

THE QUALITY POLICY OF THE PATHOLOGY DEPARTMENT
BON SECOURS HOSPITAL DUBLIN

The Pathology Department is committed to promoting the Bon Secours Mission, which is to provide compassionate quality care to those we serve, by the effective delivery of the pathology laboratory service. The service provided will be of high quality and will meet the needs and requirements of its users.

In order to ensure that the needs and requirements of users are met, the Pathology Department will:

- Operate a Quality Management System (QMS) to integrate the organisation, personnel, procedures, processes and resources of the department.
- Set and review quality objectives in order to implement and maintain this quality policy.
- Ensure that all personnel are familiar with this quality policy and all other relevant policies and procedures.
- Commit to the health, safety and welfare of all its staff. Visitors to the department will be treated with respect and due consideration will be given to their safety while on site.
- Uphold professional values through good professional practice and conduct.

- The Pathology Department will comply with the **international standard ISO15189** and the INAB mandatory document AML-BB current version titled “**Minimum Requirements for Blood Bank Compliance with Article 14 (Traceability) and Article 15 (Notification of Serious Adverse Reactions and Events) of EU Directive 2002/98/EC**” and standards set by Joint Commission International (JCI) for the services and tests defined in the Quality Manual. Refer to Scope of Accreditation published at www.inab.ie.

- The Pathology Department is committed to:
 - The recruitment, training, development and retention of staff at all levels to provide a professional and quality-assured service to its users.
 - The procurement and maintenance of equipment and other such resources to the standard required for a quality-assured service.
 - The collection, transport and handling of all specimens in such a way as to ensure the correct, safe and timely performance of laboratory examinations.
 - The use of examination procedures that will ensure the highest achievable quality of all tests performed.
 - The reporting of test results in a timely, accurate, relevant and confidential manner.
 - Participating in internal audit and external quality assurance to produce continuing quality improvement.
 - Monitoring the needs, satisfaction and complaints of users.
 - The safe testing, distribution and transfusion of blood and blood components ensuring full traceability and haemovigilance.
 - Collaborating to achieve optimum infection control and quality-assured point of care testing in the broader hospital environment.

Approved by: _____
Dr. John O’Dowd, Clinical Director

Date: ____/____/____

Pauric Reilly, Laboratory Manager

Date: ____/____/____

BSD/QA/QM/001	Ver. 9	Effective Date: 02/03/2012	Att. 6.1
BON SECOURS HOSPITAL PATHOLOGY DEPARTMENT			