



**ALBERTA PRECISION  
LABORATORIES**

Leaders in Laboratory Medicine

# 2024-2025

# Annual Report

Reporting Period:

April 1, 2024, to  
March 31, 2025



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# Annual Report 2024-25

## Message from Chief Operating Officer & Chief Medical Laboratory Officer

To our own team and to all Albertans: this year, Alberta Precision Laboratories (APL) turned goals into action and action into results. We made it easier for patients to get the care they needed, empowered and supported our people, used public resources responsibly, and advanced the science that protects the health of our province – all while continuing to play an active role in our changing health system. APL isn't just keeping up with change; we're helping to lead it.

On behalf of our Executive Leadership Team, we're proud to share the 2024-25 Annual Report – a look at a year defined by transformation, resilience, and innovation in laboratory medicine across Alberta.

### How we made a difference

**Improving access to care.** In 2024-2025, APL cut wait times at Patient Service Centres even as we managed a large increase in patient visits. Wait times for the next available appointment dropped by more than half. Our logistics team brought most of our contracted courier services in-house. Our Appointment Booking Line answered more than 650,000 calls booking appointments across the province.

**Supporting the health of Albertans with integrated, efficient and sustainable laboratory services.** Incredible growth continues to drive demand for laboratory testing. We leveraged the power of our integration to introduce more automation in our hub laboratories, increasing our capability and capacity. We upgraded and standardized analyzers in our rural sites to ensure equitable access to testing throughout the province. Additionally, advanced technology in our Public Health laboratory has enabled enhanced testing for outbreaks of various diseases throughout the province.





**Supporting our people.** Over 60% of staff took part in the 2024 Gallup “Our People” survey, which provided valuable insight into understanding how our employees feel about their work, leadership, recognition, and resources. We saw stronger scores in nearly all categories, clear evidence that our workplace culture is moving in the right direction. While there is still work ahead to address all feedback received, the progress we’ve made is both meaningful and measurable.

**Building strong teams.** 2024-2025 saw APL’s Our People Sustainability Strategy (OPSS) deliver real, actionable initiatives. We introduced more inclusive job postings, launched national hiring campaigns, strengthened partnerships with post-secondary institutions, expanded rural outreach, and offered targeted incentives for hard-to-fill roles. We also invested in our leaders—equipping them with training and practical tools to better support their existing staff, including a dashboard that provides leaders with data on workload and workforce to assist with planning. The goal is simple: when we build strong teams, we build a stronger APL.

APL is building stronger teams, advancing innovation, and improving access so every Albertan can count on timely, high-quality lab care today and into the future.

**One brand, one standard.** We completed the rebranding of all Patient Service Centres to the Alberta Precision Laboratories name. Our refreshed, province-wide brand—now visible on public signage and our fleet vehicles, presentations, reports, and more—signals to patients and partners that wherever they see the APL name, they can expect the same high-quality service anywhere in Alberta.



## What's Ahead

The coming year will bring more changes to Alberta's health system, higher demand for lab services, and new opportunities to innovate—and APL is ready. With a unified system, strong leadership, a highly skilled workforce and growing alignment across the health system, APL is ready to execute the APL 2026+ Strategic Plan - a key document that will shape our direction and priorities over the next several years.

Most importantly, we'll keep people at the centre—supporting our teams, serving Albertans, and delivering consistent, high-quality lab services across the province. With the dedication and expertise of our people, we won't just meet the future—we'll help shape it.

### We are:



**7,500**

Service and technical staff

### Working at:



**126**

Laboratory testing sites in Alberta

### We completed:



**95.5 Million**

Tests annually



**1**

Provincially integrated lab system



**61**

Patient Service Centres



**99%**

Of most tests ordered are available to patients on MyHealthRecords



# Alberta Precision Laboratories' Performance

## Accreditation

As part of our commitment to delivering the best services to our patients, partners and clients, APL follows a stringent accreditation process to ensure we are qualified, competent and compliant with international standards. This is accomplished through regular independent reviews from applicable accreditation organizations. Examples of accreditation organizations may include:

- American Association of Blood Banks (AABB)
- American Society of Histocompatibility & Immunogenetics (ASHI)
- Canadian Association of Laboratory Accreditation (CALA)
- Canadian College of Medical Genetics (CCMG)
- College of American Pathologists (CAP)
- College of Physicians & Surgeons of Alberta (CPSA)
- Foundation for the Accreditation of Cellular Therapy (FACT)

All APL laboratories are accredited by appropriate governance bodies. All sites assessed by the College of Physicians and Surgeons (CPSA) within the 2024-25 fiscal year successfully achieved accreditation with the CPSA. In addition, the North and South Transplant Laboratories received their accreditation from the American Society of Histocompatibility and Immunogenetics (ASHI) in 2024 and 2023 respectively.





## Strategic areas of focus

The 2024-25 APL annual report represents a shift in how APL continues to transform as an organization. As we emerge from a period of significant transformation, we are well-positioned to harness the full potential of our integrated laboratory system. Areas of focus and priority identified in our business plan are listed below.



## Notable accomplishments

### Goal 1: Improve health outcomes and patient experience.

In 2024-2025, Alberta Precision Laboratories (APL) made significant strides in improving patient access and experience across the province. At our Provincial Patient Service Centres (PSC), wait times dropped by an impressive 36%—from 35.2 to 22.6 minutes—while handling 11% more patient visits, rising from 3.94 million to 4.38 million. Even more notably, the average wait time for the next available appointment was cut by more than half, from 9.3 to just 4.4 days.

Calgary PSCs led the way with a 55% reduction in wait times (47.9 to 21.5 minutes), alongside a 13% increase in patient visits. Edmonton PSCs also saw strong gains, with an 18% decrease in wait times and the same 13% growth in patient volume.

APL's commitment to rural and continuing care communities was further demonstrated through the successful transition of hospital Mobile Collections to community-based services in fourteen rural areas, and the expansion of Mobile Collections to three new facilities and additional beds in existing long-term care sites. This work was supported by AHS funding and the addition of 3.6 FTEs, ensuring better access for vulnerable populations.



APL's Logistics Team repatriated courier services from external providers this past year, hiring over fifty-two new couriers, and launched 34 new routes. APL's Appointment Booking Line answered over 650,000 calls in 2024, with an average response time of just 6 minutes, helping patients connect with care faster and more efficiently.

## Addressing Laboratory Equipment/Infrastructure

APL advanced its infrastructure and capital investments in 2024–25 to support innovation and efficiency in our operations.

At the Calgary Hub Laboratory, the Microbiology department expanded with two automation lines, driving more cost-effective testing. Similarly, Anatomic Pathology underwent space renovations to support the consolidation of Anatomical Pathology. This allows the opportunity for future automation enhancements with multiple partnered vendors to improve throughput of testing.

The Edmonton Hub Lab also saw significant upgrades, including new administrative and clinical chemist offices, expanded Hematology capacity, and new equipment installations across Chemistry, Hematology, and Anatomic Pathology. Microbiology offices were completed, and preparations began for significant upgrades/renovations to improve workflow capacity due to test volume increases.

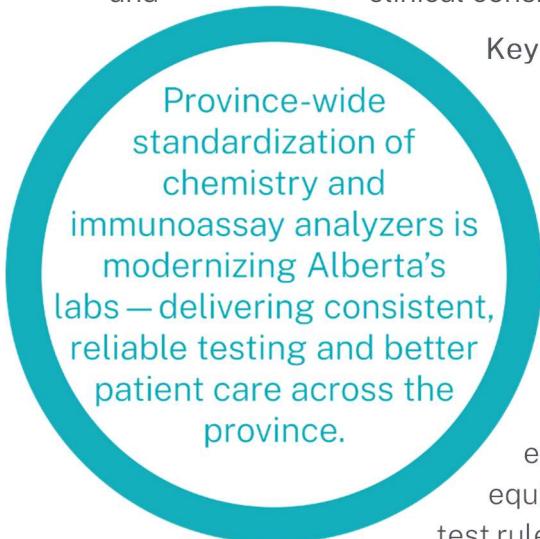
These strategic enhancements position both hub labs to manage growing diagnostic volumes and complexity, ultimately strengthening healthcare delivery across the province.





## Rural Immunoassay Implementation

In 2024–25, Alberta Precision Laboratories (APL) achieved a significant milestone in laboratory modernization through the province-wide standardization of chemistry and immunoassay analyzers. This initiative, delivered in collaboration with multiple partnered vendors resulted in measurable improvements in operational efficiency, cost-effectiveness, and clinical consistency.



### Key Outcomes:

- Province-wide access to high-sensitivity troponin testing, enhancing cardiac diagnostic capabilities.
- Streamlined training and reduced labour requirements through standardized platforms across all sites.
- Cost savings on reagents and consumables via consolidated procurement and strategic vendor partnerships.

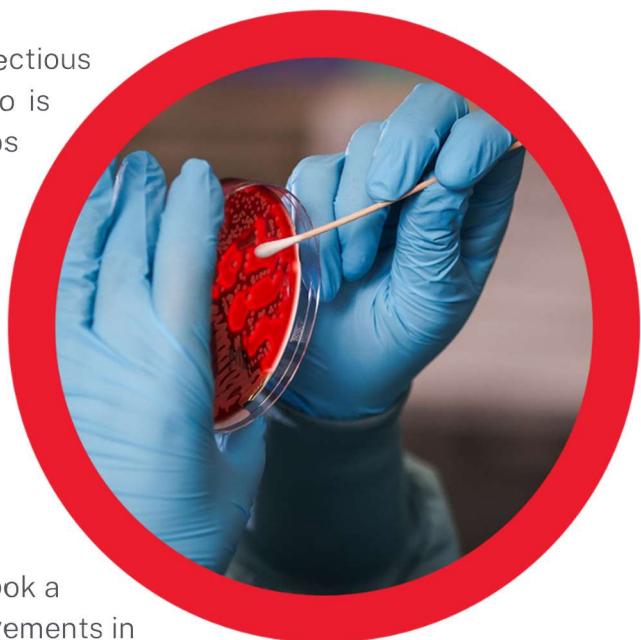
These changes help APL maximize value while buying equipment and supplies. More importantly, having this equipment in rural areas makes it possible to use the same heart test rules everywhere so patients get the same high standard of care no matter where they live.

## Keeping an Eye on Public Health

Public health labs play a key role in tracking infectious diseases. One of the many important jobs they do is figuring out what is making people sick. This helps decision making, disease prevention and advance planning in several ways:

- It shows how germs are changing over time and where they are spreading.
- It helps spot outbreaks by linking sick people who have the same strain.
- It could trace the source of an outbreak—such as figuring out if it came from food, water or the environment.

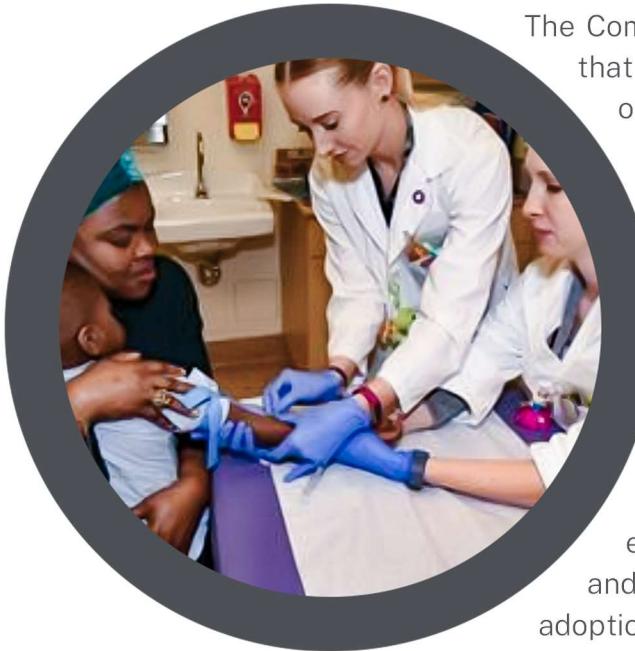
In the past, identifying these bacteria and viruses took a lot of time and effort. But now, thanks to big improvements in DNA technology, the Provincial Laboratory for Public Health can quickly read the entire





genetic code. They now routinely use this advanced method—called whole genome sequencing—to study important disease-causing viruses and bacteria like COVID-19, the flu, monkeypox, tuberculosis, and certain types of strep and measles. This makes their work faster and more accurate, helping them respond to public health threats more effectively.

## Commitment to Comfort (CTC) Program: Enhancing Patient Experience



The Commitment to Comfort (CTC) Program is an initiative that supports our commitment to improve health outcomes and patient experience. Designed to reduce pain and anxiety during blood collection, particularly for pediatric patients, the program is making a measurable impact across Alberta, with millions of patient interactions annually.

For the 2024-2025 reporting period, CTC was successfully implemented across all 61 Patient Service Centres and most of our hospitals using a peer-to-peer training model. In this model, select frontline staff were trained to deliver consistent education to their peers. Updated internal resources and centralized support materials ensured smooth adoption and sustained momentum.

To increase patient awareness about the program, CTC information was integrated into our appointment booking pages, confirmation emails, and onsite brochures. These efforts sought to empower patients to engage with the program before their visit, in order to improve their in-person experience.

Impact measurement began in the Fall of 2024, and feedback will be forthcoming. These insights will guide our continuous improvement efforts and reinforce our commitment to compassionate, patient-centered care.

## Goal 2: Improve the experience and safety of our people.

### Measuring Staff Engagement

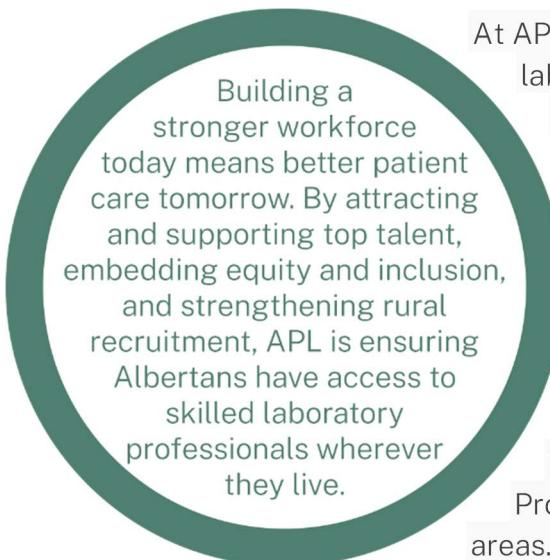
APL continues to prioritize employee engagement as a key driver of workplace culture and performance. Leaders were empowered to prioritize the Gallup Survey, using the results to celebrate successes and collaboratively address challenges with their teams. APL supported leaders with practical tools and personalized guidance – including one-on-one coaching, targeted outreach to teams needing additional support, and resources such as webinars and



action planning guides. Leaders with high participation rates were encouraged to build on their momentum and lead meaningful conversations with their teams.

The survey results showed encouraging progress in employee engagement, with participation rising from 53% to 61% and more staff feeling supported by local leadership. While recognition and collaboration improved, employees expressed a need for more consistent feedback and better access to tools and materials. Patient safety culture remained steady, with improvements in incident reporting and follow-up, and a desire for more learning opportunities. These insights continue to be an important aspect of supporting our incredible workforce.

## Advancing Our People Sustainability Strategy



At APL, our people are the foundation of sustainable, high quality lab services. In 2024-25, APL continued to advance Our People Sustainability Strategy with a suite of new initiatives that focus on attracting, engaging and keeping top talent.

To broaden our reach over this past year, we launched a national advertising campaign, strengthened ties with Alberta's post-secondary institutions, and embedded equity and inclusion into recruitment practices—starting with inclusive language in job postings. A strategic event plan positioned APL at key recruitment conferences, while high school outreach and collaboration with the Rural Health Professions Action Plan deepened our presence in underserved areas.

A targeted Recruitment and Retention Initiative provided temporary funding to offer incentives for hard-to-fill roles, streamlining hiring and stabilizing staffing in high-vacancy sites. A Letter of Understanding with HSAA resulted in 41 return-for-service agreements, directly supporting rural workforce sustainability.

Together, these efforts form a cohesive, forward-looking strategy that not only meets today's workforce demands but ensures APL remains a top choice for emerging professionals—ready to thrive in tomorrow's healthcare system.



## Enhancing Recognition of Staff Achievements



Acknowledging the outstanding work of our people is an important part of building a culture of excellence, which is why we develop new tools and resources to recognize the accomplishments and important milestones of our employees and medical-scientific staff.

The APL Critical Value Award recognizes individuals or groups within APL who, through their actions, work to foster and strengthen APL's values-driven culture, leadership, performance excellence, teamwork, quality & safety, customer service, and innovation. In 2024-25, 131 staff received a Critical Value Award by APL's leadership team. In addition to the Critical Value Awards, APL also recognizes staff achievements through our Recognition wall, Lab Link newsletter and long service awards.



## Med Lab Week 2024

Every April, National Med Lab Week is celebrated across Canada and with over seven thousand lab professionals providing essential diagnostic services in Alberta alone, this annual initiative is an opportunity to honour the dedication, skill, and behind-the-scenes expertise that supports patient care every single day. At APL we proudly recognize and celebrate our lab teams during this week each year—shining a light on their commitment, compassion, and impact across the province.

### Med Lab Week 2024: A Celebration of Connection and Collaboration

For many years, Med Lab Week at APL has been marked with local events and various gatherings, as individual sites and departments organized initiatives to celebrate the important contributions of medical laboratory professionals. That spirit continued in 2024, with staff across the province once again participating in engaging local activities to honour the work they do.

As APL began to embrace its new identity as a province-wide organization, we took our celebrations to a new level with the launch of a first-ever virtual initiative that united staff in a way we had not ever done before.

A small and enthusiastic planning committee led the charge in creating APL's inaugural province-wide, online Med Lab Week celebration—bringing together approximately 660 staff from across Alberta, including Medicine Hat, Lethbridge, Calgary, Edmonton, Red Deer, Jasper, Beaver Lodge, Whitecourt, Sylvan Lake/Rimbey, Vulcan, Killam, Camrose, Athabasca, Fort McMurray, and beyond.

At the heart of this celebration there were 106 energetic teams of 4 to 8 colleagues, each choosing a creative team name and participating in five days of team-based, online challenges, with a new activity launched each day. While small prizes were awarded to top-performing teams, the real highlight was the enthusiasm, camaraderie, and creativity that poured in from every corner of the province.





The week sparked a flood of fun stories and photos, showcasing collaboration, humour, and pride as the teams participated in various virtual events. Many of these moments were proudly featured in the May 2024 All-Staff Presentation, serving as a joyful reminder of the innovation, energy, and unity that define APL's laboratory professionals across Alberta.

## Goal 3: Improve financial health and value for money.

### Appropriate lab testing

APL continues to make strides in optimizing laboratory medicine through our commitment to clinical appropriateness. One of our standout achievements this past year was the development of an in-house screening test to reduce reliance on external cancer diagnostics. After successful validation in early 2025, experts are currently reviewing the data to ensure it meets clinical standards. Once complete, this initiative will offer faster, more affordable testing for Albertans facing cancer diagnosis.

APL is making lab testing smarter – saving money by cutting down on unnecessary tests while giving patients faster, simpler access to the care they need.

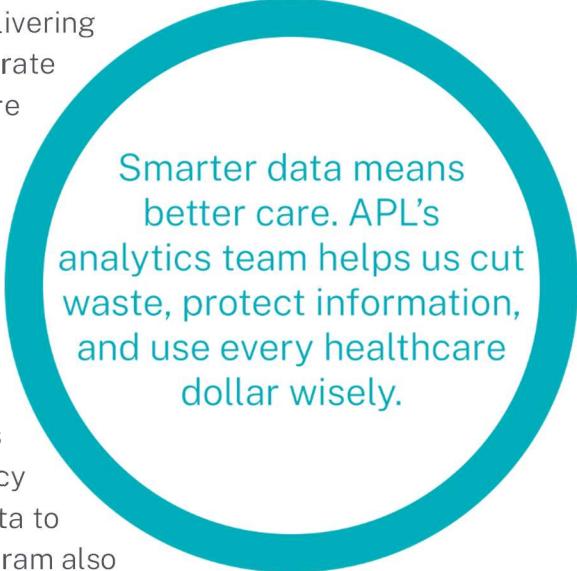
In the past year there has been significant efforts to reduce duplicate lab orders. By merging overlapping lab tests electronically, patients are experiencing fewer needle pokes and shorter wait times while the health system is saving the unnecessary use of supplies and testing capacity. For example, in February 2025 alone, over 115,000 duplicate tests were cancelled, showing strong support from clinical and a clear benefit for patients. The same has been true for the urine cytology initiative, which introduced stricter guidelines for bladder cancer testing. By the end of March 2025, these guidelines are resulting in a 38% reduction in testing and better alignment with evidence-based care. Both these initiatives are in their sustainment phase with plans for further improvement in the coming year.

Appropriateness has become embedded in how we operate. It's now a core part of our decision-making, with operational teams, discipline councils, and provincial programs consistently applying an appropriateness lens when reviewing test menus and guidelines. As the health system continues to evolve, we look forward to deepening our collaboration with clinical partners to ensure patients receive the most appropriate care.



## Data and Analytics

The Data and Analytics team plays a pivotal role in delivering better value for money at APL. By enhancing corporate dashboards and centralizing data through Connect Care over the last year, the team has empowered leaders with a unified, real-time view of laboratory operations across the province, enabling more informed and cost-effective decision-making. Similarly, the migration of lab data to secure cloud infrastructure has strengthened our data protection and streamlined the analytics process, reducing inefficiencies and operational risks. APL also invested in data literacy in 2024-25—through initiatives like the Data Champions program and the Data Literacy Hub—to ensure staff at all levels can confidently use data to drive improvements. In parallel, the Data Governance Program also worked to address data quality at the source, making information more reliable and actionable. In a usage statistics review of Connect Care in system reporting, the lab data model was by far the most frequently used, which is a strong indicator of the growing impact of our data team. These efforts collectively support smarter resource allocation, reduce duplication, highlight the importance of quality data that directly influences APLs decision making and operational effectiveness.



Smarter data means better care. APL's analytics team helps us cut waste, protect information, and use every healthcare dollar wisely.

## Strategy Development

Building on foundational strategic work to quantify the growing demands on laboratory services, APL updated their strategic goals in 2024-25. With input from several, enterprise-wide robust engagement sessions, the new goals and objectives will inform an upcoming strategic plan that will guide APL for the next several years. These goals will also be reflected in our business plan for 2026-27 and subsequent annual reports and operational plans.



## Goal 4: Improve the influence of laboratory medicine in the health system.

### One name, one standard of care

Over the past year, we've worked hard to bring our organization under a single, recognizable, unified brand.

From replacing signage at Patient Service Centres to updating our entire fleet and refreshing our public materials, we've done the work to make APL instantly recognizable. This achievement isn't just about a new look—it is also about being a strategic enabler that lays the groundwork for deeper engagement with our health system partners. Ultimately, by modernizing our brand, APL is making it easier for every Albertan to know where to turn for consistent, high-quality care, backed by teams dedicated to serving the entire province.



### Digital Pathology: Alberta's Leap in Diagnostics

Imagine doctors being able to diagnose diseases faster and more accurately—without even needing to be in the same city as the patient. That's the power of digital pathology, a modern technology that's transforming how pathology labs work across Alberta.

#### What Is Digital Pathology?

In the past, pathologists used microscopes to examine glass slides. Now, with digital pathology, those slides are scanned into high-resolution images that can be viewed on a computer. This allows doctors to zoom in, analyze, and even share images instantly with other experts, no matter where they are.

Pathologists in Grande Prairie will be ready to use this process to review special stains and tests that are performed in Edmonton, reducing the time it takes to get results by 1-2 business days, helping patients and providers get answers faster.



Behind the scenes, Alberta is building a strong digital foundation:

- Legacy digital pathology system has been moved to Alberta Health Services (AHS) servers.
- Integration with Connect Care (Alberta's health record system) to the Leica Image Management System, expected by Fall 2025.



Once these pieces are in place, our capacity to conduct remote digital pathology will expand even further to Fort McMurray and Red Deer, giving those communities the same benefits as Grande Prairie.

#### Smarter Testing, Better Outcomes

Digital pathology is not just about speed; it's also about smarter testing. This technology is laying the groundwork for automated image analysis, like measuring Ki-67, a marker used in cancer diagnosis. This is the first step toward replacing other more expensive tests currently sent out of province and could save Alberta's healthcare system \$1–2 million per year. The new testing system is expected to launch in Edmonton and northern Alberta by the end of 2025, with plans to expand to Calgary and the south soon after.

#### Why It Will Matter

Digital pathology is helping Alberta:

- Speed up diagnoses so patients get treated sooner.
- Improve accuracy using advanced software and AI.
- Connect experts across the province.
- Save money while improving care.



## Who are we

### Mission

We believe in the transformative power of laboratory medicine to improve health for all Albertans.

### Vision

Health informed by world-class, integrated laboratory diagnostics.

### Values

- Kindness
- Inclusion
- Innovations
  - Agility
  - Accuracy

APL is a wholly owned subsidiary of AHS and is the single clinical laboratory service provider in Alberta. APL employs more than 7,500 healthcare professionals and performed nearly 96 million laboratory tests over the past year. We are responsible for provision of laboratory services, including hospital and community laboratories; mobile collections; electrocardiogram tracing; on-call services; reference laboratories; public health laboratories; patient service centres; and transportation services.

**Lab Medicine touches every Albertan**

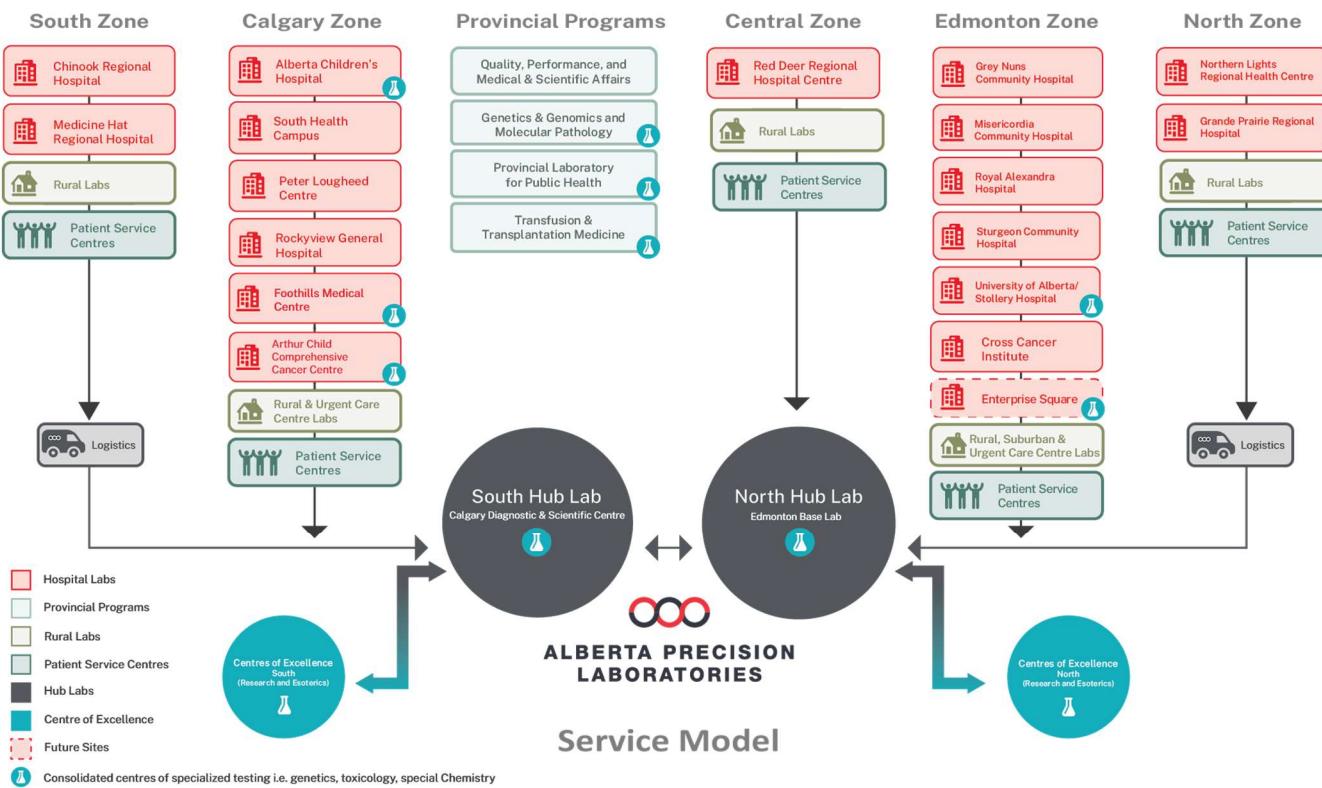
Our test results that guide most medical decisions ensuring patients across the province get timely, consistent, high-quality care.

The majority of downstream medical decisions across the continuum of care are based on the information provided by diagnostic laboratory results, making laboratory medicine a key pillar of the healthcare system, and a service that impacts all Albertans.

Our integrated lab model allows APL to be more strategic in our efforts and to streamline our processes, which results in a multitude of benefits, including equitable access to high quality services for patients; timely and consistent results for patients and providers; and optimized resources for increased financial health.



# APL Organizational Structure



## Governance

During the April 1, 2024 – March 31, 2025, reporting period, APL remained a subsidiary of AHS, reporting to the AHS President and CEO via a sole board chair, represented by AHS's Vice President of Cancer Care Alberta & Clinical Support Services. APL's governance structure ensures laboratory services are embedded into clinical decisions and operations to improve the quality and appropriateness of care. APL executives work closely with AHS executives to ensure all Albertans have dependable, secure, access to high-quality laboratory services across the province.

Refer to Appendix A for more information about APL's Corporate Governance, Operational Governance, and Operational Committee structure.



## APL Executive Leadership Team (ELT)

APL's Executive Leadership Team (ELT) is a long-standing Committee, whose purpose is to set the broad vision, strategic direction, and priorities for the organization, in collaboration with the board chair, AHS executives and the APL Provincial Medical and Operations Committee.

### Membership

- Chief Operating Officer, APL
- Chief Medical Laboratory Officer, APL
- Associate Chief Medical Laboratory Officer, Medical and Scientific Affairs and Workforce Planning, APL
- Medical Director, North Sector, APL
- Medical Director, South Sector, APL
- Provincial Medical Lead, Quality and Performance, APL
- Executive Director, Hospital Laboratory Services, APL
- Executive Director, Community Services, APL
- Executive Director, Quality, Performance, Medical & Scientific Affairs, APL
- Executive Director, Hub Laboratories and Discipline Councils, APL
- Executive Director, Business Advisory Services, AHS
- Director, HR Business Partnerships, AHS
- Director, Communications, AHS (ex officio non-voting)

## Discipline Councils

Discipline Councils support the prioritization, coordination, standardization, and optimization of clinical diagnostic testing across the province. Experts lead these councils in their discipline areas, and they are comprised of medical, scientific, operational, and administrative stakeholders to ensure the appropriate ad hoc engagement of internal and external participants. Discipline Councils focus on standardization and finding opportunities to improve appropriate utilization of laboratory testing and services.

## Shared Services

APL receives specific corporate and administrative services from AHS and therefore is able to leverage existing systems and reduce duplication of processes and policies. A Shared Services Agreement (SSA) between APL and AHS is in place that sets out the scope of services, accountabilities, service delivery expectations, and key parameters for each of the service areas that AHS provides to APL. Service from 17 different areas in AHS, including Human Resources, Finance, Information Technology, Contracting Procurement and Supply Management (CPSM), and Capital





Management, is provided to APL under the SSA, which is monitored through a defined contract governance structure.

## Our people

APL employs over 7,500 healthcare professionals, including technical staff, support staff, medical and scientific staff and contractors. Our employees have clinical and technical expertise in laboratory medicine and pathology and are sought after by health industry partners and academic collaborators for translational research initiatives and in the development of novel diagnostics.

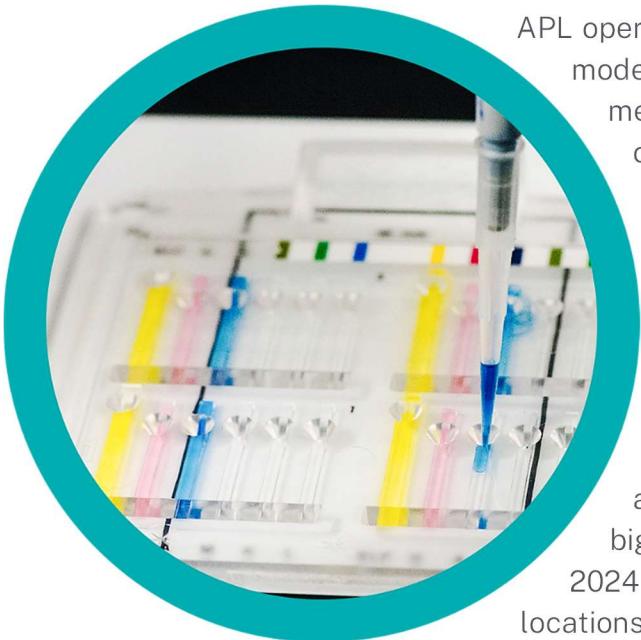
From general lab service to specialized diagnostics and public health research, our highly trained laboratory professionals play a critical role in patient care. They continue to demonstrate an unwavering commitment to protecting the health of Albertans while living our shared values of Kindness, Inclusion, Innovation, Agility and Accuracy.





## The power of an integrated laboratory system

### Standardization & Integration



APL operates using a consolidated, provincial service delivery model serving as the single point of access for laboratory medicine in all care settings. By consolidating all aspects of testing—from collection and transport to analysis—we deliver a consistent, high-quality experience for patients and clinicians. This unified approach enhances service delivery, drives operational efficiencies and enables us to adapt swiftly to evolving needs in our healthcare system.

Efforts to standardize key testing platforms continue. Recently, our large-scale chemistry analyzers were standardized across the province at our bigger hospital sites and centralized hub laboratories. In 2024-25 this standardization work spread to smaller locations throughout the province with the installation of new analyzers at many rural sites. Scheduled for completion in April of 2025, the project will see a total of 86 immunoassay analyzers in place. These standardization efforts will continue with work expected to move forward with hematology and urinalysis in the coming months.

Leveraging our integrated model, APL takes advantage of our buying power and economies of scale and continues to harmonize contracts resulting in system savings. More importantly, this enables standard methodologies, enabling the same high-quality care and services closer to home for patients in rural settings.

### Testing & Operations

Laboratory testing is central to Alberta Precision Laboratories' (APL) identity, supporting clinical decision-making across all major disciplines—including biochemistry, molecular and anatomic pathology, hematopathology, genetics and genomics, transfusion medicine, microbiology, point-of-care testing, and public health surveillance.

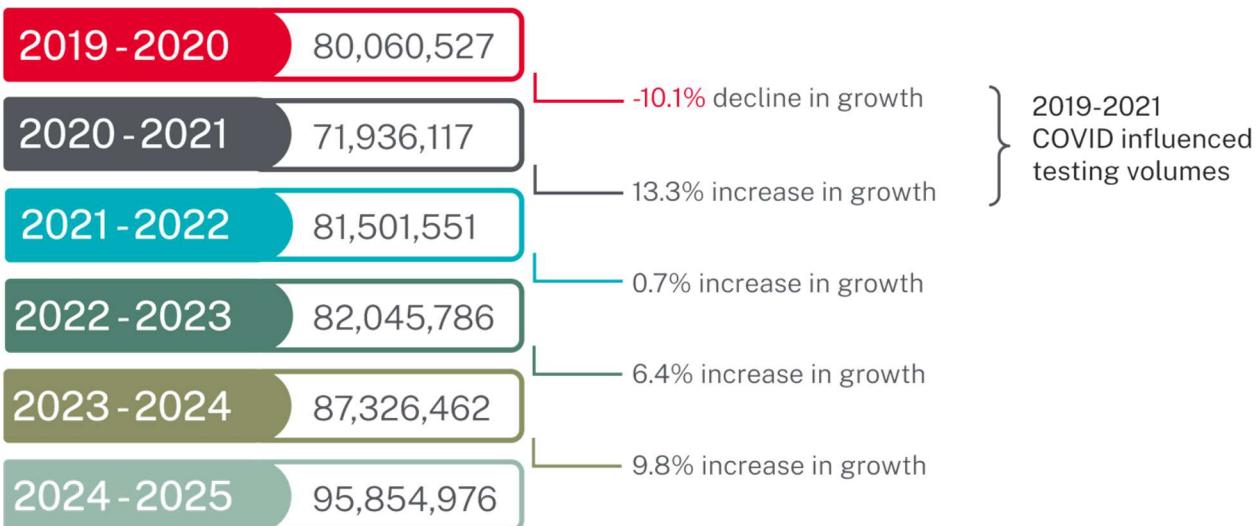
In 2024-25, APL delivered 95.9 million tests, marking a 9.8% increase over the previous record year. This surge reflects Alberta's rapid population growth and rising demand for diagnostic services, with the province expected to exceed 5 million residents in 2025.



To meet this demand, APL implemented operational efficiencies and expanded testing capacity with minimal disruption. These efforts underscore the strength of our workforce and systems in managing high volumes while maintaining accuracy and reliability.

Looking ahead, sustained growth and economic uncertainty highlight the need for strategic resource planning. Continued investment in infrastructure, equipment, and skilled personnel will be critical to ensure that APL remains responsive and resilient in a dynamic healthcare environment.

#### Total testing volumes over 6 years:



*By the end of the 2024-2025 fiscal year, Alberta Precision Laboratories had completed half a billion lab tests in just 6 years.*

#### Testing Disciplines

At APL, we conduct a wide range of medical tests that help physicians gain critical insights into their patients' health. These tests span multiple disciplines, each defined by how the tests are performed or what conditions they aim to diagnose.

Our extensive test menu generates more than just individual results—it produces a rich stream of data. We monitor the volume and types of tests performed, identify trends, and share valuable insights with clinicians, researchers, and the broader healthcare system. This data also shapes our operational decisions, guiding where to deploy staff and equipment to maximize efficiency and impact.



For detailed definitions of each testing discipline, please refer to Appendix B. Below are some of the key achievements across APL's testing disciplines in 2024–25.



### Clinical Biochemistry

Our biochemistry labs processed more than 76 million tests in 2024–25—an increase of 13% from the previous year—while maintaining exceptional quality and fiscal responsibility.



### Anatomic Pathology

The team produced over 900,000 reports in 2024–25, supporting surgeons, oncologists, and other front-line clinicians with critical interpretations, which guided precision medicine and improved patient outcomes.



### Molecular Pathology

Although highly specialized naturally resulting lower in test volumes, molecular pathology completed over 28,000 tests, reflecting a 9.2% increase compared to the previous fiscal year.



### Hematopathology

Our hematopathology program delivered more than 14 million tests in 2024–25, continuing to provide accurate reliable diagnostic insights across Alberta.



### Genetics & Genomics

Genetics and genomics completed over 145,000 tests, an 8% increase from the prior year—an achievement made possible through advanced technology, specialized equipment, and the expertise of highly skilled professionals.



### Microbiology

Our Microbiology teams completed over 4.2 million tests in 2024–25, playing a vital role in detecting and monitoring infectious diseases across the province.



### Transfusion & Transplant Medicine (TTM)

TTM Laboratories play a critical role in Alberta's transplant program. In 2024–25 we supported over 450 solid organ transplants, a 47% increase over the previous year.



### Provincial Laboratory for Public Health

In 2024–2025, our team strengthened Alberta's public health surveillance and diagnostic capacity by performing over 2 million laboratory tests, including 215,000 environmental water analyses and 15,000 measles tests, while supporting more than 1,800 respiratory and gastrointestinal outbreak investigations.



Tracking test volumes across disciplines allows us to respond quickly when demand shifts. Whether it's a surge in flu cases or the emergence of a new virus, we can rapidly scale up staffing and supplies to meet the need—ensuring timely, reliable testing when it matters most. This year, APL is leveraging advanced tools and technologies to enhance testing across Alberta. Our focus is on making testing faster, more accurate, and easier to access—so that every patient, provider, and community benefits from smarter, more responsive diagnostics.

## Other areas of Operations

### Laboratories and Collection Sites

APL's operations work as a connected network, with each part playing a vital role in meeting the testing needs of patients across Alberta. At the centre are our two hub laboratories in Calgary and Edmonton—large, highly automated facilities that act as the engines of diagnostic medicine for the province.

Additionally, we have over 120 hospital-based laboratories, which in urban areas focus on acute care, urgent care, and specialized collections, while in many rural and remote communities they serve both as testing sites and patient collection locations. APL also has 61 standalone patient service centres, providing community collection services in major urban centres and in regions with populations over 90,000.



In 2024–25, our Patient Service Centres welcomed an incredible 4.18 million patient visits—proof Albertans count on APL every single day.

Tying it all together is APL's dedicated logistics team, which ensures specimens are safely and efficiently transported from every corner of the province to the right testing site. Together, this system delivers timely, accurate, and accessible testing to support disease prevention, diagnosis, treatment planning, and public health surveillance.



## The Power of Logistics

APL's logistics team keeps Alberta's healthcare system moving every single day:

- 290 vehicles on the road, driven by 328 dedicated staff
- Supporting 2,000+ clinics and 222 hospitals, acute care sites, and PSCs
- Delivering 800,000 items each year—from lab samples to vaccines to surgical tools
- Traveling 10 million km annually (that's like circling the globe 250 times!)

Behind the scenes, this team makes sure specimens reach our labs, results get back to doctors and patients, and public health programs run smoothly. They truly are the backbone of APL's operations—keeping healthcare in Alberta strong, connected, and moving forward.



## Mobile Services



Mobile collections are another critical part of APLs community services portfolio. In 2024-25, mobile collections travelled 1,163,983 kms to complete over 230,000 mobile collections in 75 different Alberta communities. These extremely important services extend beyond APLs fixed Patient Service

Centres, supporting community health sites, long-term care facilities and homebound patients who may face barriers to travel. By bringing lab services directly to where patients live, mobile collections help reduce delays in patient care, support early diagnosis, and help strengthen continuity of care for patients across Alberta's diverse geography.

## Patient Relations

The Patient Relations team at APL is committed to supporting patients and their families by ensuring their voices are heard and respected. Whether someone is sharing a compliment, raising a concern, or offering a suggestion, the team listens with empathy and without judgement. They protect privacy, respond in a timely and transparent manner, and use the feedback they receive to improve laboratory services across Alberta. Feedback is welcomed at any stage of the care journey, and every submission is reviewed with care to help APL learn, grow and better serve all of Albertans.



## Point-of-Care Testing (POCT)



Diagnostic testing does not only reside within the clinical laboratory testing facilities of APL. High quality supported Point of Care Testing (POCT) programs enable healthcare providers to make decisions more quickly. POCT can provide healthcare providers and patients with a timely and convenient option of performing laboratory tests at or near the bedside in acute care sites, as well as in more novel care environments such as through paramedic programs (including mobile integrated health and stroke ambulance programs), long-term care, cancer care facilities, sexual health clinics and correctional facilities. APL stands out among Canadian laboratory medicine providers for its active support of high-quality POCT programs across a remarkably diverse range of care environments.

## Provincial Laboratory for Public Health



APLs Provincial Laboratory for Public Health role is critically linked to the legislated responsibilities of Alberta's Chief Medical Officer of Health and the duties of the Medical Officers of Health prescribed in the Public Health Act. Over the past several years, APLs Provincial Laboratory for Public Health has successfully secured external grants to significantly build public health genomics and bioinformatics capacity and establish community COVID-19 wastewater testing to complement clinical diagnostics and surveillance. Other notable emerging issues that have required them to quickly prepare and respond include poliovirus screening in refugees, measles outbreak response and the emergence of Monkeypox.



## Quality, Safety, and Education

Alberta Precision Laboratories (APL) is dedicated to delivering high-quality laboratory services to patients and healthcare providers across Alberta. To ensure excellence in everything we do, APL follows a Quality Management System based on standards from the Clinical and Laboratory Standards Institute. This system helps us meet all accreditation, legal, and regulatory requirements, and supports continuous improvement in our services.

Our quality model is fully integrated, meaning it guides and monitors every step of the laboratory

process—from before a sample is collected, through to testing and reporting. This helps us maintain strict quality standards and ensures reliable results for patients and clinicians.

From safe testing to reliable results, APL puts patient care first. Our focus on quality, safety, and innovation ensures Albertans get accurate answers and better health outcomes.



APL also leads the way in creating a patient safety culture. We encourage patients, staff, and physicians to speak up about safety concerns, and we are proud to be recognized within AHS for our strong performance in detecting and reporting quality and safety issues. Our approach is data-driven and supported by a well-connected organizational structure, allowing us to quickly respond to concerns and improve our services.

Ensuring workplace safety is a top priority for APL. We provide a secure and healthy environment for all employees and lab operations to protect staff well-being. Every team member plays a role in maintaining safety by understanding their responsibilities and following all relevant laws, standards, and best practices.

Supporting the future of laboratory medicine is also a key priority. APL partners with educational institutions across Alberta—including NAIT, SAIT, the University of Calgary, and the University of Alberta, among others—to help train the next generation of laboratory professionals. These programs prepare students for careers as Medical Laboratory Technologists, Combined Lab/X-Ray Technologists, Medical Laboratory Assistants, and other vital roles that help support healthcare in Alberta.



## Research, Development and Academic Partners

APL is not just about running tests—it is also a big part of medical research that helps improve how we treat diseases. APL works with hospitals, universities, and research groups across Alberta and around the world to discover better ways to care for people.

Some of APL's research partners include:

- Canadian Institutes of Health Research (CIHR)
- Canadian Blood Services
- U.S. National Institutes of Health (NIH)
- Centers for Disease Control and Prevention (CDC)

APL also has access to enormous amounts of lab data that help scientists study how diseases start, spread, and respond to treatment. This has been enhanced in recent years with the completion of Connect Care, the single provincial system that all acute care facilities work within. This research helps doctors make better decisions and leads to new treatments. APL works closely with schools like the University of Alberta, University of Calgary, SAIT, NAIT, and Red Deer Polytechnic to train future lab professionals and researchers.

For 2024-25, APL is involved in over 1,900 clinical trials and 300 research projects. These studies help test new treatments, especially in areas like cancer care, where APL plays a key role in the new Arthur Child Comprehensive Cancer Centre in Calgary.

APL's research covers many health issues, including:

<ul style="list-style-type: none"><li>• Cancer</li><li>• Diabetes and high blood pressure</li><li>• Alzheimer's disease</li><li>• Kidney and bowel diseases</li></ul>	<ul style="list-style-type: none"><li>• Organ transplants</li><li>• Rare genetic conditions</li><li>• Infectious diseases in the community</li></ul>
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By turning today's research into tomorrow's treatments, APL is helping build a healthier future for everyone.





## Sustainability

As we look ahead to 2025–26, APL remains focused on delivering high-quality, cost-effective laboratory services that meet the evolving needs of Albertans. In the coming year, we will continue to standardize, optimize, and innovate across our hospital, community, public health, and genetic testing sites. Our integrated model enables us to streamline operations, reduce duplication, and improve access, especially in rural and underserved areas.

APL will also continue to collaborate with AHS and the associated provincial health corporations and service providers to identify and implement transformational opportunities in laboratory medicine.

Sustainable care for Albertans is a priority. APL is streamlining and innovating so patients everywhere—from big cities to rural communities—have timely access to high-quality lab services today and into the future.

We are prioritizing high-impact, Alberta-made solutions that enhance clinical appropriateness, reduce variance in care, and improve our sustainability. Despite ongoing uncertainty, we remain committed to excellence. Albertans expect the best from their healthcare system—and APL is ready to deliver.



## Appendix A: APLs Corporate Governance, Operational Governance and Operational Committee Structures





## Appendix B: Defining APL Testing Disciplines

### Clinical Biochemistry



APL maintains an extensive test menu within the clinical biochemistry discipline. Clinical biochemistry services include rapid response chemistry, urinalysis, endocrinology, immunology, maternal serum screening, therapeutic drug monitoring, clinical toxicology, trace elements, and point of care testing.

### Anatomic Pathology



The discipline of anatomic pathology provides specialized diagnostic services across a wide range of subspecialties, including autopsy, bone, and soft tissue, bone marrow, breast, cytopathology, dermatopathology, endocrine, gastrointestinal, genitourinary, gynecologic, head and neck, neuropathology, ophthalmic, pediatric, thoracic, and transplant, renal and cardiac pathology. Unlike other lab disciplines that report individual test results, APL produces comprehensive diagnostic reports. These reports are based on the analysis of patient specimens--such as tissue biopsies or surgically removed tumors – and are essential for confirming diagnosis and guiding treatment decisions.



## Molecular Pathology



Molecular pathology is a provincial program focused on studying and diagnosing disease by examining molecules within organs, tissues, or bodily fluids. Molecular pathology performs testing of DNA and RNA specimens to provide diagnostic and predictive information to laboratory physicians and clinicians to help guide optimal care for patients with cancer and other diseases. The Molecular Pathology Lab performs complex testing of cancer genes, genomic alterations, and pathogens from tissue, blood, or fluid specimens.

## Hematopathology



The discipline of hematopathology provides services in hematology — the study of disease conditions that affect blood and related organs. Sample types that are analyzed include blood and blood components such as bone marrow, lymph nodes, spleen, thymus, and other lymphoid tissues as well as body fluids. This area supports the diagnosis of anemia, blood cancers, and inflammatory conditions.

## Genetics & Genomics



Genetics and Genomics, which includes the provincial Newborn Screening Program, is a provincial program operating at locations in Calgary and Edmonton. It provides testing for diseases caused by changes in the genetic makeup of patients and performs highly specialized testing for many hereditary genetic conditions. This testing is often seen as the future of laboratory medicine and involves examining the DNA of patients.



## Transfusion & Transplantation Medicine



Transfusion and Transplantation Medicine (TTM) is an integrated provincial program at APL, providing critical blood transfusion products and testing services, and supporting the largest Canadian solid organ and bone marrow transplant program outside Toronto. TTM manages all blood components and products distributed by Canadian Blood Services, ensuring appropriate use of scarce blood resources for in-patient transfusions and provides expert clinical support for bleeding and clotting disorders. TTM's Transplant Laboratories play a critical role in Alberta's transplant program and supported over 450 transplants in 2024-25, a 47% increase from the year before. The Cellular Therapy Laboratory is involved in transplant medicine and making tailored treatments using patients' own blood to treat and fight diseases such as cancer and other immune system disorders.

## Microbiology



The discipline of Microbiology includes bacteriology, mycology, rapid virology, molecular diagnostics, and parasitology. Microbiology identifies infections caused by tiny organisms like bacteria, fungi, parasites and respiratory viruses. Microbiology tests sample types such as urine, blood, and stool to detect microbes to find out if an infection might be making someone sick. This information helps doctors choose the right treatment, stop the spread of disease and combat antibiotic resistance.



## Appendix C: Defining APL Operational Areas and Facilities

### Hub Laboratories



APLs two hub laboratories in Calgary and Edmonton are large central laboratories that support the majority of the community-based testing in their jurisdiction, as well as specialty testing. Strategically located in our two largest urban centres, these labs serve as the central collaborative engines of diagnostic medicine in an integrated hub and spoke model, providing province wide service. They both integrate advanced testing automation systems to deliver high volume, high complexity testing, stream-line workflows and enhance accuracy across a number of disciplines such as Microbiology, Anatomical Pathology, Hematology and Chemistry. Their work is critical to timely disease prevention, treatment planning and public health surveillance working to ensure that health care providers have reliable information to deliver safe and effective care.



## Hospital Laboratory Services



Alberta Precision Laboratories (APL) delivers comprehensive laboratory services across all acute care hospitals, urgent care centers, and health facilities throughout Alberta. These hospital-based laboratories are essential to the province's healthcare system, providing critical diagnostic support for inpatients, emergency cases, outpatients, and community patients.

APL's hospital laboratories perform specimen collection and testing that aid in the diagnosis, treatment, and monitoring of patient conditions. They also coordinate complex testing referrals to specialized laboratories within Alberta, ensuring patients receive timely and accurate results.

In rural and remote communities, hospital-based laboratories often serve as the primary access point for community diagnostic services. Through hospital-based facilities and mobile collection programs, integration with local healthcare providers, APL ensures equitable access to laboratory testing for patients in all areas.

These services are foundational to clinical decision-making and contribute directly to improved patient outcomes. By operating within hospital environments, APL laboratories maintain close collaboration with clinical teams, enabling rapid turnaround times and seamless integration into patient care workflows.



## Community Services



APL operates 61 patient standalone patient service centre (PSC) locations. APL has PSCs in areas where there are a higher volume of community patient collections. Most PSCs are in the Greater Edmonton and Greater Calgary areas; however, we also have PSCs in Brooks, Medicine Hat, Lethbridge, Red Deer, Camrose, Lloydminster, Fort McMurray, and Grand Prairie providing accessible lab services to local communities throughout Alberta.

Community services also include Mobile Collections, the Patient Appointment Line and the Patient Relations Department.

## Provincial Laboratory for Public Health



APL's Provincial Laboratory for Public Health has been a cornerstone of public health for over one hundred years! It operates from sites in Edmonton and Calgary: The Foothills Medical Centre and South Health Campus in Calgary, and the University of Alberta Hospital in Edmonton.

APL's Provincial Laboratory for Public Health provides public health and specialized infectious disease diagnostic testing covering a broad scope including food, water and wastewater testing, and clinical testing for viruses, parasites, bacteria and fungi. The Provincial Laboratory for Public Health also works closely with public health partners in the Government of Alberta, health agencies and AHS for disease surveillance, outbreak responses, and emergency responses to emerging diseases.