**Standard Intent:**

Retaining both the patient's sample and the donor's sample allows repetition or additional testing if the patient has a transfusion reaction. Appropriate storage conditions (refrigeration, sealed containers) are necessary to prevent specimen degradation and contamination. Testing of stored samples should be based on the sample storage limitations in the reagent manufacturers' package inserts.

**LB.31 The laboratory develops a process for internal (self) and external assessment of operations and quality management system.**

LB.31.1 The laboratory develops and implements policies and procedures on quality indicators and systems checks.

LB.31.2 The implemented system covers the selection, data collection, reporting, and monitoring of quality indicators.

LB.31.3 The laboratory selects and monitors key quality indicators covering the pre-analytical, analytical, and post-analytical phases of the laboratory operations.

LB.31.4 Selected general laboratory indicators may include, but are not limited to, the following:

LB.31.4.1 Patient identification errors.

LB.31.4.2 Rejected specimens.

LB.31.4.3 Turnaround Time (TAT) of routine, STAT and urgent requests.

LB.31.4.4 Critical value reporting failures.

LB.31.4.5 Customer satisfaction.

LB.31.4.6 Corrected laboratory reports.

LB.31.4.7 Blood culture contamination.

LB.31.5 The selected transfusion services indicators may include, but are not limited to, the following:

LB.31.5.1 Rejected donors.

LB.31.5.2 Rejected units.

LB.31.5.3 Donor satisfaction.

LB.31.5.4 Adverse donor reactions.

LB.31.5.5 Usage and discards.

LB.31.5.6 Ability to meet the patient's needs.

LB.31.5.7 Blood ordering practices (cross matched/transfused ratio).

LB.31.5.8 Blood administration practices.

LB.31.6 The laboratory has a system for process improvement that covers the following activities:

LB.31.6.1 Identification of opportunities for improvement.