: Incorrect container, Volume Insuficiente, Proporção Incorreta do Volume de Amostra/Anticoagulante, Incorrect Sample
- Coagulated Samples
- Contamination: Samples of microbiology, Hemoculture samples and urine culture samples
- Hemolysis: Samples in general
- Samples with less than 2 patient-related identifiers
- Samples with error in patient identification
- Unidentified samples
- Errors in patient identification
- Tests incorrectly added and not included in the medical requisition: Nonhospitalized and hospitalized
- Exams not registered: Non-hospitalized and hospitalized
- Incorrect exams name: Non-hospitalized and hospitalized
- Collection in inappropriate time
- Inappropriate medical requests related to informed clinical issues: Nonhospitalized and hospitalized
- Medical requests without clinical questions: Non-hospitalized
- Non-intelligible medical requests: Non-hospitalized and hospitalized
- TAT preanalytical by exams

### Analytical

- Transcription errors of results due to LIS failure
- Errors in manual transcription of results
- EP: Inadequate performance related to previously treated cause
- EP: Inappropriate Performance
- CI: Tests with out-of-specification results
- Internal Control: EA per exam, EA per exam/Equipment and EA per reagent/batch
- Technical production by exam and by equipment
- Tubes collected per patient: General and laminated
- Tube exams: General and laminated
- TAT analytical phase by exams

### **Post-Analytical**

- Unpublished reports
- Index of interpretive comments in report
- Incorrect reports
- Failure to communicate critical results
- Communication of late critical results: Non-hospitalized and hospitalized Patients
- Average time for reporting critical outcomes: Non-hospitalized and hospitalized Patients
- Delayed Outcomes: Non-hospitalized Patients
- TAT: INR, Potassium, Troponin and WBC
- TAT Global by exam: General
- TAT post-analytical phase by exams

### **Effectiveness/Outcome**

- Recollect: General, Non-hospitalized and hospitalized Patients
- Incorrect results released

### **Safety**

- Accidents with sharps
- Accident at work: General

### **Demographic Indicators**

- Report delivery
- Exams per patient
- Audited publics
- Collection systematics
- Outsourcing
- Average ticket
- Volume of exams