

A nonprofit enterprise of the University of Utah and its Department of Pathology

## ARUP Quality Report

April 01, 2017 - April 30, 2017

Client ID: [REDACTED]

Account Executive: [REDACTED]

ARUP's quality plan provides for management and oversight of its quality systems representing all aspects of ARUP's operation, including testing processes, pre- and post-analytical processes, and general laboratory processes. To promote patient safety, ARUP combines Quality Assurance (QA) indicator monitoring with quality reporting and quality improvement in a cycle of continuous improvement strategies. The goal of ARUP's quality plan is to define and to meet the needs of ARUP's complex customer base and serve the ultimate client, the patient.

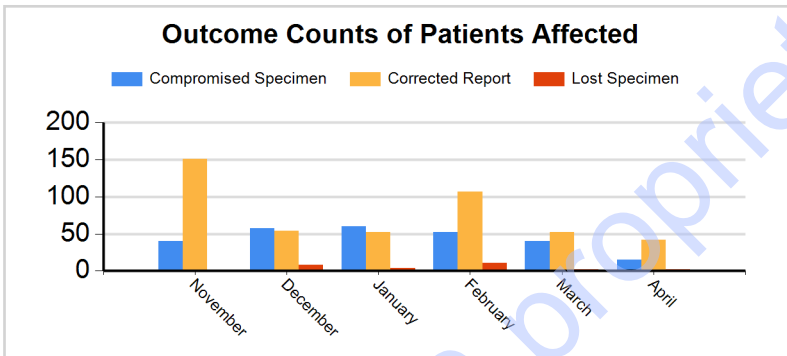
For comments and inquiries, please contact Compliance and Quality Systems at:

[ARUPQualityReportRequest@aruplab.com](mailto:ARUPQualityReportRequest@aruplab.com).

Jonathan Carr, JD  
 Director, Compliance, Quality, Privacy & Risk

### Quality Indicator Trends - Client Specific Indicators:

Indicator data specific for the client ID indicated on the report reflects outcome counts of patients affected by a quality issue. Only ARUP nonconformities where intervention by ARUP was unsuccessful and necessitated client contact are included in this report.



Outcome count of patients affected	March 2017	April 2017
Compromised Specimen	40	15
Corrected Report	52	42
Lost Specimen	2	2

### Quality Indicator Trends - Corporate Indicators

Corporate indicator data representing all technical section performance is shown as Proficiency Testing and Average Answering Speed. Additional quality reports are available on ARUP Connect

#### Proficiency Testing

The threshold for proficiency testing is 95%. The overall success rate for CAP # 4096301 in 2016 was 99.8%.

#### Average Answering Speed

The threshold for average answering speed for Client Services is less than 20 seconds. The value during the reporting month was 12.0 seconds.

### Definitions

#### Outcome counts of patients affected:

- **Compromised specimen**—Missed orders or compromised specimens where the test could not be performed as ordered.
- **Corrected report**—Corrections to patient results, accompanying reference intervals and interpretations that are made.
- **Lost specimen**—Clients are notified of a lost specimen through the except process and are offered to resubmit another specimen or cancel the order as per ARUP policy.

### Licensure and Accreditation

ARUP is accredited by the College of American Pathologists (CAP) and has CLIA (Clinical Laboratory Improvement Amendments) certification. ARUP also holds current licensure or permits required by state or local regulations. Current copies of these can be found at: [http://www.aruplab.com/Testing-Information/Quality-Compliance/licensure\\_accreditations.jsp](http://www.aruplab.com/Testing-Information/Quality-Compliance/licensure_accreditations.jsp).