



National Maternity Hospital



Title: Laboratory Medicine Quality Policy	Document Number: PP-CS-LM-1
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Active In: Laboratory Medicine	Date Effective From: 18/12/2024
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The Quality Policy of the Department of Pathology and Laboratory Medicine at the National Maternity Hospital

The Department of Pathology and Laboratory Medicine is committed to promoting and providing the highest quality diagnostic and consultative services for all its users. The department is committed to the implementation of the National Maternity hospital mission statement.

The quality policy is implemented by the following means:

1. Implementation of a quality management system, the purpose of which is to review and continuously improve the quality of the services provided.
2. Setting quality objectives and plans to implement the quality policy and ensure it is appropriate to the purpose of the hospital.
3. Ensuring that all staff are familiar with the quality policy through publication of the quality manual to ensure user satisfaction.
4. Treating health and safety as a prime focus for both staff and visitors.
5. Upholding professional values and good professional practice.
6. Complying with all environmental legislation

The department will comply with the standards set by International standard ISO 15189, AML-BB, EU Directive 2002/98/EC, HIQA and INAB for the services and tests defined in the quality manual and is committed to:

1. Staff recruitment, training and development at all levels to provide an effective and efficient service to its users.
2. Providing and managing resources to ensure that laboratory examinations are processed to produce the highest quality results possible and fit for intended use.
3. Reporting results in ways, which are timely, confidential, accurate and are supported by clinical advice and interpretation when required.
4. Implementation of internal quality control, external quality assessment, audit and assessment of user satisfaction to continuously improve the quality of the service
5. The safe testing, distribution and transfusion of blood and blood components
6. **Providing a service to its patients that is free from discrimination**

Approved by:

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