

THE QUALITY POLICY OF THE PATHOLOGY DEPARTMENT,
BON SECOURS HOSPITAL, CORK



The Pathology Department is **committed** to promoting and preserving the Bon Secours Mission which is to provide compassionate quality care to those we serve by the effective delivery of the Pathology services.

The service provided will be of a high quality and will take into consideration 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 to integrate the organisation, procedures, processes and resources.
- set quality objectives and plans in order to implement this quality policy.
- ensure that all personnel are familiar with this quality policy to ensure user satisfaction.
- 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 and is committed to good professional practice and conduct.

The Pathology department will comply with the **international standards ISO 15189, ISO 22870** and EU Directive 2002/98/EC for the services and tests defined in the Quality Manual and is committed to:-

- ensuring staff are familiar with this policy and all other policies and procedures.
- staff recruitment, training, development and retention at all levels to provide a full and effective service to its users.
- the proper procurement and maintenance of such equipment and other resources as are needed for the provision of the service.
- the collection, transport and handling of all specimens in such a way as to ensure the correct performance of laboratory examinations.
- the use of examination procedures that will ensure the highest achievable quality of all tests performed.
- reporting results of examinations in ways which are timely, confidential, accurate and clinically useful.
- the assessment of user satisfaction, in addition to internal audit and external quality assessment, in order to produce continual quality improvement.
- The safe testing, distribution and transfusion of blood and blood components.
- The operation and control of an effective point of care testing service.

Approved by: _____

Date: ____/____/____

Dr. Triona Hayes
Clinical Director

Mr. Seamus O'Brien
Laboratory Services Manager

Date: ____/____/____

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