

Quality Assurance Programme

Waikato DHB Laboratory has produced an external Quality Assurance program for other laboratories since 1993. The program was originally set up to provide quality assurance samples for our small rural laboratories but was quickly developed and expanded to make the most of a revenue earning opportunity.

Over 20 years the program has grown to include a wide range of tests and provides external quality assurance for almost all New Zealand laboratories and some Australian laboratories. In order to maintain accreditation standards, medical laboratories must have external quality assurance for all tests.

The laboratory has a 0.6FTE administrator, but all sample preparation and result interpretation and reporting is incorporated into the daily work of technicians and scientists. Over the last year, laboratory staff have worked hard to give the program a fresh look. This has included the development of a web based data entry and reporting system, a new logo, presentations to customers, and a stand at the NZ Institute of medical Laboratory Science conference.

The Waikato DHB Laboratory QA program not only brings in approximately \$200K of revenue per annum, but has been instrumental in raising the profile of the laboratory at a national level.