

**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).

OUTCOME MEASURES QUALITY INDICATORS - PRIORITY 1					
Quality Indicator	Code	Reporting Systems	Data Collection	Time	Explanatory Note
Sample recollection	Out-RecLab	Percentage of: Number of patients with recollected samples for errors due to laboratory staff/ Total number of patients	a) count number of patients with recollected samples for errors due to laboratory staff b) count total number of patients c) calculate percentage	Data collection: Every day; Input data: Monthly	Examples of error: erroneous data collection; wrong result, etc.
	Out-RecOff	Percentage of: Number of patients with recollected samples for errors not due to the laboratory staff/ Total number of patients	a) count number of patients with recollected samples for errors not due to laboratory staff b) count total number of patients c) calculate percentage	Data collection: Every day; Input data: Monthly	Examples of error: erroneous data collection; wrong result, etc.
Amended results	Out-InacR	Percentage of: Number of amended results /Total number of released results	a) count number of amended results released b) count total number of results released c) calculate percentage	Data collection: Every day; Input data: Monthly	
Safety	Out-Adv	Number of incident/adverse events occurred in laboratory concerning the health and safety of laboratory staff	a) count number of incident/adverse events occurred in laboratory concerning the health and safety of laboratory staff	Data collection: Every day; Input data: December	
	Out-Inj	Number of needlestick injury /Total number of venipunctures	a) count number of occurred needlestick injury b) count total number of venipunctures c) calculate percentage	Data collection: Every day; Input data: December	