Tallaght University Hospital | Ospidéal Ollscoile Thamhlachta

An Academic Partner of Trinity College Dublin

Department of Laboratory Medicine Tallaght University Hospital (TUH)

QUALITY POLICY

The Laboratory Medicine Department at TUH provides a consultant led diagnostic pathology service 24/7 to a regional population of 450,000 (approx.) in the South and West Dublin, North Kildare and West Wicklow regions. Laboratory Medicine serves the 627 bed Voluntary University Teaching Hospital at Tallaght which is attached to the University of Dublin, Trinity College; the community of General Practitioners supported by the hospital, Peamount and other linked Health Care Institutions. TUH is part of the Dublin Mid-Leinster HSE network.

The hospital provides a comprehensive medical, surgical, paediatric, psychiatric and age related service to the community and also includes regional and national services such as Renal Dialysis, Trauma / Orthopaedics, and Urology. There is a large adult and paediatric Diabetes and Endocrinology service on site.

Laboratory Medicine comprises the following specialities: Blood Transfusion including Haemovigilance, Cellular Pathology, Clinical Chemistry, Microbiology, Haematology and Point of Care (POCT) services (INAB reference 330MT). There is also an adult Phlebotomy service provided to patients.

The Department is committed to the pursuit of excellence in all its activities.

In accordance with this commitment and the primacy of the patient, the Department aims to implement the Quality Policy by

1. Setting clinical governance and quality objectives

2. Operating a total quality management system that integrates values, organisation, management, procedures, processes, practices and resources.

3. Providing advice and implementing policies that ensure proper sample collection, transport, preparation, identification, storage and disposal.

4. Managing systems and securing resources that ensure accuracy and reliability of laboratory testing, and the harnessing of new technology to enhance the delivery of laboratory services.

5. Careful attention to operations management and turnaround times, to ensure timely and confidential reporting of accurate results.

6. Commitment to the provision of Blood Transfusion testing services, Haemovigilance and Traceability functions, operating to: ISO 15189:2012 Standards, Irish National Accreditation Board (INAB) / Health Products Regulatory Authority (HPRA) conditions, Minimum Requirements for Haemovigilance and Traceability, and compliance with Irish Legislation on Blood Transfusion. AML-BB Minimum requirements for Blood Bank Compliance with Article 15 (Notification of Serious Adverse Reactions and Events) of E.U. Directive 2002/98/EC.

7. Providing data in a clear and clinically useful format, supplemented by Consultant Clinical Pathologist reporting and advice where appropriate

8. Maintaining a prime focus on Health and Safety for staff, users, patients and visitors and ensuring compliance with relevant Health and Safety at Work and Environmental requirements

9. Sustaining a continuous improvement program.

10. Monitoring and optimising laboratory services through participation in, and review of, (i) assessment of user satisfaction; (ii) internal quality audit & control, (iii) external quality assessment, (iv) development of processes in the parent organisation

11. Fostering an atmosphere in which the professional development and wellbeing of all staff is supported through education, training, respect for the individual and staff welfare in accordance with the Values and Vision of the parent organisation. The professional personnel in the Laboratory Medicine Department are bound by ethical codes of their retrospective professions with particular reference to ISO 15189;2012 clause 4.1.1.3

12. Ensuring that the quality policy is communicated to all personnel and that they are familiar with the contents of the Quality Manual and all procedures relevant to their work.

13. Ensuring commitment to continuing compliance with laboratory accreditation systems ISO 15189:2012, ISO 22870:2016 and Irish National Accreditation Board (INAB) / Health Products Regulatory Authority (HPRA) conditions

Authorised by:-

_____ _____

Ms. Lucy Nugent — Dr Johnny Mc Hugh

CEO Tallaght Hospital — Director of Clinical Laboratories

Date of Authorisation: _____