 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-E-56-P05
	Effective Date:	10-15-2022
	Document Type:	Policy
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	Department/Section:	Drug Testing Laboratory
	Document Title:	<b>QUALITY ASSURANCE PROGRAM</b>

**PURPOSE:**

To ensure that the quality of services provided adheres to the hospital's established guidelines.


**LEVEL:**

Drug Testing Personnel

**POLICY:**

- 1 The Drug Testing Laboratory shall assess the effectiveness of the policies and procedures.
- 2 The Drug Testing Laboratory shall identify and correct problems that occurred.
- 3 The Drug Testing Laboratory shall assure the reliable, accurate, and prompt reporting of test results.
- 4 The Drug Testing Laboratory shall ensure the staff's sufficiency and competency.
- 5 The Drug Testing Laboratory shall also initiate corrective action when a problem occurs and document all quality assurance activities.
- 6 The Drug Testing Laboratory shall produce trustworthy results, accomplished by the Laboratory's continual effort to maintain instrument calibration, measurement reproducibility, and applicability of analytical methods.
- 7 The Quality Assurance Program shall include personnel training, laboratory operating procedures and procurement documents, chain of custody records, standard certificates, analytical records, quality control sample analysis program and results, instrument testing and maintenance records, results of data assessment, audit report improvement and record retention guidelines.
- 8 The Drug Testing Laboratory shall specify the following standards to be included in the Quality Assurance Program.
  - 8.1 The first standard emphasizes having a system in place for monitoring and evaluating the procedure for patient test management, including:
    - 8.1.1 Patient Identification
    - 8.1.2 Specimen Collection
    - 8.1.3 Labeling
    - 8.1.4 CIF document completeness



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- 8.1.5 Use of appropriate criteria for specimen rejection
  - 8.1.6 Test report completeness
  - 8.1.7 Relevance and Accuracy
  - 8.1.8 Timely Reporting of Results
  - 8.1.9 Accuracy and reliability of test reporting systems
  - 8.1.10 Storage and retrieval of results
- 8.2 The second standard involves Personnel Competence. The Section Head shall evaluate the effectiveness of its policies and procedures for assuring staff competence.
- 8.3 The third standard involves Communication. The laboratory shall have a mechanism to document problems arising from a breakdown in communication. Corrective actions shall be taken to both resolve the problem and minimize future communication breakdowns.
- 8.4 The fourth standard addresses Complaint Investigations. The Laboratory ensures that all complaints and problems are documented. Investigations are to be conducted and corrective actions taken.
- 9 The Drug Testing Laboratory Section Head and Laboratory Manager shall review the policies and procedures of the Department and ensure that they are distributed and disseminated to the personnel and revised if necessary.
- 10 The Drug Testing Laboratory Section Head and Laboratory Manager shall evaluate the effectiveness of the Quality Assurance Program for its effectiveness after implementation.
- 11 The Drug Testing Laboratory Section Head shall implement internal quality control by using positive and negative samples from a third party or from NRL once a batch of new reagent kits arrives.



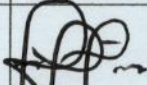
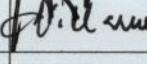
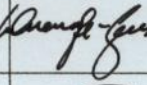

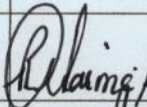
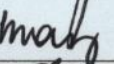



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