

Testimonial

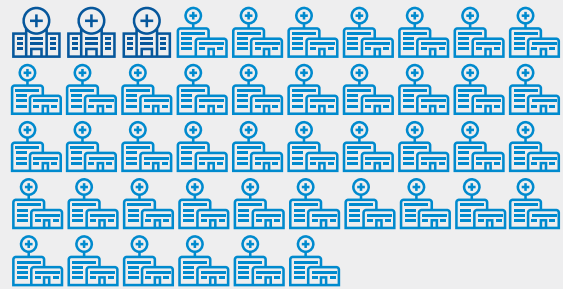
BD Professional Services

Sara Martínez & Verónica Camacho,
Nurses - Coordinators of Blood Collection Centres
Rodrigo Merizaldi, **Preanalytical Phase Manager**
Raül Santamaria, **Deputy Director**

CATLAB AIE
Viladecavalls –Barcelona-España

Laboratory setup

Catlab is a central laboratory, in which we receive samples from **3 hospitals** (150, 400 and 500 beds approx.) and **43 primary care centers**. Approximately 2500 requests are handled daily.



What is the Preanalytical Quality Check (PAQC) Customer Access Programme?

BD says: "The PAQC Customer Access Programme provides healthcare institutions access and training to the BD PAQC tool. This enables institutions the flexibility to perform their own preanalytical observations, following which BD will support with the output analysis."



You have recently piloted the PAQC customer access programme, please can you describe what this involved?

"PAQC's customer access programme has been implemented in our institution since its inception (We have been a pilot laboratory since its first version - prior to 2017).

During these years we have been assessing and reviewing the use of the service, suggesting improvements and evaluating its results."



What were your main objectives in implementing this service?

"The monitoring of the blood collection procedure in the different primary care centres and the monitoring of the quality in the related processes. The objective was to computerize the data collected and to be able to make a better evaluation of the results."



Have these objectives been achieved?

"In relation to the monitoring of the blood collection procedure, the objectives have been achieved."

What have you found most valuable in implementing this service?

“Computerized monitoring of primary care centres with evaluations by centre and automatic report generation.”

What would have been the impact of not having introduced this service?

“In our laboratory, data collection was being implemented manually, therefore we would have greater difficulty in analysis.”



Would you recommend this service to other hospitals/laboratories and why?

“Yes, it is a necessary improvement and support tool for continuous improvement and allows the state of primary care centres to be monitored annually.”

We understand that this has also supported your ISO 15189 accreditation please can you describe how?

“Yes, PAQC has been incorporated as an element of process quality management in the audits of the sampling process.”

