



Kingdom of Saudi Arabia
National Guard Health Affairs
King Abdulaziz Medical City, Riyadh



DEPARTMENT OF PATHOLOGY & LABORATORY MEDICINE

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ANATOMIC PATHOLOGY:

HISTOLOGY

Mr. Germain Deschamps joined as the Supervisor in Histology Division in October 2009. The division thanked Mr. Dennis Cruz for his valuable performance during his tenure.

New microscopes installed in all Pathologists' room for high quality images, auto light adjustment, user-friendly features etc.

CYTOLOGY

Following is an update of developments in Cytopathology to October 12, 2009.

The Department of Pathology and Laboratory Medicine, at King Abdulaziz Medical City, witnessed the completion of the 3rd academic class of the Post-Baccalaureate Certification Program, under the auspices of King Saud bin Abdulaziz University for Health Sciences, on August 27, 2009.

Three Saudi Diagnostic Cytologists have been introduced into the Saudi workforce resulting from this 3rd academic year.

ELECTRON MICROSCOPY

- A new diamond knife received in the section for ultrasectioning makes the section with high quality improvement.
- Mr. Hassan, SCDP has started his training in the section.

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***Ikram Ali Al Hassan, Operations Analyst,
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HEMATOLOGY

The Hematology Lab had a Masalama party for Ms. Sultana Al Shammari, Medical Technologist who left on 25th September 2009.

Two internship trainees Mr. Yasser Ben Thabet & Mr. Fuad Al Anazi joined the lab in October 2009.

POINT OF CARE SERVICES

Welcome to New Staff to the Receiving & ACC:

Staff Names:

- Ms Desiree Flores
- Ms Aliah Ismael
- Ms Jennifer Bautista
- Mr Catalino Abante
- Ms Karen Fancubit
- Ms Farrah Pirino

Masalama to Staff:

Staff Names:

- Ms Ana Vilia
- Ms Verallyn Alcantra

IMMUNOLOGY

- Dr. Ali Hajeer, Division Head has been appointed also as the Professor in the College of Medicine.
- A very special workshop on HLA Typing using SBT was held on 10-11 June 2009 in Research lab.
- Aisha Al Anazi, a new HLA SCDP has joined on 09 May 2009.

LABORATORY QUALITY MANAGEMENT

The **Key** to Quality

Quality cannot and should never be taken for granted, especially in the medical laboratories....yet, many of the world's health care organizations, - including medical laboratories-, are still operating without well defined and documented policies, processes and procedures.

The complexity of today's health care environment reinforces the need for a drastic review of "old" quality systems which were based on "*Find a Problem – Solve the Problem*".

This rather “short sighted” vision of *problem focused reactive approach* ignored strategically oriented quality planning, team oriented decision making and systematic quality monitoring, improvement and review. The old-fashioned problem focused quality improvement approach leads to disconnect, rather than truly continuous systematic quality management.

In the last 25 years, the concept of Quality underwent several different approaches from several different angles from several different “quality institutions”, each of them with their own importance, goals and objectives...This evolution has led to both positive outcomes as well as to a certain degree of confusion on quality vocabulary within hospitals and medical laboratories that should not be overlooked in terms of using the correct terminology for each of the *different* concepts of quality within their own context: **Quality Control, Quality Assurance, Quality Management and/or Quality Management System.**

To keep the explanation of the different applications of quality as simple as possible, consider the following fundamentals: **Quality Control** is aiming to ensure a high degree of confidence that the results produced by the laboratory are accurate for the batch of samples being tested.

Quality Assurance has been designed and developed to tackle the challenge of *how* the laboratory contributes to patient care.

While the implementation of a quality control program (QC) in a division must guarantee the release a reliable and correct result for the patient, QC does not guarantee that these reliable results belongs to the patient whose name is on the sample label. Such *quality issues* are and must be guaranteed through the implementation of a proper *Quality Assurance* (QA) Program.

Quality Assurance (QA) focuses on quality in a broader perspective than QC, and well beyond method control, which should ultimately benefit the patient.

A good QA program must measure, wherever possible, pre-analytical/analytical and post analytical issues related to the laboratory’s path of work flow, (e.g. patient identification, sample mislabeling, hemolysed samples, rejected samples, ECR, correlation biopsies / frozen sections studies, TAT, etc.).

Broadening the concept of quality assurance to include all *management activities* (administrative and operational) to **support** the laboratory’s pre-analytical, analytical and post analytical activities brings us into the world of **Quality Management Systems**. (e.g. design and safety requirements for the laboratory infrastructure and physical facilities, staff training, staff competency, equipment management, document control, purchasing and inventory, etc...

The Department of Pathology and Laboratory Medicine (DPLM) has adapted the implementation of a *quality management system* model that should be compliant to both KAMC regulations as well as to accreditation requirements.

Since the Department of Pathology and Laboratory Medicine is accredited by organizations such as the College of American Pathologist (CAP) and the American Association for Blood Banking (AABB), the latter are referencing,- not to say mandating-, the implementation of a generic quality management system that meets the requirements of mostly, not to say all-, international accreditation organizations. That QM system has been published by the *Clinical and Laboratory Standard Institute* (CLSI) in a guideline that describes how to use 12 Quality System Essentials (QSE) as means to organize all policies, processes, procedures that any laboratory needs to have in order to comply with accreditation requirements. The model is also consistent with the requirements for the quality standards related to the ISO (9001, 15189).

Leadership commitment and correct documentation, understanding and Implementation of these 12 QSE are the foundations for a successful continuous quality improvement program that should streamline all involved laboratory processes, enhance laboratory employee potential, meet accreditation requirements and reduce risk of laboratory errors and improve patient care.

That quality management system includes both Quality Control (QC) and Quality Assurance (QA) as well as all other necessary administrative and operational activities that a laboratory needs to have in order to enable the DPLM its best contribution to patient care.



Laboratory Recognition Day 2009

Lab Recognition 2009 was celebrated by the Department of Pathology & Laboratory Medicine on Monday, 2nd November 2009. Distinguished Guests –Dr. Saadi Taher, Dr. Saad Al Mohrij, Dr. Saud Al Rasheed, Dr. Abdulkareem Al Saeed, Dr. Basma Al Buhairan, Chairmen from the departments, Executive Directors, Engineering Services, Business Development, Business Center, Contracts, Training & Development, Medical Protocol, Projects Task Force, Food Services, the University etc and our visitors from other Healthcare institutions attended. His Excellency, Dr. Bandar Al Knawy was very keen to be present but unfortunately he had to be in Jeddah.

Dr. Abdulaziz Al Ajlan, Chairman, opened the event and gave the welcome address. He congratulated the department as the Lab had completed more than 25 years of commitment towards quality Laboratory Services. This would not have without all of the joint efforts of all parties within and outside the Lab. He also appreciated Dr. Muhammad Ashraf Ali for his contributions to the department. He felt that the last 4 years have been revolutionary, as Dr. Muhammed Ashraf Ali Aziz steered this ship with the commitment and dedication to reach *25 Years of Excellence!*

Dr. Saadi Taher, Executive Director, Medical Services addressed the function and also spoke of his association and appreciation of Dr. Muhammad Ashraf Ali over the years.

Dr. Abdulaziz Al Ajlan then gave a presentation titled The Lab “*More than 25 years of Lab Excellence*”. He summarized the achievements of the Lab from 1983 till 2009, with pictures of staff who were there at that time and are still with us today. In appreciation of his commitment and service, Dr. Ajlan along with Dr. Taher presented Dr. Ashraf Ali with gifts on behalf of the Lab.

Dr. Ashraf Ali also addressed the gathering and thanked the Dr. Abdulaziz Al Ajlan and Dr. Saadi Taher for their kind comments and thoughtfulness over the years. He also thanked H.E. Dr. Bandar Al Knawy for his support during his tenure as Chairman of the Lab.

Mr. Nikolaos Chantziantoniou, Supervisor, Cytology also gave a presentation on the Academic Programs and Career Development. This philosophy spawned the Post-Baccalaureate Certification Program (PBCP) under the auspices of the King Saud bin Abdulaziz University for Health Sciences, which introduced the first comprehensive and accredited School of Diagnostic Cytology to the Greater Middle-East region, and also the Molecular Pathology and Clinical Chemistry Programs. Professional affiliations were thus needed to create mechanisms for certification and credentialing of PBCP graduates and practicing employees. KAMC is a recognized certification examination site for the International Academy of Cytology; and the Kingdom of Saudi Arabia is a formal global region for ASCPi certification examinations.

Presentation of awards: Thirteen awards were presented to the Outstanding Employees nominated from the sections, in addition to the Best SCDP Student, Best Lab Education Coordinator, and Best Internship Student. Furthermore, five employees received the awards for Exceptional Performance within the Department.

The Lab Recognition Day went of well ending with a sumptuous lunch catered by Aushal Catering company.

