# Alberta Precision Laboratories Overview

For New Employee Orientation



Rev 2.00 October 2025





## Welcome to APL!

We're thrilled to have you join us at Alberta Precision Laboratories (APL). As part of the APL family, you are now an essential part of a province-wide effort to deliver safe, reliable, and accurate lab services that support Alberta's entire healthcare system.

Our teams provide everything from routine lab testing to highly specialized diagnostics and public health monitoring. These services are critical to ensuring Albertans receive the highest quality patient care — and your contributions make that possible.

Together, we are building on our commitment to protect the health of Albertans while living our shared values of **kindness**, **inclusion**, **innovation**, **agility**, **and accuracy**. We're excited for the expertise, energy, and perspective you bring, and we look forward to the impact we'll make — together.

Welcome aboard and thank you for being part of this important work.



Tamara Trotter,
Chief Operating Officer (Interim)



Dr. Carolyn O'Hara, Chief Medical Laboratory Officer (Interim)

## About APL

Alberta Precision Laboratories (APL) is the sole provider of lab services across Alberta.

At APL, we believe lab medicine has the power to change lives. APL manages the entire diagnostic journey — from prenatal to postmortem, with timely, accurate delivery of test results across the continuum. Over 70% of clinical decisions and 80% of care pathways rely on the information derived from laboratory results, informing most downstream patient care management decisions.

With more than 7,500 lab professionals and millions of tests each year, we put patients first by delivering safe, accessible, and high-quality lab services. Our integrated provincial lab model ensures equitable access, faster results, and smarter use of resources — helping us deliver consistent, reliable care for all Albertans while driving innovation in healthcare.

























## **APL Values**

We lead with empathy, respect and consideration to meet the needs of our patients, colleagues and partners.

We ensure
transparency and
welcome feedback
by engaging with
diverse individuals
across the
healthcare system.

We innovate and create effective solutions by adapting to changes and promoting new ways of thinking.

We make effective and efficient decisions to meet the demands of a fast-paced, high demand, ever evolving health system.

We prioritize patients
and maintain high
quality and
precision, balancing
expertise with fiscal
responsibility.

**Kindness** 

**Inclusion** 

Innovation

Agility

Accuracy











## **APL's Mission & Vision**



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



Health informed by world-class, integrated laboratory diagnostics.





























## **APL's Strategic Goals**

Continue to build an engaged, sustainable and high performing workforce to deliver laboratory medicine through their specialized expertise and capabilities

Leverage our provincial model to deliver accessible, equitable, high quality and sustainable diagnostic services across the province.

More quickly adopt innovative technologies and practices across our operations and use our immense data assets to advance our priorities and drive system-level improvement in healthcare.

Fortify our profile, role and influence as laboratory medicine provider in Alberta's health system to advocate for resources, build relationships and advance patient care.

Strengthen Workforce & Culture

Enhance
Effectiveness &
Bolster Capacity

Embrace Technology & Innovation Elevate
Coalitions with
Patients &
Partners



We are:



Working at:





7,500 Service and technical staff



126 Laboratory testing sites in Alberta



95.5 Millon Tests annually



Provincially integrated lab system



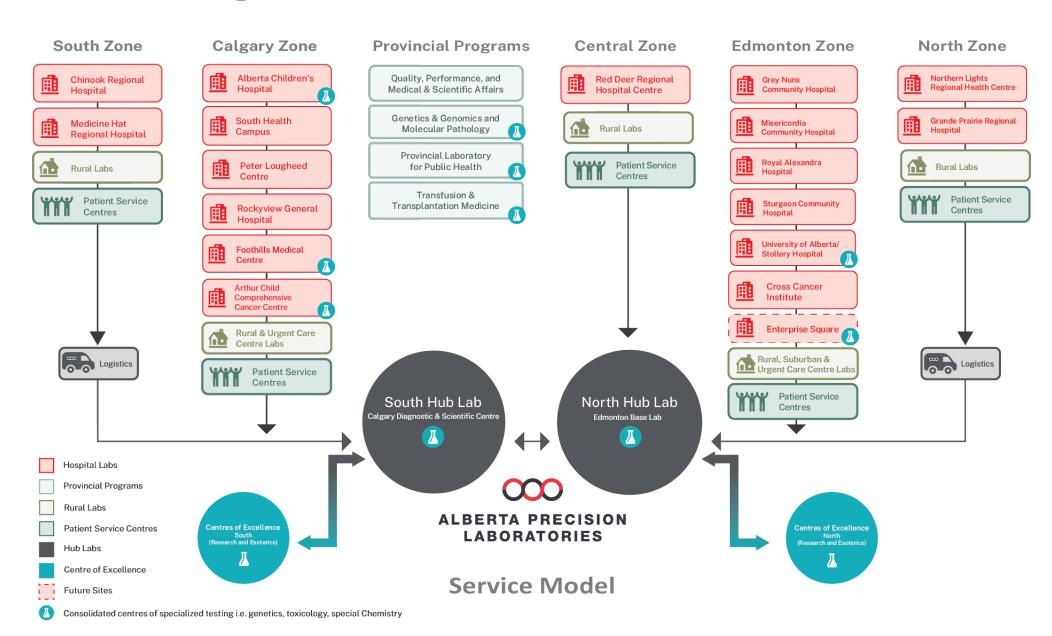
65 **Patient Service** Centres



99% Of most tests ordered are available to patients on MyHealthRecords



## **APL Organizational Structure**



## **APL Committee Structure**



Corporate Governance

# **Operational Governance**

Operations

## Lab

Operation Leaders Meeting

**APL Board** 

Executive Leadership

Chief Medical Laboratory Officer

(CMLO)

Chief Operating Officer (COO)

Executive Leadership Team

(ELT)

Executive Leadership, Sector

Medical Directors, Finance,

Human Resources.

Communications

Operations reporting to COO

Lab Medical Leaders Meeting

Medical & Scientific reporting to CMLO

#### **Board Committees**

Audit and Finance provides objective advice and recommendations regarding enterprise risk management, financial and regulatory compliance, external financial reporting and financial risk management.

Quality and Safety uses performance measurement and evaluation information to ensure the quality and safety of pathology and laboratory medicine.

Advisory provides strategic advice on service deliver, program design and innovation.

#### APL/AHS Contract Governance Committees

Contract Executive Committee oversees the APL Services Agreement (Lab services provided on contract to AHS), review performance, manage change orders and resolve issues.

Contract Management Committee oversees the AHS/APL Shared Services agreement, reviews performance of AHS services provided to APL. manage change orders and resolves issues.

#### **ELT Committees**

#### Policy Development and Review Committee

Reviews and develops new corporate, clinical and medical policies and bylaws and make recommendations to ELT.

#### Provincial Medical & Operations Committee

Oversees quality and day-to-day operations. Reviews budget, financial reports, quality reports, change management strategies, HR plans, and equipment plans to ensure quality operations are maintained.

Provincial Programs / Discipline Councils provides subject matter expert groups to coordinate and standardize clinical diagnostic testing across the province ensuring standardization, high quality & efficient testing is accessible. Sets strategy and guides priorities.

#### Our People Sustainability Strategy Committee

Responsible for management and execution of Our People Sustainability Strategy

#### **Business Innovation & Research Committee**

Recommends strategic direction for Partnerships, Business Development, Investments into innovation Process Review, and Development & Implementation of Research & Innovation within APL.

#### Joint AHS/APL Committees

Lab Formulary - is accountable for evidenceinformed, transparent and timely decision making regarding the inclusion of, and indications for, laboratory tests included on the AHS laboratory formulary.

Quality Assurance Committee - is accountable for identification, analysis, and recommendations of patient safety concerns.

Laboratory Clinical Systems Improvement (CSI) - coordinates, prioritizes, and oversees laboratory-related clinical system enhancements by evaluating stakeholder needs, feasibility, and impact.

Data Governance - provides expert, objective guidance on the strategic use, management, and policy development of laboratory data across the enterprise.





## Performance

## **Measuring What Matters**

At APL, we track key performance indicators (KPIs) to make sure we're meeting the needs of patients, physicians, and other healthcare partners across Alberta.

These measures help us monitor access to care, service quality, and operational efficiency — so we can keep improving and delivering on our mission every day.

### Some of the several KPIs we consistently monitor and work to constantly improve are:

- Turnaround times for results
- Access standards
- Patient satisfaction
- User satisfaction
- Patient wait times
- Diagnostic accuracy
- Pathology quality assurance
- Appropriateness
- Patient safety
- Employee safety



























## **APL's Annual Report**

### Discover What We've Achieved — Together

Every year, Alberta Precision Laboratories (APL) publishes an Annual Report to reflect on the work we've done, the progress we've made, and the impact we've had across Alberta. It's more than just a summary — it's a celebration of our people, our purpose, and our commitment to delivering high-quality lab services that support the health of Albertans.

The report highlights key achievements, showcases innovation, and shares how we're improving access to care, supporting our teams, and leading change in laboratory medicine. It's a great way to learn about the organization you've joined and see how your role fits into the bigger picture.

We encourage you to read the 2024–2025 Annual Report to learn more about how APL is making a difference — and how you're now part of that story.

























## **APL Engagement Plan**

## Staff engagement is very important to us.

#### Your voice shapes our future.

At APL, our people are the cornerstone of everything we do. That's why every employee is invited to take part in the *Our People Survey*, produced by Gallup. This engagement survey is an opportunity to share honest feedback on your experience at work. Your insights help us strengthen how we work together, support professional growth, and continue delivering the high-quality lab services Albertans depend on.

#### We turn feedback into action.

Survey results don't just sit on a shelf — they guide leaders in creating tailored engagement plans for their teams. The focus is on what matters most whether it's professional development, work environment, recognition, or team connections.

We invite you to explore the 2025 APL Engagement Plan to see how staff feedback is shaping a stronger, more supportive workplace.



NOTE: You can access the APL Engagement Plan on the APL Intranet once you have access to the network.



## **APL Career Profiles**

To learn more about careers in APL and hear a testimonial about life as an APL employee, visit Career Opportunities



## THANK YOU



